

ACCESS SERVICE

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance Service

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location).

9.1 General Description

DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

9.2 Undertaking of the Telephone Company

- (A) A Telephone Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in 9.6 following. 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.
- (B) A maximum of two (2) requests for telephone numbers will be accepted per call to the DA operator.
- (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 EXCHANGE CARRIER ASSOCIATION TARIFF F.C.C. No. 4.

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 2.1.7 preceding apply.

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

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

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises as set forth in (2) following.
- Directory Transport between the premises of the ordering customer and the DA location as set forth in (3) following.

When required by the Telephone Company, a separate Directory Access Service trunk group will be provided for DA Service 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.

Further, when an access tandem is available and is provided, the Directory Access Service will be provided, at Telephone Company choice, either as a separate Directory Access Service trunk group or in combination with Access Trunk Arrangements or Feature Group B, C or D Switched Access Service.

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

(E) (Cont'd)

(2) Interface Group and Premises Interface Code

Interface Groups 2 through 10, as set forth in 15.1.11 following are available for Directory Access Service. When only Directory Access Service is provided, only 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		

Such Premises Interface Codes are described in 15.1.11 following. When Directory Access Service is combined with Access Trunk Arrangements or Feature Group B, C or D Switched Access Service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the Access Trunk Arrangements or Feature Group B, C or D Switched Access Service ordered by the customer. Except as set forth in 9.4 following, the Interface Groups and Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in 5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer end user serving wire center.

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

(E) (Cont'd)

(3) Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the DA location.

Directory Transport is a two-way voice frequency transmission path composed of facilities determined by the Telephone Company. The two-way voice frequency path transports calls in the terminating direction (from the premises of the ordering customer to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

The Telephone Company will determine whether the Directory Access Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location when such an access tandem switch is available. The combination of Access Trunk Arrangements or Feature Group B,C or D Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches. If the customer desires the traffic routing to be other than that selected by the Telephone Company, it may request a cooperative effort to determine if customer specified traffic routing can be used in lieu of the Telephone Company selected traffic routing.

When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Telephone Company when access tandem

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

(E) (Cont'd)

(3) Directory Transport (Cont'd)

routing is provided and the customer shall address each call to the DA location using NPA + 555 + 1212 or when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

Directory Transport may, at the option of the customer, be provided for both interstate and intrastate communications. When the customer requests such mixed access, the interstate Directory Transport charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.15 preceding.

Except as set forth in 9.4 following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in 5. preceding.

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

(E) (Cont'd)

(4) Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in 11. following.

(5) Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.4. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

(6) Transmission Specifications

Directory Access Service is provided with either Type A or B Transmission Specification. The specifications associated with the parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Specification is provided with Interface Groups 2 through 10 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2 through 10 when routed via an access tandem switch.

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

(E) (Cont'd)

(6) Transmission Specifications (Cont'd)

When DA Service is combined with Access Trunk Arrangement 101XXXX or Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Access Trunk Arrangement 950 or Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2 through 10. When DA Service is combined with Access Trunk Arrangement NEA or Feature Group C Switched Access Service, Type B Transmission Specification is provided.

Type A and B Transmission Specifications are set forth in 6.4 preceding.

(7) Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Access Trunk Arrangement NEA or 101XXXX or Feature Group C or D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in separate trunk groups through an access tandem to the DA location will be as set forth in 6.1.5 preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth for Additional Manual Cooperative Testing or Additional Manual Testing in 13.3.5 following.

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

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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 the DA operators using the DA location access equipment.
- (H) In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator. When the DA location or DA operator 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 9.4(G) following will apply.
- (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 2.3.15 preceding.

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 9.6 following will apply for another six months.

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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 9.2(E)(1) preceding.
- (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 DA operators will respond to only two (2) 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.

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9. Directory Assistance Service (Cont'd)9.4 Payment Arrangements(A) Minimum Periods

The minimum period for which DA Service and the Directory Access 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.

(B) Minimum Monthly Charge

DA service is subject to a minimum monthly charge. The minimum monthly charge consists of the following elements:

For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in 9.6 following.

The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in 9.6 following for the actual usage for the month.

For the Directory Transport rate element, the minimum monthly charge the customer will be assessed will be the usage charges based on actual usage. Rates for actual usage are set forth in 9.6 following.

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9. Directory Assistance Service (Cont'd)9.4 Payment Arrangements (Cont'd)(C) Cancellation of a Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(D) Changes to Special Orders

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in 5. preceding apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Telephone Company because of the change will apply.

(E) Moves

A move involves a change in the physical location of the point of termination at the customer designated premises or of the customer designated premises. Moves will be treated as set forth in 6.7.5 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.2 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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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 6.7.1 (C)(3) preceding. The Service Rearrangement Charges are as set forth in 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 operator equipment or terminals are out of 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 a DA operator, a credit allowance for a call answered or forwarded to the DA operator equal to the rate for a Directory Assistance Service Call as set forth in 9.6(A) following plus the rate for a Directory Transport call as set forth in 9.6(B) following will be applied to the customer's charges.
- (2) In addition to the credit as set forth in (1) preceding, when a DA operator or DA equipment 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 (3) following. 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.

