

TARIFF DISTRIBUTION

FILE PACKAGE NO.: AL-14-0084

DATE: November 10, 2014

STATE: ALABAMA

EFFECTIVE DATE: 11/10/2014

TYPE OF DISTRIBUTION: Approved

PURPOSE: Directory Assistance (DA) Listings lookup change

TARIFF SECTION

G003

PAGE NUMBER

20.1

PAGE REVISION

0008

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and A3.13.3 apply to customer requests for Directory Assistance.
- C. Directory Assistance Service allows a subscriber to get a telephone number and/or directory address.

A3.13.2 Application Of Charges

- A. There will be a charge for all customer calls to Directory Assistance, except as noted in B. following.
- B. The charges specified in A3.13.3 will be applicable to all subscribers except for residence customers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.
- C. Surcharges as specified in A3.14.3 will be applicable to all calls to Directory Assistance Service handled by the operator ("0-"), provided that the "0" operator is not the only source for Local Directory Assistance, or dialed by the customer ("0+").

A3.13.3 Rates And Charges

| | Rate | USOC | |
|---|---------------|-------------|-----|
| A. Directory Assistance service - request of a listing (maximum of <i>three</i> requests per call) | | | (C) |
| 1. Within the Company's local calling or LATA/NPA serving area for the originating line | | | |
| (a) Per call | \$2.09 | NA | |
| 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line ¹ | | | |
| (a) Per call | 2.09 | NA | |
| B. Directory Assistance service to Payphone Service Providers | | | |
| 1. All calls to Directory Assistance | | | |
| (a) Per call | .35 | NA | |

Note 1: No exemptions or exceptions apply. This service is available where technically feasible.