

ACCESS SERVICE

RATES, RULES AND CHARGES

Title Page and Pages 1 to 22-45, inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and Supplement No. 7 contains all changes from the original tariff that are in effect on the date hereof.

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* New or Revised Page

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RATES, RULES AND CHARGES
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9. Directory Assistance Service

(D)

(D)

9.1 General Description

Directory Assistance (DA) Service provides service to DA locations, use of DA access equipment, and automated DA to provide telephone numbers or a report that a number is non-published. (T)
(C)
(C)

9.2 Undertaking of the Telephone Company

(A) Automated DA provided by the Telephone Company, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Telephone Company's DA records associated with the name given at the rates and charges as set forth in Section 9.6. The Telephone 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 the Telephone Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of DA Service. (C)
(C)
(T)
(T)

(B) A maximum of three (3) requests for telephone numbers will be accepted per call to automated DA. (C)
(C)

(C) A telephone number which is not listed in DA records will not be available to the customer's end user.

(D) The Telephone Company will specify the DA location which provides the DA Service for each numbering plan area code (NPA). The DA locations are as shown in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. (T)
(T)

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in Section 2.1.7 apply. (T)
(D)

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9. Directory Assistance Service (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

- (G) The Telephone Company will distribute the calls received over the Directory Access Services to automated DA using the DA location access equipment. (C)
- (H) No charge applies if the automated DA is unable to provide the requested telephone number. When the DA location or DA equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in Section 9.4(G) will apply. (C)
(C)
(D)
(T)
- (I) DA Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the interstate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in Section 2.3.15. (T)

9.3 Obligations of the Customer

- (A) The customer shall determine and order the number of lines or trunks and interface type of Directory Access Services it needs for DA Service.
- (B) When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six month period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in Section 9.6 will apply for another six months. (T)

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9. Directory Assistance Service (Cont'd)9.3 Obligations of the Customer (Cont'd)

- (C) The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- (D) When requested by the Telephone Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Section 9.2(E) (1). (T)
(D)
- (E) When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of, and the billing and collecting of charges, for DA Service furnished to its end users. When the Telephone Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be negotiated on an individual case basis.
- (F) The customer understands that automated DA will respond to only three (3) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service. (C)
(C)

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9. Directory Assistance Service (Cont'd)9.4 Payment Arrangements (Cont'd)(F) DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in Section 6.7.1(C)(3). The (T)
Service Rearrangement Charges are as set forth in Section (T)
6.7.1(C)(3) for the type of change provided by the Telephone
Company.

(G) Credit Allowance for DA Service

- (1) When the DA location or DA equipment or terminals are out of (D)
service due to a Telephone Company equipment failure or an
incorrect number is provided and a customer DA call has been
answered or forwarded to automated DA, a credit allowance (C)
for a call answered or forwarded to automated DA equal to (C)
the rate for a Directory Assistance Service Call, as set (T)
forth in Section 9.6(A), plus the rate for a Directory (T)
Transport call, as set forth in Section 9.6(B), will be (T)
applied to the customer's charges.
- (2) In addition to the credit as set forth in Section 9.4(G)(1), (T)
when automated DA or DA equipment provides an incorrect (C)
number for a call and the customer reports such occurrences
to the Telephone Company, a credit allowance for such DA
call will apply. The credit will be as set forth in Section (T)
9.4(G)(3). When the customer reports such a call and the (T)
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 Telephone
Company in cooperation with the customer.

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9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(G) Credit Allowance for DA Service (Cont'd)

(3) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment, or due to automated DA activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit will be as set forth following: (C)

a) Credit per call when Switched Access Service is billed using Transitional per minute rates (\$0.001295)*

b) Credit per call when an Access Line Arrangement or Feature Group A and/or an Access Trunk Arrangement 950 or Feature Group B Switched Access Service is billed using Premium per minute rates (\$0.001519)*

c) Credit per call when an Access Trunk Arrangement NEA and/or Access Trunk Arrangement 101XXXX or Feature Group D Switched Access Service is billed using Premium per minute rates (\$0.001519)*

(4) Credit allowances for other service interruptions will be provided as set forth in 2.4.4, preceding.

9.5 Rate Regulations

(A) The Directory Assistance service call charge, as set forth in Section 9.6 (A), applies for each completed call to automated DA. A DA Service call is a call which has been answered by automated DA. No charge applies if the automated DA is unable to provide the requested telephone number. The number of calls answered by automated DA will be accumulated by Telephone Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in Section 9.4(G). (C)
|
(C)
(T)

*() equals a negative amount.

