

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 Service for each numbering plan area code (NPA). The DA locations are as shown in Exchange Carrier Association Tariff F.C.C. No. 4.

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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.

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

ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.2 Undertaking of the Telephone Company (Cont'd)****(E) (Cont'd)****(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.
- Directory Transport between the premises of the ordering customer and the DA location.

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 Feature Group B, C or D Switched Access Service.

(2) Interface Group and Premises Interface Code

Interface Groups 2, 6, 9 and 11 as set forth in 6.1.3 (A)(2) preceding 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 6EA2-M	4RV2-0
4DS6-44		2FCF-54 2FCF-12

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ACCESS SERVICE**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 (Cont'd)**

When Directory Access Service is combined with 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 Feature Group B, C or D Switched Access Service ordered by the customer. Except as set forth in 9.4.1 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.

(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 services is provided on either a direct routed or access tandem routed basis. When Directory Transport is direct routed between the customer's serving wire center and the DA location, it will be provided via Entrance Facilities and Direct-Trunked Transport services as described in Section 6.1.3(A)(1) at rates set forth in Section 6.9.6.

When Directory Transport is routed through an access tandem, it will be provided via Entrance Facilities and Tandem-Switched Directory Transport services. These Entrance Facilities are described in Section 6.1.3(A)(1) with rates set forth in Section 6.9.6. Tandem-Switched Directory Transport service is described in Section 9.2(E)(3)(a).

At the customer's option, Directory Transport routed through an access tandem may be ordered on a usage-sensitive basis as Tandem-Switched Directory Transport between the serving wire center and the DA location. This option expires July 1, 1998. After that date, Directory Transport routed through an access tandem must be ordered as Entrance Facilities, Direct-Trunked Transport between the serving wire center and the access tandem, and Tandem-Switched Directory Transport between the tandem and the DA location.

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The Directory Residual Charge will apply to both direct routed and Tandem-Switched Directory Transport as described in 9.2(E)(3)(b) following.

- y Material effective January 1, 1998 under Transmittal No. 1135.
x Issued under the authority of FCC 97-401 and FCC 97-403.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

For purposes of determining Directory Transport distance for direct-routed Directory Transport, distance will be measured from the wire center that normally serves the customer premises to the DA location(s). This method of measuring distance may also be used until July 1, 1998 when the customer requests tandem-routed Directory Transport on a usage-sensitive basis.. After that date, distance for tandem-routed Directory Transport will be measured in two parts, from the serving wire center to the access tandem, and from the access tandem to 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.

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y Material effective January 1, 1998 under Transmittal No. 1135.
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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

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 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-Trunked Transport Service to the DA location, no address signaling is provided. When Directory Transport is provided over a Tandem-Switched Directory Transport Facility, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Telephone Company when access tandem 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.

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The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Telephone Company in a manner similar to Switched Access Service transmission paths as set forth in 6.6.5 preceding.

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 2.3.10 preceding.

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Except as set forth in 9.4.1 following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in 5. preceding.

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Directory Transport is provided with one of the Switched Transport Interface Groups as set forth in 6.1.3(A) preceding. Only Switched Transport Interface Groups 2, 6, 9 and 11, subject to the limitations set forth in 6.1.3(A) preceding, will be provided.

Certain material on this page previously appeared on 1st Revised Page 459.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

(a) Tandem-Switched Directory Transport Services

Tandem-Switched Directory Transport provides transport, between the customer's serving wire center and the DA location that is switched through an access tandem switch. Tandem-Switched Directory Transport consists of circuits dedicated to the use of a single customer from the customer's serving wire center to the access tandem and circuits used in common by multiple customers from the tandem to the end office.

Tandem-Switched Directory Transport is composed of the following three usage sensitive rate elements:

- The Tandem-Switched Directory Termination element includes the non-distance sensitive portion of Tandem-Switched Directory Transport and is assessed on a per message basis.
- The Tandem-Switched Directory Facility element includes the distance sensitive portion of Tandem-Switched Transport is assessed on a per mile per message basis with the mileage measured as set forth in Section 9.6 following.
- The Directory Tandem Switching element includes the access tandem switching associated with Tandem-Switched Directory Transport traffic and is assessed on a per message switched through the tandem.

The recurring charges for Tandem-Switched Directory Transport are set forth in Section 9.7(B) following. The nonrecurring charges for Tandem-Switched Directory Transport services are the same as the nonrecurring charges for Tandem-Switched Transport services and are set forth in Sections 6.8.3(A) and 6.9.6 preceding.

