

1. LISTING SERVICE (cont'd)

B. REGULATIONS (cont'd)

1. General (cont'd)

k. Directory Assistance Listing Service

- (1) Directory Assistance Listings are customer primary/additional listing(s) available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.
- (2) Directory Assistance Listing service is applicable for a minimum period of one month as set forth in Schedule Cal.P.U.C. No. A2.1.9.
- (3) Remote Call Forwarding, furnished in connection with Directory Assistance Listing service, may be published in both directory assistance records in which the number is purchased.
- (4) The address shall be that of a premises on which any portion of the customer's exchange service is located, except:
  - The address may be omitted on request of the customer.
  - The customer may not substitute the address.
- (5) Directory Assistance Listing service does not apply to the following:
  - Wide Area Telecommunications Service, Toll Station Service, and Interexchange Receiving Service.
  - Other separate service furnished to the same customer (see definition) of the same directory area, of the same class (business or residence) located on the same premises as any portion (on or off-premises) of a published service.
  - Caption listings arrangements.

1 LISTING SERVICE (cont'd)

C. RATES AND CHARGES (cont'd)

	<u>MONTHLY RATE</u>	<u>USOC</u>
2. Additional Listings <sup>1</sup>		
- Each business listing	\$1.66	CLT
3. Lines of Information <sup>1</sup>		
- Other information in addition to a listing, - each line:		
- Business	1.66	XLL
- Cross Reference/Combination Listing, each line:		
- Business	3.32	LLT
4. Nonpublished Service		
- Each Service	1.25	NPU
5. Directory Assistance Listing Service		
- Each Business Listing	1.00	DAO

NOTE 1: Service charges may apply per Part 12 Section 1.

1 LISTING SERVICE (cont'd)

C. RATES AND CHARGES (cont'd)

	<u>MONTHLY RATE</u>	<u>USOC</u>	
2. Additional Listings <sup>1</sup>			
- Each business listing	\$4.25	CLT	(l)
3. Lines of Information <sup>1</sup>			
- Other information in addition to a listing, - each line:			
- Business	4.25	XLL	(l)
- Cross Reference/Combination Listing, each line:			
- Business	4.25	LLT	(l)
4. Nonpublished Service			
- Each Service	1.75	NPU	(l)
5. Directory Assistance Listing Service			
- Each Business Listing	1.50	DAO	(l)

NOTE 1: Service charges may apply per Part 12 Section 1.

2. DIRECTORY ASSISTANCE SERVICE

This service provides the calling party with the following type of information from the Company'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 information in 1. preceding, per call.
- C. 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.
- D. 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.

12.1 DIRECTORY SERVICES (cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>
1. Each direct dialed call to Directory Assistance	\$1.50
2. Operator assisted calls to Directory Assistance	
a. From services provided with Direct Dial Access	
- Each operator assisted call	\$1.50
Plus the amount of the service charge for an operator assisted station message 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, no operator assisted service charge applies.	
- Each call	\$1.50
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.	

12.1 DIRECTORY SERVICES (cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$1.79	(l)
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each operator assisted call	\$1.79	(l)
Plus the amount of the service charge for an operator assisted station message 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, no operator assisted service charge applies.		
- Each call	\$1.79	(l)
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		

12.1 DIRECTORY SERVICES (cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$1.89	(l)
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each operator assisted call	\$1.89	(l)
Plus the amount of the service charge for an operator assisted station message 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, no operator assisted service charge applies.		
- Each call	\$1.89	(l)
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		

12.1 DIRECTORY SERVICES (cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$1.99	(l)
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each operator assisted call	\$1.99	(l)
Plus the amount of the service charge for an operator assisted station message 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, no operator assisted service charge applies.		
- Each call	\$1.99	(l)
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		



12.1 DIRECTORY SERVICES (cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$2.09	(l)
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each operator assisted call	\$2.09	(l)
Plus the amount of the service charge for an operator assisted station message 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, no operator assisted service charge applies.		
- Each call	\$2.09	(l)
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		

**12. DIRECTORY ASSISTANCES SERVICES (cont'd)** (C)

**B. RATES AND CHARGES** (C)

(D)

Charge

- 1. Each direct dialed call to Directory Assistance \$2.09
- 2. Operator assisted calls to Directory Assistance
  - a. From services provided with Direct Dial Access
    - Each "0" operator assisted call \$2.09 (C)
    - Plus the amount of the service charge for an operator assisted station message Part 9 Section 1, this charge does not cover the completion of a message toll call.
    - From services not provided with Direct Dial Access (C)
    - Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, no operator assisted service charge applies.
    - Each call \$2.09
  - b. "0" Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied. (C)

### 3 NATIONAL DIRECTORY ASSISTANCE

#### 3.1 DESCRIPTION

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

#### 3.2 GENERAL REGULATIONS

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).

National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.

The customer will be charged for each listing request made during the call. The National Directory Assistance rate shown in 3.3 following, applies per listing request whether or not a number is provided.<sup>1</sup>

There are no exemptions from billing for requests for National Directory Assistance.

There are no call allowances associated with National Directory Assistance requests.

Requests for Local Directory Assistance are billed at the rates and regulations set forth in Part 11 Section 2.

Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Part 11 Section 2.

The Company assumes no responsibility for the accuracy of the information provided.

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

3. NATIONAL DIRECTORY ASSISTANCE (cont'd)

3.3 RATES AND CHARGES

Charge per sent paid request <sup>1</sup>	\$1.99
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NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

3. NATIONAL DIRECTORY ASSISTANCE (cont'd)

3.3 RATES AND CHARGES

Charge per sent paid request <sup>1</sup>	\$2.09	(l)
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NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

#### 4 REVERSE DIRECTORY ASSISTANCE SERVICE

##### 4.1 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>

##### 4.2 GENERAL REGULATIONS

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.

There are no billing exemptions or call allowances for Reverse DA calls.

Reverse DA is available to business and residence customers where facilities and operating conditions permit.

The Company assumes no responsibility for the accuracy of the information provided.

Requests for Local Directory Assistance are billed at the rates and regulations set forth in the California Guidebook Part 9 Section 1.

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.

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.

NOTE 1: See Part 11 Section 2.

4. REVERSE DIRECTORY ASSISTANCE SERVICE (cont'd)

4.3 RATES AND CHARGES

Charge per sent paid request	\$1.99
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4. REVERSE DIRECTORY ASSISTANCE SERVICE (cont'd)

4.3 RATES AND CHARGES

Charge per sent paid request	\$2.09	(l)
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## 5 BUSINESS CATEGORY SEARCH

### 5.1 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.

### 5.2 GENERAL REGULATIONS

1. The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number information of a Business as defined 5.1.1 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 5.1.1.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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### 5.1 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 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)
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. (C)

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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 three listings offered to the customer are for companies that advertise with one or more directory publishers 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 one or more directory publishers, 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)
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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5 BUSINESS CATEGORY SEARCH (cont'd)

5.2 GENERAL 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 tariff.

5.3 RATES AND CHARGES

Sent Paid Request	\$1.99
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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 tariff.

5.3 RATES AND CHARGES

Sent Paid Request	\$2.09	(l)
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**5. BUSINESS CATEGORY SEARCH (cont'd)**

**5.2 GENERAL 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)

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 tariff.

**5.3 RATES AND CHARGES**

Sent Paid Request	\$2.09
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**5. BUSINESS CATEGORY SEARCH (cont'd)**

**5.2 GENERAL REGULATIONS (cont'd)**

3. There are no billing exemptions or call allowances for BCS service requests.
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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.

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**5.3 RATES AND CHARGES**

Sent Paid Request	\$2.29	(l)
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