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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 DA operator 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:

- a) Credit per call when Switched Access Service is billed using Transitional per minute rates (\$0.000744)*(I)
- 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 (\$0.000846)*(I)
- c) Credit per call when an Access Trunk Arrangement NEA or Feature Group C and/or Access Trunk Arrangement 101XXXX or Feature Group D Switched Access Service is billed using Premium per minute rates (\$0.000846)*(I)

(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 9.6 (A) following, applies for each completed call to a Directory Assistance operator. A call is a call which has been answered by a DA operator. The charge applies whether or not the DA operator provides the requested telephone number. The number of calls answered by DA operators 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 9.4(G) preceding.

*() 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 Nevada 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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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 9.6(B) following, applies for each call to DA service. A call is as set forth in (A) preceding. The number of calls will be accumulated as set forth in (A) preceding.
- (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 6.7.1 preceding, a Multiplexing arrangement charge applies. Paragraph (7) following sets forth the nonrecurring charges.

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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/DS0, 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 6.7.1(D)(1) preceding for Entrance Facility. The rates are as set forth in 6.8.1(A) preceding.

(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 6.7.1(D)(2) preceding for Direct Trunked Transport. The rates are as set forth in 6.8.1(B) preceding.

(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 a DA operator when the transport was provided using a Tandem-Switched Transport Facility. Mileage measurement is described in (4) following.

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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 a DA operator when the transport was provided using a Tandem-Switched Transport facility.

(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 6.7.11 (Determining Switched Transport Mileage and Charges).

(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 a DA operator. 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 DA operators will be accumulated by Telephone Company measuring

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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 whether or not the DA operator provides the requested number.

(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 6.8.1(I) preceding for Multiplexing. The rates are as set forth in 6.8.1(I) following.

(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 (3) preceding.

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

(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 6.7.1(C) for Switched Transport. The charges for Directory Transport are set forth for the selected Transport facility in 9.6(C) following.

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

Regulations for Directory Transport Application are the same as set forth in 6.7.1(D)(9) preceding for Transport Application.

9.6 Rates and Charges

The rates and charges are:

	<u>Rates</u>
(A) <u>Directory Assistance Service call, each</u>	\$0.2990
(B) <u>Directory Access Service</u>	
- Directory Access Installation Charge	Charges are the same as those set forth in 6.8.1(B) preceding

(C) <u>Directory Tandem Switched Transport</u>	<u>Rates</u>
<u>Tandem-Switched Directory Transmission</u>	
- Rate per call	\$0.000102(R)
- Rate per call per mile	\$0.000007(R)
<u>Directory Tandem Switching per call</u>	\$0.002193(R)
<u>Tandem Directory Assistance Location Multiplexing</u>	
- Rate per call	\$0.000029(R)
<u>Dedicated Tandem Trunk Port</u>	

Monthly recurring rates for Dedicated Tandem Trunk Ports used for Directory Assistance Access Service are those contained in 6.8.1(c)(5)

(D) <u>Directory Assistance Transport Interconnection Charge</u>	<u>Rates Per Call</u>
(1) Directory Assistance Interconnection Charge	
-Premium	\$0.000000
-Non-Premium	0.000000
(2) Directory Assistance Non-Facilities-Based Interconnection Charge	\$0.000000

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Nevada 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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9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service9.7.1 General

Electronic Listing Access Service (ELAS) allows customers to obtain interstate direct electronic access to the Telephone Company's directory listings without involvement of a Directory Assistance Operator or referencing published white pages.

The ELAS database will provide the customer or the customer's end user with detail for business, residence or government published listings when a search for a name is initiated. To perform a search the user must input at least a last name, locality and area code. Other search parameters based on directory listing information may be available as enhancements to the ELAS system are made. The information provided by the system will include, where available: listing name, listing address, telephone number and ZIP code. The listings will be arranged under business, residential and government categories.

The customer or the customer's end users will not have the capability to make additions, deletions, modifications, or enhancements to the listing information in the ELAS database.

The ELAS database is and shall remain the sole property of the Telephone Company. Customers and customer's end users are permitted to extract listing data to:

- o Verify data in the customers or customer's end users possession.
- o Update lists in the customers or customer's end users possession.
- o Supplement lists in the customers or customer's end users possession.
- o Provide lists compiled in this manner to third parties.

The information provided pursuant to this tariff may not be used to provide intraLATA traditional live or recorded voice Directory Assistance services. The customer will require each end user to comply with the restrictions and requirements of this tariff.

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9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.2 Undertaking of the Telephone Company

- (A) The ELAS database, will provide the listing detail information associated with a search request for all published telephone numbers within the Telephone Company's region, at the rates and charges set forth in 9.7.7. The ELAS system will provide the same published listing information, where available (name, address, community, telephone number and ZIP code), that is contained in the Telephone Company's listing database. This will include listing information of other local exchange companies where agreements for use of listing information have been negotiated.
- (B) The ELAS database will be updated five times per week excluding holidays.
- (C) Non-published listings will not be included in the ELAS database.
- (D) The ELAS database may be accessed through the database host Telephone Company's packet switching network. The database host Telephone Company will provide the circuit connection terminating facilities from the Public Packet Switched Network to the ELAS database. The database host Telephone Company will provide the customer with the Public Packet Switched Network address (Data Telephone Number) and other data communications requirements.