(b) Directory Residual Charge

The Directory Residual Charge rate element includes all Directory Transport functions covered from the other Directory Transport rate elements. It is applied to all interstate customers that connect with DA locations. The rate application for the Directory Residual Charge is described in Section 9.6 following and the rate is set forth in Section 9.7(B) following.

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ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.2 Undertaking of the Telephone Company (Cont'd)****(E) (Cont'd)****(3) Directory Transport (Cont'd)**

Directory Transport is provided with one of the Local Transport Interface Groups as set forth in 6.1.3(A) preceding. Only Local Transport Interface Groups 2, 6, 9 and 11, subject to the limitations set forth in 6.1.3(A) preceding, will be provided.

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(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 6.1.5. 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 Specifications. 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, 6, 9 and 11 when routed direct to a DA location. Type A is provided with Interface Groups 2, 6, 9 and 11 when routed via an access tandem switch.

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ACCESS SERVICE

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 Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2, 6, 9 and 11. When DA Service is combined with Feature Group C Switched Access Service, Type B Transmission Specification is provided.

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Type A and B Transmission Specifications are set forth in Technical Reference PUB TR-NPL-000334 and AM TR-TMO-000094.

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(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 Feature Group C or D end office switching. The acceptance testing 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 in 6.1.6 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 cooperative scheduled testing or manual scheduled testing in 13. 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.

(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 telephone number is provided, a credit as set forth in 9.4.8 following will apply.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

- (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 2.3.10 preceding.
- (J) The Telephone Company does not provide Directory Assistance Service for 800 NXX Access Service or 900 NXX Access Service.

9.3 Obligations of the Customer

- (A) The customer shall determine and order the busy hour minutes of capacity 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, service will continue until canceled by the customer.
- (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 user at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be established in billing contracts with the Ameritech Operating Companies.
- (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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ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.4 Payment Arrangements****9.4.1 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 nonrecoverable costs. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

9.4.2 Minimum Monthly Charge

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

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 is assessed in terms of the Minimum Monthly Usage Charge (MMUC). If the Directory Transport usage charges based on the actual usage for the month are greater than the MMUC, the customer will be assessed the usage charges based on actual usage. If the Directory Transport usage charges based on the actual usage for the month are lower than the MMUC, the customer will be assessed the MMUC charge. The MMUC is determined as set forth in 9.4.3 following. Rates for actual usage are set forth in 9.6 following.

9.4.3 Minimum Monthly Usage Charge (MMUC)

The Minimum Monthly Usage Charge (MMUC) for Directory Transport does not apply at this time.

- x Issued on not less than 15 days' notice under authority of Special Permission No. 88-559. Supersedes material submitted under Transmittal No. 221, originally scheduled to become effective November 4, 1988 and deferred by Transmittal Nos. 237 and 242 to become effective December 19, 1988.

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

9.4.3 Minimum Monthly Usage Charge (MMUC) (Cont'd)

State of Illinois

State of Indiana

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

9.4.3 Minimum Monthly Usage Charge (MMUC) (Cont'd)

State of Michigan

State of Ohio

State of Wisconsin

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ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.4 Payment Arrangements (Cont'd)****9.4.4 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.

9.4.5 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.

9.4.6 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves will be treated as set forth in 6.7.6 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.6 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

9.4.7 DA Service Rearrangements

Nonrecurring charges apply for service rearrangements, as set forth in 6.7.1(C)(4) preceding. The Nonrecurring Charges are as set forth in 6.8.3(A) for the type of change provided by the Telephone Company.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

9.4.8 Credit Allowance for DA Service

- (A) 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 following plus the rate for a Directory Transport call will be applied to the customer's charges. The rate for a Directory Transport call will be the average of the Directory Transport rates per call as set forth in 9.6 following.
- (B) In addition to the credit as set forth in (A) 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 (C) 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.
- (C) 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:

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangement (Cont'd)

9.4.8 Credit Allowance for DA Service (Cont'd)

(C) (Cont'd)

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| (1) Credit per call when Switched Access Service is billed using Transitional per minute rates | \$(0.000606)*(I) |
| (2) Credit per call when Switched Access Service is billed using Premium per minute rates | (0.000919)*(I) |

Bundled All States

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|--|----------------|
| (1) Credit per call when Switched Access Service is billed using Transitional per minute rates | (0.000606)*(I) |
| (2) Credit per call when Switched Access Service is billed using Premium per minute rates | (0.000919)*(I) |

* () 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 Ameritech 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.

