

TARIFF DISTRIBUTION

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PURPOSE: Directory Assistance Automation

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ACCESS SERVICE
CHECK SHEET

Title Page and Pages 1 to 35-17, inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and Supplement No. 10 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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ACCESS SERVICE

9. Directory Assistance(D)
(D)
(D)9.1 General Description

Directory Assistance (DA) Service provides service to Directory Assistance Service access locations, use of Directory Assistance access equipment, and use of automated DA to provide telephone numbers or a report that a number is non-published. (C)
(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 Directory Assistance 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 Directory Assistance 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) A telephone number which is not listed in Directory Assistance records will not be available to the customer's end user.

(D) The Telephone Company will specify the Directory Assistance Service access location which provides the Directory Assistance 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 Directory Assistance Service access location, the Telephone Company will notify the customers involved six months prior to the change. For such changes, the regulations as set forth in Section 2.1.7 apply. (T)

(E) When Directory Assistance Service is ordered, Directory Access Service will be provided between the customer premises and the Directory Assistance Service access location by the Telephone Company at rates and charges as set forth in Section 9.6. (T)

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9. Directory Assistance (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(D)

(F) Trunk-side switching is provided at the Directory Assistance Service. The Directory Assistance Service will provide trunk answer and disconnect supervisory signaling.

(G) The Telephone Company will distribute the calls received over the Directory Access Services to automated DA using the Directory Assistance Service access equipment.

(C)

(C)

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

- (H) No charge applies if automated DA is unable to provide the requested telephone number. When the Directory Assistance location or Directory Assistance 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)
(T)
- (I) Directory Assistance Service may, at the option of the customer, be provided for Interstate and Intrastate communications. When the customer requests such mixed access, the interstate Directory Assistance Service charges will be determined by the Telephone Company using the reports furnished by the customer as set forth in Section 2.3.14. (T)
(D)

9.3 Obligations of the Customer

- (A) The customer shall determine and order the number of lines or trunks and interface type of Directory Assistance Access Services it needs for Directory Assistance Service.
- (B) When Directory Assistance 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)
(D)
- (C) The customer facilities at the customer premises 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 Directory Assistance 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)

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

(E) When the customer bills its 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 Directory Assistance 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 three (3) requests per call only and will not transfer, forward or redial the call to another location for any purpose other than the provision of Directory Assistance Service. (C)

9.4 Payment Arrangements(A) Minimum Periods

The minimum period for which Directory Assistance Access Service and the Directory Assistance Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include 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.

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9. Directory Assistance (Cont'd)9.4 Payment Arrangements (Cont'd)(G) Credit Allowance for Directory Assistance Service

- (1) When the Directory Assistance Service access location or Directory Assistance equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided and a customer Directory Assistance call has been answered or forwarded to automated DA, a credit allowance for a call answered or forwarded to automated DA equal to the rate for a Directory Assistance Service Call, as set forth in Section 9.6, 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 Sections 2.4.4(B)(1) and (3). (D)
(T)
(C)
(C)
(T)
(T)
(T)
- (2) In addition to the credit as set forth in Section 9.4(G)(1), when automated DA provides an incorrect 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 9.4(G)(3). 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 Telephone Company in cooperation with the customer. (T)
(C)
(T)

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9. Directory Assistance (Cont'd)9.4 Payment Arrangements (Cont'd)(G) Credit Allowance for Directory Assistance Service

- (3) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment, or 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 ALA, FGA, ATA-950 or FGB Switched Access Service is billed using Premium per minute rates (\$0.002701)
- (b) Credit per call when ATA-101XXXX or FGD Switched Access Service is billed using Premium per minute rates (\$0.002701)
- (4) Credit allowances for other service interruptions will be provided as set forth in Section 2.4.4. (D)

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9. Directory Assistance (Cont'd)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 completed Directory Assistance 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)
- (B) The mileage for Directory Transport is measured from the serving wire center of the customer premises to the Directory Assistance Service access 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 DA location is located. The measurement will be performed as set forth in Section 6.7.13. (T)
- (C) The charges per call for Directory Assistance, as set forth in Section 9.6, apply for each call to Directory Assistance Service access location. A completed Directory Assistance 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). (T)
(C)
(T)
(T)
- (D) There are two types of charges applicable to Directory Transport: Nonrecurring and Recurring. Paragraphs (1) through (6) following set forth 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 or Tandem Switched Transport. When Tandem Switched Transport is provided, the Directory Transport tandem Switching element applies. When an Entrance Facility or a Direct Trunked Transport Facility requires 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)
(D)

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9. Directory Assistance (Cont'd)

9.5 Rate Regulations (Cont'd)

(D) Cont'd

(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 provided using a Tandem-Switched Transport facility. Mileage measurement is described in Section 9.5(D)(4).

(C)

(T)

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9. Directory Assistance (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 (C) was provided using a Tandem-Switched Transport facility.

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

(D) Cont'd

(3) Directory Transport Tandem Switched Transport (Cont'd)(c) Tandem DA Location Multiplexing

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

(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 (T)
determined as described in Section 6.7.13.

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