

1. INFORMATION CALL COMPLETION SERVICE

A. Description

Information Call Completion Service provides an eligible customer who has accessed Directory Assistance Service and has received a number from the Audio Response Unit the option of having their call completed for them by depressing a specific digit on a multi-frequency tone telephone. Information Call Completion Service is offered where facilities permit.

B. Terms and Conditions

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|---|------------|
| 1. The calling number and the number requested must be in the same Local Access Transport Area (LATA). | (D) |
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| | (D) |
| 2. Whether or not the call is completed, the appropriate charge for the Directory Assistance Service call will apply. | (C)
(C) |
| 3. Calls originating from accounts being used by certified visually or physically handicapped persons are exempted from a charge for Information Call Completion. | (C) |
| 4. The following types of calls are not eligible for Information Call Completion. | (C) |
| - Calls originating from Interexchange Carriers and Independent Telephone Company serving areas; | |
| - Calls originating from Wide Area Telecommunications Service (WATS); | |
| - Calls for Non-Published numbers. | |
| - Calls to 800, 900, 976 and Enterprise numbers. | |
| - Calls originating from toll restricted numbers. | |

1. INFORMATION CALL COMPLETION SERVICE (cont'd)

B. Terms and Conditions (cont'd)

- 5. Calls from Customer Owned Pay Telephone Service (COPTS) payphones are only eligible for the alternate billing (i.e. collect, third-party billed, or credit card) option due to COPTS equipment limitations.^{/1/} (C)
- 6. When a customer (e.g. Cellular Carrier, Hotel/Motel and Hospital) does not permit a call to be billed to the originating line by an end user, only alternate billing options are offered.^{/1/} (C)

C. Prices

The charge for Information Call Completion (ICC) is billed to the originating line or to an alternate billing option, i.e. billed-to-third or collect.^{/1/} (C)

The rates shown are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

1. Service Elements

Description /Billing Code/	Price Per Call
Information Call Completion Service	\$.00

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