

ACCESS SERVICE

	<u>Page No.</u>	(N)
9. <u>DIRECTORY ASSISTANCE SERVICE</u>		
9.1 <u>General Description</u>	9-2	
9.2 <u>Undertaking of the Telephone Company</u>	9-2	
9.3 <u>Obligations of the Customer</u>	9-11	
9.4 <u>Payment Arrangements</u>	9-12	
9.5 <u>Rate Regulations</u>	9-17	
9.6 <u>Rates and Charges</u>	9-25	
9.7 <u>Electronic Directory Listing Service (EDLS)</u>	9-28	(N)

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ACCESS SERVICE

9. Directory Assistance

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

9.1 General Description

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

9.2 Undertaking of the Telephone Company

- (A) A Telephone Company Directory Assistance operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company Directory Assistance 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 Directory Assistance Service.
- (B) A maximum of three (3) requests for telephone numbers will be accepted per call to the Directory Assistance operator.
- (C) A telephone number which is not listed in Directory Assistance records will not be available to the customer's end user.
- (D) The Telephone Company will specify the Directory Assistance Service access location which provides the Directory Assistance Service for each numbering plan area code (NPA). The DA Locations are as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION TARIFF, INC. F.C.C. NO. 4.

When it becomes necessary, as determined by the Telephone Company, to change a Directory Assistance Service access location, the Telephone Company will notify the customers involved six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.

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

(This page filed under Transmittal No. 1)

ACCESS SERVICE

9. Directory Assistance (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 as set forth in (2) following.
- Directory Transport between the premises of the ordering customer and the Directory Assistance Service access location as set forth in (3) following.

When required by the Telephone Company, a separate trunk group will be provided for Directory Assistance 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 desire 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 ATA-950, ATA-101XXXX and (C) Feature Group B, C or D Switched Access Service.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(E) (Cont'd)

(2) Interface Group and Premise Interface Code

All Interface Groups as set forth in in 6.1.3 preceding are available for Directory Access Service. When only Directory Access Service is provided, only the following Premise Interface Codes are available:

4DS9-15	6EA2-E	4RV2-0
	6EA2-M	
	4SF3	
4DS6-44	2RV3-0	

Such Premise Interface Codes are described in 6.1.3 preceding. When Directory Access Service is combined with ATA-950, ATA-101XXXX, Feature Group B, C or D Switched Access Service, the Premise Interface Code for the combination will be the available Premise Interface Code provided for the ATA-950, ATA-101XXXX, Feature Group B, C or D Switched Access Service ordered by the customer. Except as set forth in 9.4 (A) 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 Directory Assistance location is considered to be a customer end user serving wire center.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (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 customer premises and the Directory Assistance location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the Directory Assistance location(s).

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 customer premises to the Directory Assistance 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 Directory Assistance location or through an appropriately equipped for Directory Assistance measurement and served by Directory Assistance trunks to the Directory Assistance location access tandem switch when such an access tandem switch is available. The combination of ATA-950, ATA-101XXXX, Feature Group B, C or D Switched Access Service with Directory Assistance 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.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(E) (Cont'd)

(3) Directory Transport (Cont'd)

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

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(E) (Cont'd)

(3) Directory Transport (Cont'd)

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 2.3.14 preceding.

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

(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 Section 5.4 preceding. 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.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(6) Transmission Specifications

Directory Access Service is provided with either Type A, B or C Transmission Specifications. The specifications associated with parameters are guaranteed to the Directory Assistance location, whether routed directly or via an access tandem. Type C Transmission Specification is provided with Interface Group 1 when routed direct to a Directory Assistance Access location.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(E) (Cont'd)

(6) Transmission Specifications (Cont'd)

Type B Transmission Specification is provided with Interface Groups 2, 5, 6 and 9 when routed direct to a Directory Assistance location. Type A Transmission Specification is provided with Interface Groups 2, 5, 6, and 9 when routed via an access tandem switch.

When Directory Assistance is combined with ATA-101XXXX or Feature Group D Switched Access Service, Type A Transmission Specification is provided. When Directory Assistance Service is combined with ATA-950 or Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2, 5, 6, and 9 and Type C Transmission Specification is provided for Interface Group 1. When Directory Assistance Service is combined with Feature Group C Switched Access Service, Type B Transmission Specification is provided.