The ELAS database may also be accessed through a dedicated network. The customer must order Special Access Service and/or Public Packet Switched Network Service to the ELAS database.
- (E) The Telephone Company will bill customers on a monthly basis at rates as set forth in 9.7.7 following.

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9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.2 Undertaking of the Telephone Company (Cont'd)

- (F) ELAS will provide data without screen formatting characters. The customer must provide the software interface to format the information received from the ELAS database.
- (G) The ELAS system will be available 7 days a week, 24 hours per day. In the event that the ELAS system becomes unavailable, the Telephone Company will devote reasonable efforts to restore system availability. In the event that the ELAS system requires unscheduled maintenance, the Telephone Company will notify the customer as soon as possible of such a requirement. For scheduled maintenance which would result in the ELAS system being unavailable, the Telephone Company will negotiate, to the extent possible, system downtime with its customers.
- (H) Transmission of listing information from the ELAS system to the customer or the customer's end user will be formatted as specified in Technical Reference TR 41454. The Telephone Company will utilize reasonable efforts to meet the performance standards set forth in the above mentioned technical reference.
- (I) The Telephone Company will provide the customer with the following ELAS support.
 - (1) Establishment of initial User ID and will change User ID at customer request within 24 hours.
 - (2) Add and remove users through individual account record maintenance.
 - (3) Maintain files on the ELAS system, including the listing database, tables required to provide service User ID and password files and billing records.
 - (4) Perform regular backup of customer accounting files and the entire ELAS database as necessary.

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9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.3 Obligations of the Customer

In addition to the regulations set forth in Section 2 preceding, the customer has certain specific obligations pertaining to the use of the Telephone Company's Electronic Listing Access Service. The obligations of the customer are as follows:

- (A) Because the ELAS database will reside in a database host's telephone company territory, the customer must arrange for connection to the Public Packet Switching Network at the location where the database will reside. Rates and charges associated with these connections will apply in addition to the rates and charges specified for ELAS.
- (B) The customer will be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of ELAS. The customer is also responsible for the billing and collection of charges for ELAS furnished to its end users.
- (C) The data transmitted from the ELAS database does not include screen formatting characters. The customer is responsible for providing the software interface required to format the ELAS information.
- (D) The customer shall order or provide User ID numbers for assignment to its end users to track usage by session for searches made in the ELAS database. The customer shall be liable for all charges incurred by the User IDs assigned to its end users. Notification to deactivate any User ID must be provided to the Telephone Company at least 24 hours prior to such action taking place. The customer is responsible for all usage charges associated with the User ID until its deactivation, not to exceed 24 hours from the time notification to deactivate the User ID is received by the Telephone Company. In the event of unauthorized use of the User ID, the customer is responsible for notifying the Telephone Company. The charges incurred up to the time of notification are the responsibility of the customer.

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ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.4 Optional Features

At the option of the customer, a User Detail record is available in conjunction with the ELAS. The User Detail option provides the following information:

- o Customer ID
- o Date
- o NPA (Area Code)
- o Number of Inquiries
- o Number of Screens
- o Connect Time

9.7.5 Credit Allowance

No credit will apply in the event that the number requested is not found or not listed in the Telephone Company's ELAS database.

9.7.6 Rate Regulations

There are two types of charges applicable to ELAS: Nonrecurring and Screen Usage Charges. Additional charges associated with access to the ELAS database via Public Packet Switching or Special Access Service will also apply.

(A) Nonrecurring Charges

Nonrecurring charges are one time charges associated with the establishment of service and the establishment or change of User IDs.

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ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.6 Rate Regulations (Cont'd)

(1) Service Establishment Charge

The Service Establishment Charge will be charged at the time the customer orders ELAS and establishes a billing account. The customer will select the methods of access and optional usage reports desired. A customer may establish more than one billing account. The Service Establishment Charge is limited to the ELAS and not for the establishment of network transport facilities. The Service Establishment Charge includes the establishment of one Test User ID for internal testing by the customer. This User ID will be active for 30 days from the Service Establishment date and will not incur any Screen Usage Charges.

(2) User ID Charge

The User ID Charge is incurred with the establishment of each User ID. Customers may request more than one User ID per billing account.

(B) Screen Usage Charges

Screen Usage Charges apply to each screen returned from the ELAS database in response to a directory listing inquiry from the customer or the customer's end user. A screen may contain from 1 to 10 subscriber listings. Screen Usage Charges will not apply to the Test User ID.

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ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Listing Access Service (Cont'd)9.7.7 Rate and Charges

(A)	Service Establishment Charge	\$375.00
(B)	User ID Charges (per User ID)	\$20.00
(C)	Screen Usage Charge (per screen access)	\$0.17

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