

ACCESS SERVICE

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9. Directory Assistance Access Service9.1 General

Directory Assistance (DA) Access Service provides access to Telephone Company Directory Assistance Service locations (DA locations), use of DA access equipment and use of automated DA to provide telephone numbers or a report that a number is non-published. DA Access Service provides for the ability to terminate calls from a customer's premises to a Telephone Company DA location to obtain telephone listing information.

The following diagrams depict a generic view of the components of DA Access Service and the manner in which the components are combined to provide a complete Access Service.

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9. Directory Assistance Access Service9.2 Service Description

- (A) Upon being furnished a city, state and name by the customer's end user, the Telephone Company's automated DA will provide or attempt to provide the telephone number listed in the Telephone Company's DA records associated with the name given. The Telephone Company's contact with the customer's end user is limited to that effort necessary to provide 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's call to any other location for any purpose other than the provision of DA Service.
- (B) Automated DA will respond to a maximum of three (3) telephone number requests per call to automated DA. A telephone number which is not listed in DA records will not be available to the customer's end user. 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 will apply as specified in Section 9.4.5. Telephone Company DA Access Service is not available for 800-555-1212 traffic.
- (C) The Telephone Company will distribute the calls received over the DA Access Service to automated DA using the DA location access equipment. The Telephone Company will specify the DA location which provides the DA Service for each Numbering Plan Area code (NPA). The DA locations are specified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 (NECA No. 4), Wire Center and Interconnection Information. When the Telephone Company determines it necessary to change a DA location, the involved customer will be notified by the Telephone Company six months prior to the change. For such changes, the regulations specified in Sections 2.1.4(F) and (G) will apply.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning9.3.1 Manner of Provisioning

- (A) DA Access Service is a terminating service only. Terminating traffic represents access capacity for all LATAs within the NPA for carrying traffic from the customer to the DA location.
- (B) Transport of Directory Assistance Access Service is provided between the customer's premises and a particular DA location using the Switched Transport facilities set forth in Section 6.5 (Switched Transport). These facilities include:
- Entrance Facility for the transport of the DA Access Service call from the customer's premises to the Telephone Company's serving wire center
 - Direct-Trunked Transport facility for transport of the DA Access Service Call from the Telephone Company's serving wire center to the DA location without routing through an access tandem.
 - Tandem-Switched Transport facility for transport of the DA Access Service Call from the Access Tandem to the DA location. Tandem-Switched Transport includes the switching functions performed by the access tandem.

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively back to the transmittal's original effective date, in the event the Commission or a court subsequently authorizes SWBT to correct its rates to allow it to calculate its price cap formulas to exclude USF contributions from the operation of the X-factor, or in the event of any other adjustment pursuant to an order of the Commission or a court.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.1 Manner of Provisioning (Cont'd)

(C) At the customer's option and where technically feasible, DA Access Service may either be provided over trunk groups dedicated to DA Access Service or it may be combined with the customer's FGB, FGD, BSA-B, or BSA-D Switched Access Service as set forth in (1) and (2) following.

(1) Dedicated Trunk Groups

When the customer requests trunk groups dedicated to DA Access Service, a Direct-Trunked Transport facility is required to transport the DA Access Service Call from the Telephone Company's serving wire center to the DA location. An Entrance Facility for the dedicated trunk groups is also required for transport of the DA Access Service Call from the customer premises to the serving wire center. When dedicated trunk groups are requested, address signaling is not provided on either the Entrance Facility or the Direct-Trunked Transport.

When dedicated trunk groups are requested, the Telephone Company may require the customer to order a separate trunk group for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.1 Manner of Provisioning (Cont'd)

(C) (Cont'd)

(2) Combined Trunk Groups

When the customer requests to have DA Access Service combined with FGB, FGD, BSA-B, or BSA-D traffic, a Tandem-Switched Transport facility is required (i.e., DA Access Service can only be combined with tandem routed trunk side Switched Access Services). An Entrance Facility for the trunk groups combining the trunk side Switched Access Service and the DA Access Service is also required for transport of the DA Access Service Call from the customer premises to the serving wire center. When DA Access Service is combined with tandem routed trunk side Switched Access Services, wink start-start pulsing signaling is provided at the access tandem switch.