(This page filed under Transmittal No. 1397)

ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.5 Directory Assistance Service Optional Features****(A) Directory Assistance Branding**

Directory Assistance Branding (DA Branding) is an optional feature available to Directory Assistance Service customers that establishes the identity of the customer providing DA Service to end users through the use of a recorded announcement on all calls to the customer's Directory Assistance Service. The recorded announcement will be provided to the calling end user customer before the DA Operator begins handling the Directory Assistance Service Call. The customer will provide the Telephone Company with the recorded announcement to be used for the DA Branding announcement. The announcement must be three seconds or less in duration. The content of the announcement must only contain an announcement identifying the customer providing the service and not contain advertising or any other information and is subject to the approval of the Telephone Company.

DA Branding is ordered on an NPA basis. The customer must have a separate direct routed Directory Access Service trunk group between their premises and the DA location for each Numbering Plan Area (NPA) in which DA Branding is requested. DA Branding is available where facilities permit.

A Nonrecurring charge as specified in Section 9.7 following applies for the installation of DA Branding on new or existing Directory Access Service trunk groups. This charge will be assessed for each trunk group on which DA Branding is provided. This charge is in addition to any applicable Directory Access Service nonrecurring charges.

(B) Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is an optional feature available to Directory Assistance Service customers and provides for the automatic completion of Directory Assistance (DA) calls for the customer's end users. With the DACC optional feature, the customer's end user will receive a prompt from an Automatic Response Unit (ARU) once the requested telephone number is located. If the end user responds positively to the prompt, the call will automatically be routed back to the IC's point of presence (POP) for completion to the requested number.

DACC is ordered on an NPA basis. The customer must order a direct routed incoming facility equipped with FGD signaling between their premises and the DA location for each NPA in which DACC will be offered. The direct routed facility will consist of Entrance Facilities and Direct-Trunked Transport services as described in Section 6.1.3 at rates set forth in Section 6.9.6. The outgoing facility will be a one-way direct routed facility. DACC is available where facilities permit.

A charge per call as specified in Section 9.7 following applies for each call that is completed or attempted. This charge is in addition to the normal Directory Access Service charges specified in Section 9.7 following and Switched Access charges specified in Section 6 preceding.

Certain material previously on this page now appears on 5th Revised Page 469. (TR911)

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ACCESS SERVICE**9. Directory Assistance Service (Cont'd)****9.6 Rate Regulations**

The Directory Assistance service call charge, as set forth in 9.7(A) following, applies for each call to DA Service. A call is a call which has been answered by or forwarded to a DA operator. The charge applies whether or not the DA operator provides the requested telephone number. The number of calls answered or forwarded to 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 9.4.8 preceding.

Rate zones are applicable to Tandem Switched Directory Transport service described in this section. Each Telephone Company Wire Center has been assigned to a rate zone as described in Section 6.10 preceding. Rate zones for the Directory Residual Charge are applicable in the Chicago, Illinois and Grand Rapids, Michigan LATAs (LATAs 358 and 348, respectively).

- Tandem Switched Directory Transport Termination and Tandem Switched Directory Transport Facility rates are dependent upon the zone assignment of the Telephone Company access tandem and the wire center of the DA location.
- Tandem Switched Directory Transport mileage that is computed between wire centers in different rate zones will be assigned the rates in the higher rate zone.
- Directory Tandem Switching rates will be determined by the location of the access tandem.
- Directory Residual rates will be determined by the location of the originating end office for the DA call.

The mileage for Directory Transport, provided over either Direct-Trunked Directory Transport Services or Tandem-Switched Directory Transport Services, is measured from the serving wire center for the premises of the ordering customer to the DA location. This provision for measuring mileage for Tandem-Switched Directory Transport expires July 1, 1998. After that date, Tandem-Switched Directory Transport mileage will be measured in two parts, from the serving wire center to the access tandem, and from the access tandem to the DA location. The method for measuring mileage is set forth in the Exchange Carrier Association Tariff F.C.C. No. 4 for Wire Center Information (V&H Coordinates). 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 measurement will be performed as set forth in 6.8.12 preceding.

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The Directory Residual Charge applies to all interstate customers that connect with DA locations. The Directory Residual Charge is applied for each call to DA service.

The charges per call for Directory Transport provided over Tandem-Switched Directory Transport Services, are set forth in 9.7(B) following. These charges apply for each call to DA service. A call is as set forth preceding. The number of calls will be accumulated as set forth preceding.