Type A, B and C 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 ATA-101XXXX or 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 Directory Assistance 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 Directory Assistance location will be as set forth for cooperative scheduled testing or manual scheduled testing in 13. following.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(8)

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

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

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

- (H) In the even that the telephone number is unavailable to the Directory Assistance operator, no credit applies for the charge for the call to the Directory Assistance operator. When the Directory Assistance location or Directory Assistance 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) Directory Assistance Service may, at the option of the customer, be provided for Interstate and intrastate communications. When the customer requests such mixed access, the interstate Directory Assistance Service charges will be determined by the Telephone Company using the reports furnished by the customer as set forth in 2.3.14 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 Assistance Access Services it needs for Directory Assistance Service.
- (B) When Directory Assistance Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six month period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in 9.6 following for another six months will apply.
- (C) The customer facilities at the customer premises shall provide the necessary on-hook and off-hook supervision.
- (D) When requested by the Telephone Company, the customer shall order a separate trunk group for Directory Assistance Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2 (E) (1) preceding.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

- (E) When the customer bills its users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of, and the billing and collecting of charges, for Directory Assistance Service furnished to its end users. When the Telephone Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be negotiated on an individual case basis.
- (F) The customer understands that Directory Assistance Operators will respond to three (3) requests per call only and will not transfer, forward or redial the call to another location for any purpose other than the provision of Directory Assistance Service.

9.4 Payment Arrangements(A) Minimum Periods

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

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.4 Payment Arrangements (Cont'd)(B) Minimum Monthly Charge

Directory Assistance Access 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, 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 assessed in terms of a six (6) month rolling average call volume based on actual usage and charged at the rate set forth in 9.6 following or, in the case of new service with less than six (6) months actual call volume, based on the forecasted number of calls for the said month mutually agreed to at the beginning of the service period. If the actual Directory Assistance call volume is greater than the six (6) month rolling average, the customer will be assessed the usage charges based on actual usage. If the actual Directory Assistance call volume is less than 70% of the six (6) month rolling average call volume, the customer will be assessed a minimum monthly charge equal to 70% of the six (6) month rolling average charged at the rate set forth in 9.6 following. In the case of new service, if the actual Directory Assistance call volume is less than 70% of the forecasted number of calls, the customer will be assessed a minimum monthly charge equal to 70% of the forecasted number of calls charged at the rate set forth in 9.6 following.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

A customer may cancel a Special Order for Directory Assistance Access Service on any date prior to the in-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 ten (10) days.

When a customer cancels a Special Order for Directory Assistance Access 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 Assistance Access Service ordered. 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 Directory Assistance 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 Assistance Access Service ordered. 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 interface at the customer premises or the Telephone Company terminal location. Moves will be treated as set forth in 5.2.9 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 5.2.9 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(F) Directory Assistance Service Rearrangements

Nonrecurring charges apply to service rearrangements. Service rearrangements are as set forth in 5.2.8 preceding. The Service Rearrangement Charges are as set forth in 5.2.8 preceding for the type of change provided by the Telephone Company.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

- (1) When the Directory Assistance Service access location or Directory Assistance operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided and an customer Directory Assistance call has been answered or forwarded to the Directory Assistance operator, a credit allowance for a call answered or forwarded to the Directory Assistance 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 credit Allowance for Directory Transport will apply as set forth in 2.4.4(B)(1) and (3) preceding.
- (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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

- (3) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or 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 Non-Premium rates \$0.001270(I)
 - (b) Credit per call when ALA, FGA, ATA-950 or FGB Switched Access Service is billed using Premium per minute rates \$0.001513(I)
 - (c) Credit per call when ATA-101XXXX or FGD Switched Access Service is billed using Premium per minute rates \$0.001513(I)
- (4) Credit allowances for other service interruptions will be provided as set forth in 2.4.4 preceding.

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively, in the event the Commission or a court subsequently authorizes Pacific 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 (Cont'd)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 completed call is a call which has been answered by a Directory Assistance operator. The charge applies whether or not the Directory Assistance operator provides the requested telephone number. The number of calls answered by Directory Assistance 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.
- (B) The mileage for Directory Transport is measured from the serving wire center of the customer premises to the Directory Assistance Service access location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA service is requested or in the LATA where DA location is located. The measurement will be performed as set forth in 6.7.13 preceding.
- (C) The charges per call for Directory Assistance, as set forth in 9.6 following, applies for each call to Directory Assistance Service access location. 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 forth the Directory Transport rate elements and how the recurring charges are applied for the elements. The Directory Transport elements that apply are Entrance Facility, Direct Trunked Transport or Tandem Switched Transport. When Tandem Switched Transport is provided, the Directory Transport tandem Switching element applies. When an Entrance Facility or a Direct Trunked Transport Facility 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (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 aVG/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 9.6(C)(1) following.