DA Access Service using combined trunk groups allows for transport of the DA Access Service call (1-411, 555-1212 or NPA-555-1212) from the customer's premises to the access tandem to the DA location. However, only NPA codes handled by the DA location served by the access tandem switch will be processed.

(D) Trunk side switching is provided at the DA location.

(E) DA Access Service is ordered under the provisions specified in Section 5 (Ordering for Access Service). Also included in that section are charges associated with ordering DA Access Service.

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9. Directory Assistance Access Service (Cont'd)

9.3 Service Provisioning (Cont'd)

9.3.2 Determining the Number of Transmission Paths

When a customer orders DA Access Service in trunk quantities, the customer specifies the number of transmission paths in trunks.

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9. Directory Assistance Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.3 Interface Groups

(A) Switched Transport Interface Groups 2 through 9, as specified in 6.7.6 (Interface Groups), are provided for terminating the Directory Transport at the customer's premises. In addition, for each Interface Group, premises interface codes are available as a function of the Telephone Company switch supervisory signaling and Switched Access feature group. These premises interface codes are also specified in 6.7.6.

- When DA Service is provided over FGB, FGD, BSA-B, or BSA-D Switched Access Service, the premises interface code for the combination will be the available premises interface code provided for the FGB, FGD, BSA-B, or BSA-D Switched Access Service ordered by the customer.
- When DA Service is provided over access service trunk groups dedicated for DA traffic, the following premises interface codes are available:

4DS9-15	6EA2-E	4RV2-0
4DS9-31	6EA2-M	4AH5-B
4DS0-63	4SF3	4AH6-C
4DS6-44		4AH6-D
4DS6-27		

(B) Except as specified in 9.4.4 (DA Minimum Period), the interface groups and premises interface codes provided for DA Access Service utilizing Direct-Trunked Transport facilities are subject to the ordering conditions specified in Section 5 (Ordering for Access Service). For purposes of applying the ordering regulations, a DA location is considered to be a customer's end user's serving wire center.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.4 Transmission Specifications

DA Access Service is provided with either Type A or Type B transmission specifications described in 6.7.8 (Transmission Specifications). The specifications for the associated parameters are guaranteed to the DA location, whether routed directly or via an access tandem.

(A) When DA Access Service is provided over trunks dedicated to DA traffic, transmission specifications are provided as follows:

- Type B transmission specifications are provided with interface groups 2 through 9 when routed direct to a DA location

(B) When DA Access Service is combined with a customer's FGB, FGD, BSA-B, or BSA-D Switched Access Service transmission specifications are provided as outlined below:

- Type B transmission specifications are provided with interface groups 2 through 9 when DA Access Service is combined with FGB or BSA-B Switched Access Service

- Type A transmission specifications are provided when DA Access Service is combined with FGD or BSA-D Switched Access Service

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9. Directory Assistance Access Service (Cont'd)

9.3 Service Provisioning (Cont'd)

9.3.5 Supervisory Signaling

- (A) The DA location will provide trunk answer and disconnect supervisory signaling.
- (B) The customer's facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.6 Testing(A) Acceptance Testing

At no additional charge, the Telephone Company will, at the customer's request, cooperatively test, at the time of installation, the following parameters:

- loss,
- C-notched noise,
- C-message noise,
- 3-tone slope,
- d.c. continuity, and
- operational signaling.

When the Directory Transport is provided with interface groups 2 through 9, and the transport termination is two-wire (i.e., there is a four-wire to two-wire conversion in Directory Transport), balance parameters (equal level echo path loss) may also be tested.

For DA Transport using a DS1 or a DS3 connection as specified in 6.5 (Switched Transport), acceptance tests will include tests applicable to the connection as specified in Technical Reference TP 76625.