(TR1135)

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.7 Rates and Charges

The rates and charges are:

Rates

(A) Directory Assistance

Service call, each

All States

\$.203400

(B) Directory Access Service

- Directory Access

Nonrecurring Charges

Charges are the same
as those set forth in
6.9.3(A) preceding
and 6.9.6(B) preceding

- Tandem-Switched

- Directory Transport

Directory Assistance
Transport
Termination
Rate Per CallDirectory Assistance
Transport Facility
Rate Per Call
Per Mile

- Illinois

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Zone 2

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- Indiana

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- Wisconsin

Zone 1

\$.000070(R)

\$.000013(R)

Zone 2

\$.000070(R)

\$.000013(R)

Zone 3

\$.000070(R)

\$.000013(R)

Zone 4

\$.000070(R)

\$.000013(R)

Zone 5

\$.000070(R)

\$.000013(R)

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Ameritech 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.

(This page filed under Transmittal No. 1270)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.7 Rates and Charges

(B) Directory Access

Service (Cont'd)

Directory Tandem Switching

Rate Per Call

- Per DA Call

- Illinois

Zone 1

\$.000268(R)

Zone 2

.000355(R)

Zone 3

.000957(R)

Zone 4

.000957(R)

Zone 5

.000957(R)

- Indiana

Zone 1

\$.000268(R)

Zone 2

.000355(R)

Zone 3

.000957(R)

Zone 4

.000957(R)

Zone 5

.000957(R)

- Michigan

Zone 1

\$.000268(R)

Zone 2

.000355(R)

Zone 3

.000957(R)

Zone 4

.000957(R)

Zone 5

.000957(R)

- Ohio

Zone 1

\$.000268(R)

Zone 2

.000355(R)

Zone 3

.000957(R)

Zone 4

.000957(R)

Zone 5

.000957(R)

- Wisconsin

Zone 1

\$.000268(R)

Zone 2

.000355(R)

Zone 3

.000957(R)

Zone 4

.000957(R)

Zone 5

.000957(R)

Directory Residual Charge

- Per DA Call

Illinois

\$.000000

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(This page filed under Transmittal No. 1270)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.7 Rates and Charges (Cont'd)

Directory Residual
Charge
- Per DA Call

Rate per Call

Indiana	\$.000000
Michigan	.000000

(C)
(D)
|
(D)

Ohio	.000000
Wisconsin	.000000

(C) Directory Assistance
Branding

Nonrecurring Charge
Per Trunk Group

Per Trunk Group All States	\$650.00
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(D) Directory Assistance
Call Completion
- Per DA Call

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(This page filed under Transmittal No. 1252)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Ameritech Directory Search

9.8.1 General Description

Ameritech Directory Search (ADS) service allows customers to obtain direct on-line electronic access to the Telephone Company's directory listings without the involvement of a DA operator.

The ADS database will provide the ADS customer's end user with details for residential, business and government listings when a name search is initiated. The details will include name, address (when available) and telephone number for Telephone Company customers.

The ADS customer and/or the customer's end user will not have the capability to make additions, deletions, modifications or to enhance the listing information in the ADS database. The ADS database is and shall remain the sole property of the Telephone Company.

9.8.2 Undertaking of the Telephone Company

- (A) The Telephone Company will provide telephone numbers in all Numbering Plan Areas (NPAs) within the Telephone Company's region, including telephone numbers of customers of other local exchange companies where agreements have been negotiated.
- (B) The Telephone Company will provide ADS service from its location(s) as specified in the National Exchange Carrier Association Tariff F.C.C. No. 4.
- (C) The ADS host computer will be accessed through the Telephone Company Packet Switched Network Service (PSN), as described in Section 8. ⁽¹⁾ ⁽²⁾ (C)
- (D) Telephone numbers which are not listed in the DA operator's records will not be available in the ADS database.
- (E) The Telephone Company will provide the following ADS user support functions to ensure database integrity and to coordinate customer billing:
 - (1) Establish initial user ID and change the user ID at the customer's request.
 - (2) Add/remove users through individual account maintenance records.
- (1) As of August 24, 2002, Packet Switched Network Service utilizing X.25 protocol or utilizing asynchronous protocol is obsolete and limited to existing installations, at existing locations, for existing customers. (D)
- (2) As of October 6, 2004 Packet Switched Network Service utilizing X.75 protocol is obsolete and limited to existing installations, at existing locations, for existing customers. (N)
(N)

(This page filed under Transmittal No. 1408)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Ameritech Directory Search (Cont'd)

9.8.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

- (3) Maintain files on the host system, including modification of user IDs and passwords as necessary.
- (4) Perform regular backup of customer accounting files and perform regular backup of the entire system.