(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 9.6(C)(2) following.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(D) Cont'd

(3) Directory Transport Tandem Switched Transport

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

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

(a) Tandem-Switched Directory Transmission

A per call rate and a per call per mile rate applies to each DA call which has been answered by or forwarded to a DA operator when the transport was provided using a Tandem-Switched Transport facility. Mileage measurement is described in (4) following.

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 Pacific 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)

9.5 Rate Regulations (Cont'd)

(D) Cont'd

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

(b) Directory Tandem Switching

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

Rates contained in this transmittal are subject to subsequent adjustment, effective retrospectively back to the transmittal's original effective date, in the even the Commission or a court subsequently authorizes Pacific 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(D) Cont'd

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

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

(d) Dedicated Tandem Trunk Port

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

(4) Mileage

The mileage for Directory Transport is measured from the serving wire center for the premises of the ordering customer to the DA location. These two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA Service is requested or in the LATA of the DA location. The measurement will be performed and charges determined as described in 6.7.13.

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 Pacific 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)

9.5 Rate Regulations (Cont'd)

(D) Cont'd

(5) Directory Transport Interconnection Charge

(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 6.7.1(D)(5) preceding for Multiplexing. The rates are as set forth in 9.6(C)(5) following.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(D) Cont'd

(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 channel.

(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.

(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.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(E) The Customer has the option to order Directory Assistance Service under an Optional Payment Plan. Under this plan the customer agrees to purchase Directory Assistance Service for a period of three (3) years (The "Customer's Plan Term"). The per call rate will not increase during the Customer's Plan Term even if the per call rate increases during the Customer's Plan Term. To qualify for the Plan, the customer must agree to the following:

- (1) The customer agrees that the Telephone Company will handle all their DA traffic for all Numbering Plan Areas (NPAs) in which the customer is ordering Directory Assistance Service from the Telephone Company on the date the customer orders the Plan, and
- (2) The customer agrees that in the event they fail to meet the requirement in (1) above during the Customer's Plan Term, their Directory Assistance per call rate will revert to the current month-to-month rate and they will reimburse to the Telephone Company an amount equal to the difference between what they would have paid at the month-to-month DA per call rate and the Customer's Plan per call rate for all call volumes that had received the Plan rate during the Plan term.

If either the month-to-month per call rate or the Plan per call rate decreases below the per call rate charged to the customer during the Customer's Plan Term, the customer has the option to select the new lower rate at no penalty, as long as the customer fulfills its term and traffic commitments for the remainder of the Customer's Plan Term, or select a new three year term at the lower rate.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.6 Rates and Charges

The rates and charges on a per call basis are:

		<u>Rates</u>
(A)	Directory Assistance Service, per call	
	- Month-to-month	\$0.350000
	- Optional Payment Plan	0.250000
(B)	Directory Access Installation Per Order	
	- Per FGD, ATA-10X Trunk or Optional Feature	Nonrecurring Charges are the same as those set preceding forth in 6.8.2 for the Switched Access Service and options ordered.
(C)	Directory Transport	
(1)	<u>Entrance Facilities</u>	
		Monthly Rate Nonrecurring Charge 1st add'l
	(a) Voice Grade	
	2-wire per point of termination	USOC TSW2X Rates and charges are the same as those set forth in 6.8.2(A) preceding for the Entrance Facility ordered.
	4-wire per point of termination	USOC TSW4X
	(b) DS1 per point of termination	TMESW
	(c) DS3 per point of termination	
	- with Terminal Equipment	Z3MSW
	- without Terminal Equipment	Z0MSW

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 Pacific 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, or in the event of any other adjustment pursuant to an order of the Commission or a court.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.6 Rates and Charges (Cont'd)(C) Directory Transport (Cont'd)(2) Direct-Trunked Transport

	USOC	Monthly Rate	
		Fixed	Per Mile
(a) Voice Grade per transport channel	1L5SW	Rates and charges are the same as those set forth in 6.8.2(B) preceding for the (T) Direct Trunked Transport ordered.	
(b) DS1 per transport channel	1L5SW		
(c) DS3 per transport channel	1L5SW		

(3) Tandem Switched Transport

	ZONE	Per Call Rate
(a) Tandem Switched Transport Fixed per Call	1	\$.000076
	2	.000132
	3	.000231
Per Mile per Call	1	.000014
	2	.000024
	3	.000042
(b) Tandem Switching per Call	1	.000423
	2	.000876
	3	.001785
(c) <u>Dedicated Tandem Trunk Port</u>		
Rate per month per port	PT8LX	(T)
	1	3.00
	2	3.00
	3	3.00