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9. Directory Assistance Access Service (Cont'd)9.3 Service Provisioning (Cont'd)9.3.6 Testing (Cont'd)(B) Testing Capabilities

In addition, to the acceptance tests described above, which are included with the installation of service, Additional Cooperative Scheduled Testing and Manual Scheduled Testing are available as described in 13.3.6 (Testing Services for Switched Access Service). For DA Transport facilities, as set forth in 9.3.1 (Manner of Provisioning), Additional Cooperative Testing and Nonscheduled Testing are available as described in 13.3.7 (Testing Services for Special Access Service, MegaLink Custom Service and Self-healing Transport Network (STN)).

The following testing capabilities are available on an ongoing basis when DA Access Service is combined with FGB, FGD, BSA-B, or BSA-D Switched Access Service and routed through an access tandem to the DA location:

In the terminating direction, where equipment is available, FGB, FGD, BSA-B, and BSA-D are provided with:

- seven digit access to balance (100 type) test line,
- milliwat (102 type) test line,
- nonsynchronous or synchronous test line,
- automatic transmission measuring (105 type) test line,
- data transmission (107 type) test line,
- loop around test line,
- short circuit test line, and
- open circuit test line.

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9. Directory Assistance Access Service (Cont'd)

9.3 Service Provisioning (Cont'd)

9.3.7 Special Facilities Routing

A customer may request that DA Access Service provided over trunk groups dedicated for DA traffic be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are specified in Section 11 (Special Facilities Routing of Access Services).

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9. Directory Assistance Access Service (Cont'd)

9.3 Service Provisioning (Cont'd)

9.3.8 Design Layout Report

At the request of the customer, the Telephone Company will provide to the customer a Design Layout Report showing the makeup of the facilities and services provided by the Telephone Company from the customer's premises to the DA location. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations

This section contains the specific regulations governing the rates and charges which apply for DA Access Service. There are three types of rates and charges that apply to the various rate categories of DA Access Service. These are nonrecurring charges, monthly recurring rates (including fixed and per mile rates) and usage rates.

Specific rates and charges are set forth in 9.5 (Rates and Charges). Jurisdictional Reporting Requirements for DA Access Service are as set forth in 2.4 (Jurisdictional Reports). Ordering, rating and billing procedures as specified in 2.6 (Jointly Provided Access Service) will apply for access services where more than one Exchange Telephone Company is involved.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.1 Rate Categories

There are three rate categories which apply to DA Access Service:

- DA Service Call (described in (A) following), and
- Directory Transport (described in (B) following),

In addition, Switched Access nonrecurring charges may apply as specified in 6.8.2 (Nonrecurring Charges).

(A) DA Service Call

The DA Service Call rate category provides for the use of Telephone Company DA equipment and DA operators.

(B) Directory Transport

The Directory Transport rate category provides for the transmission facilities and transport termination used for DA Access Service in transporting a call between the customer's premises and the DA location.

Directory Transport provides a two-way voice frequency transmission path using facilities determined by the Telephone Company, as set forth in 6.5 (Switched Transport), which permit the transport of calls in the terminating direction (from the premises of the ordering customer to the DA location).

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.2 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation or change to an existing service.) Nonrecurring charges are applicable for installation of services, installation of DA Transport facilities, installation of features, and for certain service rearrangements. In addition, an Access Order Charge may be applicable as specified in 5.3.1 (Access Order Charges).

The nonrecurring charges which apply for DA Access Service are the applicable nonrecurring charges for Switched Transport facilities and FGB, FGD, BSA-B, and BSA-D Switched Access Service as described in 6.8.2 (Nonrecurring Charges).

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates(A) General

Monthly recurring rates (including fixed and per mile rates) are flat recurring rates that apply each month or fraction thereof that a specific rate category is provided. For billing purposes, each month is considered to have thirty (30) days. Usage rates are rates that apply on a per unit basis (e.g., per call or per call per mile) when a specific rate element is used. Usage charges are accumulated over a monthly period.

(B) DA Service Call

A DA Service Call is a usage rate which applies for each call that has been answered by or forwarded to automated DA. The number of calls answered by or forwarded to automated DA will be accumulated by Telephone Company measuring equipment. No charge applies if the automated DA is unable to provide the requested telephone number.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates (Cont'd)(C) Directory Transport

The Directory Transport rate element is composed of the following:

- Entrance Facility
- Direct-Trunked Transport
- Tandem-Switched Transport (which is composed of a Tandem-Switched Directory Transmission rate and a Directory Tandem Switching rate).

