

NATIONAL DIRECTORY ASSISTANCE CALL SERVICE

A. Description

1. National Directory Assistance Call Service is a service whereby a customer may obtain listing information for residential, business and government accounts located outside the requesting customer's LATA and Area Code and within the 50 states. Information Call Completion is not offered with National Directory Assistance Call Service.
2. Telephone calls by customers for listing information will be answered and information will be given by an Audio Response Unit (ARU).
3. The customer can obtain a maximum of three requested listings per call to National Directory Assistance.
4. The prices in Paragraph B., following, apply for all calls to National Directory Assistance.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
6. There are no exemptions or call allowances for National Directory Assistance Call Service requests. (N)
(N)

1. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE (cont'd)**B. Prices**

1. Service Elements

Description /Billing Code/	Direct Dialed Calls	
For each call to National Directory Assistance	\$2.49	(l)

2. Other Applicable Charges and Payments

Where a customer requests operator assistance to place a call to National Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook is applicable in addition to the price specified in Service Elements above.

National Directory Assistance is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.^{/1/}

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

LOCAL DIRECTORY ASSISTANCE

A. General

The Company furnishes a service whereby customers may obtain assistance in determining listings information by calling the Directory Assistance (DA) number subject to the regulations and charges shown herein.

Local DA consists of providing listings information or an indication of “non-published” status for residential, business and government accounts located within the requesting customer’s Area Code and LATA or located outside the local calling area but within the same subscriber Area Code.

B. Regulations

The customer can obtain a maximum of three requested listings per call to Directory Assistance.

C. Exemptions

Charges for Directory Assistance Service are not applicable to calls placed from:

- Hospitals; or (C)
- Customers who certify they have a disability. /NCA/ (D)
- (C)

Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as National Directory Assistance and Business Category Search. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by AT&T and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of AT&T that may be terminated at any time. (N)

2. LOCAL DIRECTORY ASSISTANCE (cont'd)

D. Prices

Description	Rate	
For each call to Local Directory Assistance	\$2.49	(l)

Where a customer requests operator assistance to place a call to local Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook is applicable in addition to the price specified above.

3. Reserved

(C)

(D)

(D)

3. Reserved (cont'd)

(C)

(D)

(D)

4. BUSINESS CATEGORY SEARCH**A. Description**

1. Business Category Search will provide customers with the ability to request listings information for a specified category of businesses when they do not know the name of the business they are seeking. Requested listings information is searched for geographically. Information Call Completion is offered with Business Category Search for telephone number listings within the customer's home numbering plan area. The service is available where facilities permit. The Company searches and retrieves listings that match the customer's requested business category for the requested city/locality. The Company searches and retrieves listings within a pre-defined radius of the requested city/locality.
2. Telephone calls by customers for listings information will be answered and numbers given by an Audio Response Unit (ARU).
3. Customers will be offered a maximum of eight listings that match their search request but will be able to choose to receive listing information for only one of the eight listings offered.
4. The PRICES in Paragraph B. following apply for all calls for Business Category Search.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
6. There are no exemptions or call allowances for Business Category Search service requests. (C)

BUSINESS CATEGORY SEARCH (cont'd)**B. Prices**

Description	Rates Direct Dialed Calls	
1. Business Category Search (maximum of three requested listings per call)	\$2.49	(l)
2. Where a customer requests operator assistance to place a call for Business Category Search, the surcharge as shown in Part 11, Section 1, of this Guidebook is applicable in addition to the price specified in Paragraph B.1., above.		
3. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction. ^{/1/}		

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.