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ACCESS SERVICE

9. Directory Assistance (Cont'd)9.6 Rates and Charges (Cont'd)(C) Directory Transport(5) Multiplexing Charge

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) <u>DS3 to DS1</u>			
- per arrangement Zone 1	MQ3SW	\$315.00	None
- per arrangement Zone 2	MQ3SW	\$340.00	None
- per arrangement Zone 3	MQ3SW	\$295.00(R)	None
<u>DS1 to Voice/Digital</u>			
Option 1	MQ1SW	Rates and charges are the same as those set forth in 6.8.2(K)(2) preceding for the Multiplexing arrangement ordered.	
Option 2	MQ2SW		
- per arrangement			
(b) <u>Tandem DA Location Multiplexing</u>			
Rate per Call			\$.000054(R)
(6) <u>Rollovers</u>			
DS1	SVRSW	Rates and charges are the same as those set forth in 6.8.2(F) preceding.	

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 Pacific to correct its rates 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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ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Directory Listing Service9.7.1 General

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

The EDLS 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 EDLS 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 EDLS database.

The EDLS 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:

- Verify data in the customers or customer's end users possession.
- Update lists in the customers or customer's end users possession.
- Supplement lists in the customers or customer's end users possession.
- 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Directory Listing Service (Cont'd)9.7.2 General

- (A) The EDLS 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 EDLS 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 with the exception of Directory Assistance Only listings. This will include listing information of other local exchange companies where agreements for use of listing information have been negotiated.
- (B) The EDLS database will be updated five times per week excluding holidays.
- (C) Non-published and directory assistance only listings will not be included in the EDLS database.
- (D) The EDLS database may be accessed through the Telephone Company's packet switching network. The Telephone Company will provide the circuit connection terminating facilities from the Public Packet Switched Network to the EDLS database. The Telephone Company will provide the customer with the Public Packet Switched Network address (Data Telephone Number) and other data communications requirements.

The EDLS 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 EDLS 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Directory Listing Service (Cont'd)9.7.2 General (Cont'd)

- (F) EDLS will provide data without screen formatting characters. The customer must provide the software interface to format the information received from the EDLS database.
- (G) The EDLS system will be available 7 days a week, 24 hours per day. In the event that the EDLS system becomes unavailable, the Telephone Company will devote reasonable efforts to restore system availability. In the event that the EDLS 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 EDLS system being unavailable, the Telephone Company will negotiate, to the extent possible, system downtime with its customers.
- (H) Transmission of listing information from the EDLS 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 EDLS 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 EDLS 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 EDLS database as necessary.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

9. Directory Assistance (Cont'd)9.7 Electronic Directory Listing 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 Directory Listing Service. The obligations of the customer are as follows:

- (A) The customer must arrange for connection to the Telephone Company's Public Packet Switching Network at the location where the EDLS database will be located. Rates and charges associated with the connections to the Public Packet Switching Network are specified in Section 6.8.1, preceding, and apply in addition to the rates and charges specified for EDLS.
- (B) The customer will be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of EDLS. The customer is also responsible for the billing and collection of charges for EDLS furnished to its end users.
- (C) The data transmitted from the EDLS database does not include screen formatting characters. The customer is responsible for providing the software interface required to format the EDLS 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 EDLS 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

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

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

9.7.5 Credit Allowance

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

9.7.6 Rate Regulations

There are two types of charges applicable to EDLS: Nonrecurring and Screen Usage Charges. Additional charges associated with access to the EDLS 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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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(A) Nonrecurring Charges (Cont'd)

(1) Service Establishment Charge

The Service Establishment Charge will be charged at the time the customer orders EDLS 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 EDLS and not for the establishment of network transport facilities. The Service Establishment Charge includes the establishment of up to three Test User IDs for internal testing by the customer. These User IDs may not be used for marketing the subscribers services.

(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 EDLS database in response to a directory listing inquiry from the customer or the customer's end user. Screen Usage Charges are volume sensitive on an annual basis. A screen may contain from 0 to 10 subscriber listings. Screen Usage Charges will not apply to the Test User IDs up to a maximum of 3,000 screens per month per billing account. Screen Usage Charges will apply to usage greater than 3,000 screens per month per billing account.

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One Bell Plaza, Dallas, Texas 75202

ACCESS SERVICE

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

(A) Service Establishment Charge	\$1,000.00
(B) User ID Charges (per User ID)	20.00
(C) Screen Usage Charges (per screen accessed)	
Screens Accessed Annually	
First 500,000 - per screen	0.16
500,001 - 1,000,000 - per screen	0.14
1,000,001 - 2,000,000 - per screen	0.12
Over 2,000,000 - per screen	0.10

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