9.8.3 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 ADS service, as follows:

- (A) The customer must arrange for connection to the Telephone Company's PSN service at a location in the same LATA as the ADS service location. Rates and charges associated with the connections to the PSN service are specified in Section 8 preceding, and apply in addition to rates and charges specified in 9.8.8 following for ADS service.
- (B) A minimum of one User ID and password will be required for each of a customer's end users to make final connection to the ADS database. The customer shall be liable for all charges incurred by the User IDs assigned to its end users.
- (C) Data transmitted from the ADS host does not include screen formatting characters. The customer is responsible for providing the software interface required to format the EDA information.
- (D) The customer will provide jurisdictional reports as specified in Section 2.3.10 preceding.
- (E) The customer will be responsible for all contacts and arrangements with his end users concerning the provision and maintenance of ADS service and the billing and collection of charges for ADS service furnished to his end users.

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(TR712)

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ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Ameritech Directory Search (Cont'd)

9.8.4 Optional Features

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

- Customer ID
- NPA Accessed
- Date
- Number of Inquiries
- Number of Screens
- Connect Time

User Detail information may be provided to the customer via paper copy or diskette. Beginning in April, 1992, data transmission will also be available.

9.8.5 Minimum Period

The minimum period for which ADS is provided and for which charges apply is one year. Thereafter, service will continue until canceled by the customer.

If ADS service is discontinued prior to the end of the minimum period, the applicable charge will be the total monthly charges, at the rate level in effect at the time the service is discontinued, for the remainder of the minimum period.

9.8.6 Credit Allowance for Service Interruptions

Credit allowance provisions specified in Section 2.4.4(B)(3) preceding will also apply to ADS service.

9.8.7 Rate Regulations

There are two types of charges applicable to ADS service: recurring and nonrecurring. These charges apply only to ADS service. Additional charges associated with access to the Packet Switched Network ⁽¹⁾ may also apply.

(C)

- (1) As of October 6, 2004 Packet Switched Network Service utilizing the X.75 protocol is obsolete and limited to existing installations, at existing locations, for existing customers.

(N)

(N)

(This page filed under Transmittal No. 1408)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Ameritech Directory Search (Cont'd)

9.8.7 Rate Regulations (Cont'd)

- (A) An ADS Monthly Service Fee, as set forth in 9.8.8 following, will be charged per customer per billing account. An account is defined as all assigned User IDs and their associated charges that the customer has requested to be billed together on one statement. The customer may have an unlimited number of User IDs per account, and may have multiple accounts.
- (B) A recurring screen charge (the Usage Display rate), as set forth in 9.8.8 following, will apply for each screen of subscriber listing information returned to the customer for display on their end user's terminal. The customer will be charged a different Usage Display rate for the first 100,000 screens accessed per month, the second 100,000 screens accessed per month and for screens beyond the 200,000th screen accessed per month. A screen may contain up to ten subscriber listings. Up to 60 listings for residences or 99 listings for businesses may be returned in response to a single customer data request.
- (C) A nonrecurring Service Establishment Charge, as set forth in 9.8.8 following, applies per order for ADS service for each customer billing account. The Administrative Charge set forth in 6.8.1(C)(1) preceding will not apply. If the ADS service will be used for both interstate and intrastate customer inquiries, the Percentage for Interstate Use (PIU) will apply per Section 2.3.11.
- (D) A nonrecurring charge as specified in 9.8.8 following applies to each activation or deactivation of User ID codes or changes associated with existing User ID codes. This charge applies to each User ID activated, deactivated or changed. If the User ID Codes are to be used for both interstate and intrastate service, the PIU will apply per Section 2.3.11. The Administration, Design and Central Office Connection and Customer Connection Charges set forth in 6.8.1(C) will not apply.

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(TR1030)

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Effective: January 11, 1997

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Ameritech Directory Search (Cont'd)

9.8.8 Rates and Charges

	Recurring Rates	Nonrecurring Charges
Monthly Service Fee		
- Per customer account	\$ 300.00	None
Usage Display, per screen		
- first 100,000 screens accessed per month	\$ 0.1700	None
- second 100,000 screens accessed per month	\$ 0.1500	None
- screens beyond 200,000 accessed per month	\$ 0.1300	None
Service Establishment Charge		
- Per customer account	None	\$2,800.00
User ID Charge		
- Per User ID activated, deactivated or changed	None	\$ 10.50

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