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9. Directory Assistance Service (Cont'd)9.5 Rate Regulations (Cont'd)

- (B) The Directory Transport provides the transmission facility and transport termination from the serving wire center for the premises of the ordering customer to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA service is requested or in the LATA where the DA location is located. The rate for Directory Transport is calculated on a per call basis.
- (C) The charge per call for Directory Transport, as set forth in Section 9.6(B), applies for each call to DA service. A DA Service call is as set forth in Section 9.5(A). The number of calls will be accumulated as set forth in Section 9.5(A). (C)
(C)
(T)
- (D) There are two types of charges applicable to Directory Transport: Nonrecurring and Recurring. Paragraphs (1) through (6) following set for the Directory Transport rate elements and how the recurring charges are applied for the elements. The Directory Transport elements that apply are Entrance Facility, Direct Trunked Transport and/or Tandem Switched Transport, and Directory Transport Interconnection Charge. When Tandem Switched Transport is provided, the Directory Transport tandem Switching element applies. When an Entrance Facility and/or a Direct Trunked Transport Facility require Multiplexing, as set forth in Section 6.7.1, a Multiplexing arrangement charge applies. Section 9.5(D) (7) sets forth the nonrecurring charges. (T)
(T)
(T)

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9. Directory Assistance Service (Cont'd)9.5 Rate Regulations (Cont'd)

(D) (Cont'd)

(1) Directory Transport Entrance Facility

A Directory Transport Entrance Facility rate is applied for a VG/DSO, DS1 and DS3 Transport Channel on a point of termination per month basis. The regulations for these charges are the same, as set forth in Section 6.7.1(D)(1), (T)
for Entrance Facility. The rates are as set forth in Section 6.8.1(A). (T)

(2) Directory Transport Direct Trunked Transport

Directory Transport Direct Trunked Transport Facility rates are applied on a per Transport Channel per month fixed and per month per mile basis. The regulations for these charges are the same, as set forth in Section (T)
6.7.1(D)(2), for Direct Trunked Transport. The rates are (D)
as set forth in Section 6.8.1(B). (T)

(3) Directory Transport Tandem Switched Transport

Tandem-Switched Transport is provided as four sub-elements:

- Tandem-Switched Directory Transmission
- Directory Tandem Switching
- Dedicated Tandem Trunk Port
- Tandem DA Location Multiplexing

(a) Tandem-Switched Directory Transmission

A per call rate and a per call per mile rate applies to each DA call which has been answered by or forwarded to automated DA when the transport was (C)
provided using a Tandem-Switched Transport Facility. Mileage measurement is described in Section (T)
9.5(D)(4). (T)

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9. Directory Assistance Service (Cont'd)9.5 Rate Regulations (Cont'd)

(D) (Cont'd)

(3) Directory Transport Tandem Switched Transport (Cont'd)(b) Directory Tandem Switching

A rate per call applies to each DA call which has been answered by or forwarded to automated DA when the transport was provided using a Tandem-Switched Transport facility. (C)

(c) Tandem DA Location Multiplexing

A per call charge applies for the use of the multiplexing equipment on the DA location side of the access tandem.

(d) Dedicated Tandem Trunk Port

A monthly rate applies, per port, for each dedicated trunk on the serving wire center side of the access tandem.

(4) Mileage

The mileage for Directory Transport is measured from the serving wire center for the premises of the ordering customer to the DA location. These two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA Service is requested or in the LATA of the DA location. The measurement will be performed and charges determined as described in Section 6.7.11. (T)

(5) Directory Transport Interconnection Charge

Directory Transport Interconnection Charge provides for residual transport and switching functions not assigned to other Directory Transport rate elements. The DA Interconnection Charge is divided into two sub-elements, i.e., the DA Interconnection Charge and the DA Facilities-Based Interconnection Charge. The DA Interconnection Charge is a usage rate which applies for each call which has been answered by or forwarded to automated DA. The DA Non-Facilities-Based Interconnection Charge will be assessed in lieu of the DA Interconnection Charge for all traffic which uses the Telephone Company's local switching services but does not use the Telephone Company's transport services. The number of calls answered by or forwarded to automated DA will be accumulated by Telephone Company measuring (C)

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9. Directory Assistance Service (Cont'd)

9.5 Rate Regulations (Cont'd)

(D) (Cont'd)

(5) Directory Transport Interconnection Charge (Cont'd)

equipment. As set forth above, either the DA Interconnection Charge or the Facilities-Based Interconnection Charge applies if automated DA provides the requested number. (C)

(6) Directory Transport Multiplexing

The multiplexing rate is applied on a per Multiplexing arrangement basis. The regulations for these charges are the same, as set forth in Section 6.8.1(I), for Multiplexing. The rates are as set forth in Section 6.8.1(I). (T)
(T)
(T)

(7) Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels

When Directory Transport Tandem Switched Transport is provided over Direct Trunked Transport DS1 and DS3 Transport Channels, the Direct Trunked Transport rates will be adjusted and the Directory Transport Tandem Switched Transport will be billed the per call fixed and per call per mile rates for all calls as set forth in Section 9.5(D) (3). (T)

Regulations for Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels are the same, as set forth in Section 6.7.1(D) (8), for Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 transport channels. (T)
(T)

(8) Nonrecurring Charges

Nonrecurring charges are one time charges associated with the installation of Directory Transport and the change of Directory Transport. The regulations for these charges are the same, as set forth in Section 6.7.1(C), for Switched Transport. The charges for Directory Transport are set forth for the selected Transport facility in Section 9.6(C). (T)
(T)
(T)

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