

Canceling Original

Sheet 1  
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## 7. DIRECTORY ASSISTANCE SERVICE

### 7.1 GENERAL

- A. Company furnishes local, long distance and national Directory Assistance Service whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.
- B. A Directory Assistance Service Charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Numbering Plan Area (NPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's NPA (national directory assistance).
- C. Directory assistance call completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial Directory Assistance Service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the directory assistance call completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the Directory Assistance Call Completion announcement prompt. Directory assistance call completion is not available when requesting the name associated with a directory listing.
- D. Upon customer request, blocking of Directory Assistance Call Completion is available at no charge.

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### 7.2 REGULATIONS

- A. A maximum of two requested telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, directory assistance call completion is available only for the second telephone number provided.
- B. DACC is not available for the following classes of calls and customer groups:
  - 1) Alternately billed calls, e.g., Collect, Calling Card, or Billed to Third Number
  - 2) 976 Directory Assistance Number Requests
  - 3) 700, 900 and Toll Free Service Number Requests
- C. The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).
- D. In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", Operator Handled Service Charges will apply in addition to the Directory Assistance Service Charge.

### 7.3 EXEMPTIONS AND ALLOWANCES

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.
- B. Charges for Directory Assistance are not applicable to:
  - 1) Calls made by customers who are unable to use a telephone directory because of a visual or physical disability which can be confirmed by a physician, appropriate group or agency from their residence.
  - 2) Calls made by residence customers from their line who are 65 years of age or older and who have requested an exemption from the company and provided satisfactory proof of age.
- C. An allowance of one (1) local or IntraLATA long distance directory assistance inquiry per billing period, per access line shall apply for residence customers. The allowance is not transferable between separate accounts, even for the same customer. An unused allowance will not be credited to the customer's account in any other billing period in which service is rendered. There are no call allowances or exemptions for National Directory Assistance Service.