

1. DIRECTORY SERVICES

A. 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.

1. DIRECTORY SERVICES (cont'd)

1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

| | <u>Charge</u> | |
|---|---------------|------|
| 1. Each direct dialed call to Directory Assistance | \$2.29 | (C)z |
| 2. Operator assisted calls to Directory Assistance | | |
| a. From services provided with Direct Dial Access | | |
| - Each operator assisted call | \$2.29 | (C)z |
| <p style="margin-left: 40px;">Plus the amount of the service charge for an operator assisted station message set forth in Part 9 Section 1, this charge does not cover the completion of a message toll call.</p> | | |
| b. From services not provided with Direct Dial Access | | |
| <p style="margin-left: 40px;">Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, no operator assisted service charge applies.</p> | | |
| - Each call | \$2.29 | (C)z |
| c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied. | | |

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2. NATIONAL DIRECTORY ASSISTANCE

2.1 DESCRIPTION

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

2.2 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 the following section applies per listing request whether or not a number is provided.¹

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 the California Guidebook 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.

2. NATIONAL DIRECTORY ASSISTANCE (cont'd)

2.3 RATES AND CHARGES

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

2. REVERSE DIRECTORY ASSISTANCE SERVICE

3.1 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.¹

3.2 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 11 Section 2.

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.

3. REVERSE DIRECTORY ASSISTANCE SERVICE (cont'd)

3.3 RATES AND CHARGES

| | | |
|------------------------------|--------|------|
| Charge per sent paid request | \$2.29 | (C)z |
|------------------------------|--------|------|

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