

**1. BUSINESS CATEGORY SEARCH****A. Service Description**

1. Business Category Search (BCS) provides customers with the ability to request business listings, by city, address, street, intersection, or specific business location for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.
2. Method of Provisioning – The Company searches and retrieves listings, randomly, on a geographic basis, such as an address, street, intersection, or specific business location. The Company will suggest three business names to the customer, unless fewer listings are available, in which case only those listings retrieved will be suggested. If the suggested listings do not satisfy the customer, additional searches can be requested. The Company's operators will provide the business address(es), along with the telephone number, if requested by the customer.
3. The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

**B. Regulations**

1. The regulations and rates set forth following apply to each customer request for assistance in determining the telephone number information of a Business as defined in A. preceding when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.
2. The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If none of the suggested listings satisfy the customer's request, the customer will be charged a single charge for each requested business search, at the applicable rate specified in C. following. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed, or not found.

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2. Method of Provisioning – The Company searches and retrieves listings that match the customer's requested business category for the requested city/locality. Where available, the first two listings offered to the customer are for companies that advertise with AT&T in the relevant business category and serve the requested city/locality. Those companies may or may not be physically located within the requested city/locality, but serve that area. As to other listings offered to the customer, the Company searches and retrieves listings within a pre-defined radius of a center point in the city/locality, unless the customer requests the search use a specific intersection or address, in which case the Company searches and retrieves listings within a pre-defined radius of the requested intersection or address. Center point, intersection, and street address searched listings, which can include companies advertising with AT&T, are offered to the customer in order of nearness to the center point, or specified intersection or address from which the search is conducted. (C)
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3. The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

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**1. BUSINESS CATEGORY SEARCH (Cont'd)**

**B. Regulations (Cont'd)**

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this Guidebook.

**C. Rates and Charges**

Charge Per Listing Request

- 1. Sent Paid Request \$1.99

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**C. Rates and Charges**

	<u>Charge Per Listing Request</u>	
1. Sent Paid Request	\$2.09	(l)

**1. BUSINESS CATEGORY SEARCH (Cont'd)**

**B. Regulations (Cont'd)**

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.
- 5. 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.

(N)  
|  
(N)

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**C. Rates and Charges**

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1. Sent Paid Request	\$2.29	(l)



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

(N)  
(N)

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**C. Rates and Charges**

	<u>Charge Per Listing Request</u>	
1. Sent Paid Request	\$2.49	(l)

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

**2. NATIONAL DIRECTORY ASSISTANCE****A. Description**

1. National Directory Assistance (NDA) is a service whereby customers may request telephone listing information anywhere in the nation, by dialing 411.

**B. General Regulations**

1. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA).
2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.
3. The customer will be charged for each listing request made during the call. The National Directory Assistance rate shown in C. following, applies per listing request whether or not a number is provided<sup>1</sup>.
4. There are no exemptions from billing for requests for National Directory Assistance.
5. There are no call allowances associated with National Directory Assistance requests.
6. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Guidebook, Part 11, Section 2.
7. Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Guidebook, Part 11, Section 2.
8. The Company assumes no responsibility for the accuracy of the information provided.

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

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2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.
3. The customer will be charged for each call. The customer can obtain up to three listings on a call. The National Directory Assistance rate shown in C. following, applies per call request whether or not a number is provided<sup>/1/</sup>. (C)  
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**2. NATIONAL DIRECTORY ASSISTANCE (Cont'd)**

**C. Rates and Charges**

- |  |        |
|--|--------|
| 1. Charge per sent paid request <sup>/1/</sup> | \$1.99 |
|--|--------|

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

**2. NATIONAL DIRECTORY ASSISTANCE (Cont'd)**

**C. Rates and Charges**

- |  |        |     |
|--|--------|-----|
| 1. Charge per sent paid request <sup>/1/</sup> | \$2.09 | (l) |
|--|--------|-----|

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

**2. NATIONAL DIRECTORY ASSISTANCE (Cont'd)**

**C. Rates and Charges**

- |  |        |     |
|--|--------|-----|
| 1. Charge per sent paid request <sup>/1/</sup> | \$2.29 | (l) |
|--|--------|-----|

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.