Rates for Directory Transport are specific to the subcategory being provided and are described below:

(1) Entrance Facility

A monthly rate applies to each Entrance Facility provided for DA Access Service on either a per point of termination basis (for Voice Grade) or on a per type of connection basis (for DS1 and DS3). The monthly rate is set forth in 6.9.2 (Rates and Charges).

When the Entrance Facility is dedicated to DA Access Service, the monthly rate for the Entrance Facility applies. When DA Access Service is provided over a Switched Transport Entrance Facility that combines both DA Access Service and Switched Access Service, only one Switched Transport Entrance Facility charge applies.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates (Cont'd)(C) Directory Transport (Cont'd)(2) Direct-Trunked Transport

For each Direct-Trunked Transport facility provided for DA Access Service, the following monthly rates apply:

- a fixed monthly rate
- a monthly rate per mile

on a per connection type basis (i.e., Voice Grade, DS1 or DS3). The monthly rates are set forth in 6.9.2 (Rates and Charges). Mileage measurement is set forth in (4) following.

The monthly rates for Direct-Trunked Transport apply only when the Direct-Trunked Transport facility is dedicated to DA Access Service. When DA Access Service is provided over a Switched Transport Direct-Trunked Transport facility that combines both DA Access Service and Switched Access Service (i.e., some of the channels in the facility transport only DA Access Service and other channels in the facility transport only Switched Access services), only one Direct-Trunked Transport rate applies.

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively back to the transmittal's original effective date, in the event the Commission or a court subsequently authorizes SWBT to correct its rates to allow it to calculate its price cap formulas to exclude USF contributions from the operation of the X-factor, or in the event of any other adjustment pursuant to an order of the Commission or a court.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates (Cont'd)(C) Directory Transport (Cont'd)(3) 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

The application of the Tandem-Switched Transport sub-elements is set forth in Sections 9.4.3(C) (a) and (b).

(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 9.4.3(C) (4).

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates (Cont'd)(C) Directory Transport (Cont'd)(3) 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.

- Tandem Switched Directory Transport

Tandem-Switched Directory Transmission rates apply to the mileage measured from the access tandem to the DA location. Directory Tandem Switching is also applied for the switching functions of the access tandem.

- Direct-Trunked Transport

Direct-Trunked Transport rates apply to mileage measured from the serving wire center to the access tandem. The customer can also specify routing to hubbing locations between the serving wire center and the access tandem. If intermediate hubbing is requested, mileage between hubs is also measured as set forth in 6.8.5 (Determining Switched Transport Mileage and Charges). Tandem-Switched Directory Transmission rates are applied to the mileage measured from the access tandem to the DA location. Directory Tandem Switching is also applied for the switching functions of the access tandem.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.3 Monthly Recurring and Usage Rates (Cont'd)(C) Directory Transport (Cont'd)(3) Tandem-Switched Transport (Cont'd)(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 6.8.5 (Determining Switched Transport Mileage and Charges).

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.4 DA Minimum Period

DA Access Service is provided for a minimum period of six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Access 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 less estimated net salvage. Non-recoverable 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.

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9. Directory Assistance Access Service (Cont'd)

9.4 Rate Regulations (Cont'd)

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.5 Credit Allowance for DA Service

(A) Per call credits will be allowed for DA Service Call, DA Interconnection Charge and Tandem-Switched Transport in the following situations. The customer shall report such calls and include the following information.

(1) Telephone Company Equipment Failure

When a DA call is not completed because the DA location or DA equipment or terminals are out of service due to a Telephone Company equipment failure, a credit allowance is applicable.

The customer shall report such calls and include the DA number dialed, the 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.

(2) Incorrect Number

When automated DA or DA equipment provides an incorrect number for a call, a credit allowance is applicable.

