

TARIFF DISTRIBUTION

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase business & residence Directory Assistance (DA) Service charge

TARIFF SECTION
G003

PAGE NUMBER
20.1

PAGE REVISION
0011

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. 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 requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. 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 is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company 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 the Company that may be terminated at any time.
- 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 three requests per call)			
1. Within the Company's local calling or LATA/NPA serving area for the originating line			
(a) Per call	\$2.49	NA	(I)
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line ¹			
(a) Per call	2.49	NA	(I)
B. Directory Assistance service to Payphone Service Providers			
1. All calls to Directory Assistance			
(a) Per call	.35	NA	

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