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### 3.3 Directory Assistance

#### 3.3.1 Applicable to Midwest

##### 3.3.1.1 Directory Assistance Charge

- A. Applies to all calls made from points within the LATA to interstate Directory Assistance. Up to three requests may be made on each call to (C) Directory Assistance. The Directory Assistance Charge applies whether or not the Directory Assistance Bureau furnishes the requested telephone number(s) (e.g., where the requested telephone number is unlisted, non-published or no record can be found) and Directory Assistance personnel cannot complete a call to a requested telephone number. A Complementary Call Allowance may apply as specified in (2), following.
- B. Operator Service Charges (i.e., Operator Station) do not apply to calls to Directory Assistance. (D)

(1) Rate

- Per call \$1.99

(2) Complimentary Call Allowance

Directory Assistance Customers will be entitled to up to two free Directory Assistance calls per billing period for each main billed account when at least the same number of interstate IITS calls provided by this Company are also billed to that main billed account during that billing period. Calls to Directory Assistance or IITS calls originated at a public or a semi-public coin phone for which the charges are paid by depositing coins, or IITS calls originated at and charged to a hotel, motel, or hospital guest extension are not counted for purposes of determining the Complimentary Call Allowance. The Complimentary Call Allowance will be determined at the end of the billing period and will be applied to the Customer's bill for that billing period. A Complimentary Call cannot be carried forward for application to the next bill, or applied retroactively to a previous bill.

(3) Handicapped Exemption

Those handicapped Customers who qualify for exemptions from local Directory Assistance charges under Local Exchange Company tariff(s) or in the absence of a local Directory Assistance charge plan, receive special rates on other Local Exchange Company services, and are exempted from the interstate Directory Assistance Charge. This exemption applies only to calls to Directory Assistance which are billed to the handicapped Customer's residence telephone number.

(4) Credit Allowance

A credit will be given for calls to Directory Assistance when:

- the Customer experiences poor transmission or is cut-off during the call,
- the Customer is given an incorrect telephone number, or
- the Customer inadvertently misdials (e.g., the caller dialed 202-555-1212 when they intended to dial 201-555-1212).

To receive the credit, the Customer must notify a Company operator or Business Office of the problem experienced.

**3.3 Directory Assistance****3.3.2 Applicable for Nevada Bell Telephone Company, LLC**

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**3.3.2.1 Directory Assistance Charge**

- A. Applies to all calls made from points within the LATA Directory Assistance. Up to three requests for listings within the area code dialed may be made on each call to Directory Assistance. Three listings will be provided only when the listing information is accessible to Directory Assistance. The Directory Assistance Charge applies whether or not Directory Assistance furnishes the requested telephone number(s) (e.g., where the requested telephone number is unlisted, non-published or no record can be found) and Directory Assistance cannot complete a call to a requested telephone number.
- B. A Directory Assistance Charge will be the only charge applied to a call to Directory Assistance. The Operator Service Charge (i.e., Operator Station) does not apply to calls to Directory Assistance.

## (1) Rate

- per call

\$1.99

- (2) Handicapped Exemption - These handicapped Customers who qualify for exemptions from local Directory Assistance charges under Local Exchange Company tariff(s), or in the absence of a local Directory Assistance charge plan, receive special rates on other Local Exchange Company Services, and are exempted from the interstate Directory Assistance Charge. This exemption applies only to calls to Directory Assistance which are billed to the handicapped Customer's residence telephone number.

- (3) Credit Allowance - A credit will be given for calls to Directory Assistance when:

- the Customer experiences poor transmission or is cut-off during the call,
- the Customer is given an incorrect telephone number, or
- the Customer inadvertently misdials (e.g., the caller dialed 202+555-1212 when they intended to dial 201+555-1212).

To receive the credit allowance, the Customer must notify the Telephone Company's Business Office of the problem experienced.

### 3.3 Directory Assistance

#### 3.3.3 Applicable for Southwest

##### 3.3.3.1 Directory Assistance Charge\*

- A. Applies to all Interstate IntraLATA calls made to interstate Directory Assistance from points within the LATA to obtain a telephone number(s) within the same LATA. Up to three requests may be made on each call to Directory Assistance. The Directory Assistance Charge applies whether or not Directory Assistance furnishes the requested telephone number(s) (e.g., where the requested telephone number is unlisted, non-published or no record can be found), and Directory Assistance cannot complete a call to a requested telephone number. A Complimentary Call Allowance may apply as specified in (B) following. (C)
- B. Operator Assistance Service Charges do not apply to calls to Directory Assistance. (C)  
(D)  
(D)

(1) Rate

- per call \$1.99

- (2) Complimentary Call Allowance - Directory Assistance Customers will be entitled to up to two free Directory Assistance calls per billing period for each main billed account when at least the same number of IITS calls provided by this Company are also billed to that main billed account during that billing period. Calls to Directory Assistance, or IITS calls originated at a public or semi-public coin phone for which the charges are paid by depositing coins, or IITS calls originated at and charged to a hotel, motel, or hospital guest extension are not counted for purposes of determining the Complimentary Call Allowance. The Complimentary Call Allowance will be determined at the end of the billing period, and will be applied to the Customer's bill for that billing period. A Complimentary Call cannot be carried forward for application to the next bill or applied retroactively to a previous bill.
- (3) Disabled Exemption - Those disabled Customers who qualify for exemptions from local Directory Assistance charges under Local Exchange Company tariff(s), or in the absence of a local Directory Assistance charge plan, receive special rates on other Local Exchange Company services, and are exempted from the Interstate IntraLATA Directory Assistance Charge. This exemption applies only to calls to Directory Assistance which are billed to the disabled Customer's residence telephone number.
- (4) Credit Allowance - A credit allowance will be given for calls to Directory Assistance when:
- the Customer experiences poor transmission or is cut-off during the call,
  - the Customer is given an incorrect telephone number, or
  - the Customer inadvertently misdials (e.g. the caller dialed 315-555-1212 when they intended to dial 314-555-1212).

To receive the credit allowance, the Customer must notify the Telephone Company's Business Office of the problem experienced. (C)  
(C)

\* Interstate IntraLATA Service Rates and Charges will be assessed by Concurring Carriers listed in Section 3.3.1 (A), following.