The customer shall report such calls and include 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.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.5 Credit Allowance for DA Service (Cont'd)

(A) (Cont'd)

(3) Application of Credit Allowance

- The amount of credit to be applied per call is the sum of all DA Service per call rates (i.e., DA Service Call and Tandem-Switched Transport per call rates). These rates are set forth in Section 9.5.
 - The credit allowance for the Switched Access usage sensitive portion of the call in the originating LATA of the DA call is as specified in Section 9.5.
 - No charge applies if the automated DA is unable to provide the requested telephone number.
- (B) Credit allowances for monthly recurring rates are only available for service interruptions and will be provided as set forth in Sections 2.5.6 and 2.5.7.

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9. Directory Assistance Access Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.6 Moves

A move involves a change in the physical location of one of the following:

- The point of termination at the customer's premises.
- The customer's premises.

Moves will be treated and charged for as specified in 6.8.10 (Moves). When the move involves a change in the physical location of the customer's premises, minimum period requirements will be established at the new location as specified in 6.8.10 and the customer will remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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9. Directory Assistance Access Service (Cont'd)

9.5 Rates and Charges

All rates and charges contained in this section are applicable to Arkansas, Kansas, Missouri, Oklahoma and Texas.

Rate per call

(A) DA Service Call \$0.350000

(B) Directory Transport

(1) Entrance Facility

Monthly recurring rates and nonrecurring charges for Entrance Facility used for Directory Assistance Access Service are those contained in 6.9.2(A) (Entrance Facilities).

(2) Direct-Trunked Transport

Monthly recurring rates and nonrecurring charges for Direct-Trunked Transport facilities used for Directory Assistance Access Service are those contained in 6.9.2(B) (Direct-Trunked Transport).

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively back to the transmittal's original effective date, in the event the Commission or a court subsequently authorizes SWBT to correct its rates pursuant to the decision in United States Telephone Association v. FCC (Case No. 97-1469) (slip. op. May 21, 1999) (D.C. Cir.), or pursuant to pending motions, or petitions for reconsideration or waiver (and including, but not limited to, any Application for Review of the letter from Lawrence E. Strickling, Chief, Common Carrier Bureau, FCC, to Dale Robertson, SBC, dated May 18, 1999 which may be filed with the Commission), or in the event of any other adjustment pursuant to an order of the Commission or a court.

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9. Directory Assistance Access Service (Cont'd)9.5 Rates and Charges (Cont'd)(B) Directory Transport (Cont'd)(3) Tandem Switched Transport(a) Tandem-Switched Directory Transmission

Rate per Call \$0.000059

Rate per Call per Mile \$0.000006

(b) Directory Tandem Switching

Rate per Call \$0.000295

(c) Tandem DA Location Multiplexing

Rate Per Call \$0.000034

(d) Dedicated Tandem Trunk Port

Monthly recurring rates for Dedicated Tandem Trunk Ports used for Directory Assistance Access Service are those, contained in 6.9.2(c) (5) (Switched Transport)

(e) Nonrecurring Charge

Nonrecurring charges for Tandem-Switched Transport facilities used for Directory Assistance Access Service are those contained in 6.9.2(C) (Tandem-Switched Transport).

(C) Directory Access Service Installation (TPP++)

	<u>Nonrecurring Charge</u>
first trunk	\$35.00
additional trunk, each	\$30.00

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Southwestern Bell Telephone Company, LLC to correct its rates pursuant to pending motions, or petitions for reconsideration or waiver, or in the event of any other adjustment to an order of the Commission or a court.

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ACCESS SERVICE

9. Directory Assistance Access Service (Cont'd)

9.5 Rates and Charges (Cont'd)

(D) Switched Access Service
Credit Allowance for DA Calls

- Per originating call
billed as:

(1) Premium FGA/FGB	(0.001125)*
(2) Premium FGD	(0.001125)*
(3) Premium BSA-A/BSA-B	(0.001125)*
(4) Premium BSA-D	(0.001125)*

* () equals a negative amount.

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Southwestern Bell Telephone Company, LLC to correct its rates pursuant to pending motions, or petitions for reconsideration or waiver, or in the event of any other adjustment to an order of the Commission or a court.

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