**2. NATIONAL DIRECTORY ASSISTANCE (Cont'd)**

**C. Rates and Charges**

- |  |        |     |
|--|--------|-----|
| 1. Charge per sent paid request <sup>/1/</sup> | \$2.49 | (l) |
|--|--------|-----|

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

**3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE****A. General Description**

The Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service access locations (DA Location).

Refer to Schedule Cal.P.U.C. No. 175-T, Section 9.1 for information on transport to the DA location and on Nonpublished Number Report Service.

**B. Undertaking of the Company**

1. A Company Directory Assistance operator, when furnished a name and locality, will provide or attempt to provide the telephone number and address information associated with the requested telephone number listed in the Company Directory Assistance records associated with the name given at the rates and charges as set forth in F.2. following. The Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number and associated address information; and the Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of Directory Assistance Service.
2. A maximum of three (3) requests for telephone numbers will be accepted per call to the Directory Assistance operator.
3. A telephone number which is not listed in Directory Assistance records will not be available to the customer's end user.
4. The Company will specify the Directory Assistance Service access location which provides the Directory Assistance Service for each numbering plan area code (NPA). The Directory Assistance Locations are as shown in Schedule Cal.P.U.C. No. 175-T, Section 14.3.

**3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)****D. Payment Arrangements**

## 1. Minimum Periods

The minimum period for which Dedicated Directory Access Service and Directory Assistance Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous month's billing.

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

## 2. Refer to Schedule Cal.P.U.C. No. 175-T, Section 9.1.4 for information on payment arrangements related to Dedicated Directory Access Service.

## 3. Credit Allowance for Directory Assistance Service

- a. When the Directory Assistance Service access location or Directory Assistance operator equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a customer Directory Assistance call has been answered or forwarded to the Directory Assistance operator, a credit allowance for a call answered or forwarded to the Directory Assistance operator equal to the rate for a Directory Assistance Service Call as set forth in Schedule Cal.P.U.C. No. 175-T, Section 9.16 plus the rate for a Directory Transport call will be applied to the customer's charges. The credit allowance for Directory Transport will apply as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.4,(B)(1) and (B)(3).

**3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**D. Payment Arrangements (Cont'd)**

3. Credit Allowance for Directory Assistance Service (Cont'd)
  - b. In addition to the credit as set forth in a. preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such DA call will apply. The credit will be as set forth in following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer.
  - c. Credit allowances for other service interruptions will be provided as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.4.
  - e. In the event that the telephone number is unavailable to the Directory Assistance Operator, no credit applies for the charge for the call to the Directory Assistance operator.

**3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)****E. Rate Regulations**

1. The Directory Assistance Service call charge, as set forth in F.1. following, applies for each completed call to a Directory Assistance operator. A completed call is a call which has been answered by a Directory Assistance operator. The charge applies whether or not the Directory Assistance operator provides the requested telephone number. The number of calls answered by Directory Assistance Operators will be accumulated by Company measuring equipment. Carriers will receive bills showing the number of directory assistance calls answered by the Company DA operator for the specified billing period. No end-user data will be provided. A credit for the provision of an incorrect telephone number will be applied as set forth in D.3 preceding.

**4. REVERSE DIRECTORY ASSISTANCE SERVICE****A. Description**

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis<sup>/1/</sup>.

**B. General Regulations**

1. The customer will be charged for each request made during the call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in printed directories, unless the customer has authorized listing their information in the directory assistance database.
2. There are no billing exemptions or call allowances for Reverse DA calls.
3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.
4. The Company assumes no responsibility for the accuracy of the information provided.
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Guidebook, Part 11, Section 2.
6. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.
7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Company harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

/1/ See Schedule Cal.P.U.C. No. D5.1.2.

**4. REVERSE DIRECTORY ASSISTANCE SERVICE****A. Description**

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis<sup>/1/</sup>.

**B. General Regulations**

1. The customer will be charged for each call. The customer can obtain up to three listings on a call. (C)  
The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in the directory assistance database. (C)
2. There are no billing exemptions or call allowances for Reverse DA calls.
3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.
4. The Company assumes no responsibility for the accuracy of the information provided.
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Guidebook, Part 11, Section 2.
6. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.
7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Company harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information. (C)

/1/ See Schedule Cal.P.U.C. No. D5.1.2.

**4. REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges**

- |                                 |        |
|---------------------------------|--------|
| 1. Charge per sent paid request | \$1.99 |
|---------------------------------|--------|



**4. REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges**

- |                                 |        |     |
|---------------------------------|--------|-----|
| 1. Charge per sent paid request | \$2.09 | (l) |
|---------------------------------|--------|-----|

**4. REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges**

- |                                 |        |     |
|---------------------------------|--------|-----|
| 1. Charge per sent paid request | \$2.29 | (l) |
|---------------------------------|--------|-----|

**4. REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges**

- |                                 |        |     |
|---------------------------------|--------|-----|
| 1. Charge per sent paid request | \$2.49 | (l) |
|---------------------------------|--------|-----|

**5. LOCAL DIRECTORY ASSISTANCE SERVICE****A. Description**

1. Applicable to furnishing a calling party with telephone numbers or other information available from the Utility's Directory Assistance records.

2. Territory

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules and within Local Access and Transport Areas per D.94-09-065.

3. Service Description

- a. Directory Assistance Service provides the calling party with the following type of listing information from the Utility's Directory Assistance records:

- (1) The requested telephone number and address information associated with the requested telephone number.

- (2) Information that the requested telephone number cannot be found.

- b. The Directory Assistance operator will furnish up to a maximum of three items of the type of listing information in 3.a. preceding, per call. Customers requesting more than one listing per call should inform the Directory Assistance operator at the beginning of the call.

- c. Express Call Completion for one listing is included in the Directory Assistance service charge.

Express Call Completion allows call completion to a desired intraLATA number for customers calling directory Assistance. Usage charges may also apply.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. Regulations**

## 1. Exemptions

a. The following are exempt from the charges shown in C.1 and 2. following, subject to any specified regulations.

(1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:

- Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
- An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
- A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
- A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or calling card. No charge will apply to this type of call.

b. IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818 and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. Regulations**

## 1. Exemptions

- a. The following are exempt from the charges shown in C.1 and 2. following, subject to any specified regulations.
  - (1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:
    - Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
    - An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
    - A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
    - A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number. No charge will apply to this type (C) of call.
- b. IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818 and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. Regulations (Cont'd)**

1. Exemptions (cont'd)
  - c. No exemption is applicable to direct dialed calls from pay telephones.
  - d. No exemption is applicable to Centrex or PBX services.
  - e. Manual Mobile Telephone service is exempt from the charges shown in C.1.b. and C.2.
2. Application of the Directory Assistance Service Call Allowance
  - a. A Directory Assistance Service call allowance not used in one billing period cannot be transferred to the customer's account for any other billing period or to any other account.
  - b. The Directory Assistance charge plan will apply to Foreign Exchange service provided to customers located in independent company territory served by Utility dial tone.
3. Alphabetical telephone directories published by the Utility will be provided upon request subject to availability, for exchanges located within the customer's home Area Code, at no charge when used for calling purposes.
4. Provisions concerning limitation of liability are set forth in Guidebook, Part 2, Section 2. Except as otherwise provided in such regulation, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges**

Call Allowances And Charges

InterLATA and interstate calls placed to Directory Assistance are covered by the tariffs of the Utility providing such service. Exception: IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818 and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

1. Direct dialed calls to Directory Assistance.

a. Allowance

The following allowances apply to direct dialed calls per month to Directory Assistance, at no charge for the services indicated:

Type of Service	Call Allowance
(1) Residence Service <sup>/1/</sup>	
- Individual, each line	1
- PBX service each trunk	1
(2) Business Service <sup>/1/</sup>	
- Individual line service each line	0
- PBX service each seven-digit working telephone number	0
- Centrex Service	
Dormitory service, each station line	0
All other Centrex service, each station line	0
(3) Other services, such as Toll Stations, Marine Telephone Service, etc.	0

/1/ See B.2.c. preceding.



**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>
- Each call exceeding the Call Allowance	\$1.50

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	1.50
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	1.50
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$1.79	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	1.79	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	1.79	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$1.89	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	1.89	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	1.89	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$1.99	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	1.99	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	1.99	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$2.09	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	2.09	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	2.09	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$2.29	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	2.29	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	2.29	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.

**5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

**C. Rates and Charges (Cont'd)**

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$2.49	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	2.49	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	2.49	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.