

ACCESS SERVICE

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17. DirectLine Customsm (DLC) Service17.1 General Description

DirectLine Customsm (DLC) Service provides the customer the ability to have direct on-line electronic access to directory listings contained in the Telephone Company's database without the involvement of a Directory Assistance (DA) operator.

The DLC database may be accessed via three methods: 1) through the Telephone Company's MicroLink II packet network utilizing the X.25 protocol⁽¹⁾; 2) through a direct dial-up access utilizing either a Microsoft Windows* based software package or the customer's communication software; or 3) through the Electronic File Transfer capability. (C)

DLC Service is provided in conjunction with the rules and regulations as specified in Section 2 (General Regulations). When the customer chooses access to the DLC database through the Telephone Company's MicroLink II packet network, the rules and regulations as specified in Section 14 (Packet Service) will also apply.

- (1) This function is obsolete and limited to existing installations, for existing customers, as of September 30, 1997 and will no longer be available after April 1, 1999. (N)
(N)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.2 Service Description

DLC is a terminating service provided to a customer from the Telephone Company's DLC database location. When a name search or an Electronic File Transfer is initiated by the customer, the database will provide detailed listing information for both residential, business and government published listings. (N)
(N)

The detailed listing information will include the name, address (when available) and telephone number of Telephone Company customers. Telephone numbers which are not listed in the Directory Assistance operator's records will not be available. (T)

The DLC database will be updated daily. The DLC customer will have access to all Numbering Plan Areas (NPAs) within the Telephone Company's region.

The Electronic File Transfer capability will allow the customer to electronically transfer batch files containing multiple name searches to the DLC host for processing by the Telephone Company at a later time. The results will contain telephone number information for listings matched during the batch run. (N)
|
(N)

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17. DirectLine Customsm (DLC) Service (Cont'd) (T)
- 17.2 Service Description (Cont'd)
- 17.2.1 Limitations
- The DLC customer and/or the customer's end user will not have the capability to make additions, deletions, modifications, or to enhance the listing information within the DLC database. (T)
(M)
(T)
- The DLC database compilation is and shall remain the sole property of the Telephone Company. Nothing in this tariff nor in the offering of this service shall grant a license or other property interest in use of this database. (T)
(M)
(M)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.3 Service Provisioning17.3.1 Manner of Provisioning

- (A) Access to the DLC database will be provided through the Telephone Company's MicroLink II Service, as set forth in Section 14 (Packet Service), using the X.25 protocol⁽¹⁾; a Microsoft Windows* based software package which is available through a license agreement with the Telephone Company; the customer's communication software; or an Electronic File Transfer. (C)
- (B) If access to the DLC database is via the Telephone Company's MicroLink II Service, the customer's equipment must be compatible with the Telephone Company's serving arrangement and must utilize the X.25 protocol⁽¹⁾ in order to access the DLC database. (C)
- (C) If access to the DLC database is via an Electronic File Transfer, the customer must electronically transfer the batch file to the DLC host for processing by the Telephone Company. After processing, the customer is responsible for electronically retrieving the results.
- (D) A user ID and a password will be required for validation in order to make the final connection to the DLC database and to provide the customer the capability to obtain detailed listing information when a name search is initiated.
- (E) For processing purposes, a file transfer ID will be assigned to a customer requesting Electronic File Transfer.

- (1) This function is obsolete and limited to existing installations, for existing customers, as of September 30, 1997 and will no longer be available after April 1, 1999. (N)
|
(N)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.3 Service Provisioning (Cont'd)17.3.2 Detail Transmission

The customer must specify the manner in which the detail listing information is to be received. (T)

- Formatted (T)
- Unformatted (T)
- Software Converted (N)
- Electronic File Transfer (N)

A customer requesting to receive detail listing information in the Formatted, Unformatted or Software Converted manner will be referred to as a Screen Customer. (T)

(A) Formatted

Data transmitted to the customer from the DLC host which includes screen formatting characters which control the display of host prompt and response information.

(B) Unformatted

Data transmitted to the customer from the DLC host which does not include screen-formatting characters. The customer is responsible for providing the software interface program required to format the host information for his screen.

(C) Software Converted

Data transmitted to the customer from the DLC host in an unformatted manner and software converted to screen formatting characters. The customer is responsible for obtaining the software package required to convert the unformatted host information for his screen.

(D) Electronic File Transfer

Electronically transferred batch files from the DLC host which contains multiple name searches in unformatted characters. The customer is responsible for initiating the Electronic File Transfer. (N)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.3 Service Provisioning (Cont'd)17.3.3 Provisioning of Billing Information

- (A) The Telephone Company will collect billing data which can be compiled into two reports; a summary report of all DLC activity that occurred during a specified period, and a full detailed report for each user ID activity during the same period.
- (B) The Telephone Company will provide Screen Customers the following DLC user support functions to coordinate customer billing and ensure host database integrity: (T)
 - 1. Establish initial user ID on the host and change the user ID at the customer's request.
 - 2. Add/Remove users through individual account maintenance records.
 - 3. Maintain files on the host system, including modification of ID and passwords as necessary.
 - 4. Perform weekly backup of the entire disc system. (C)
 - 5. Deliver user names and passwords to the DLC customer.

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17. DirectLine Customsm (DLC) Service (Cont'd) (T)
- 17.4 Rate Regulations (T)
- This section contains the specific regulations governing the rates and charges that apply for DLC Service. (M)
(T)
- There are two types of rates and charges which apply to DLC Service. These are nonrecurring charges and usage rates.
- Specific rates and charges are set forth in 17.5 (Rates and Charges). Jurisdictional report requirements will apply as described in 2.4 (Jurisdictional Reports). (T)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.4 Rate Regulations (Cont'd)17.4.1 Rate Element

There is one usage rate element which applies specifically to DLC Service Screen Customer:

- Screen Charge (described below)

In addition, when the customer utilizes the Telephone Company's MicroLink II packet network, MicroLink II recurring rates⁽¹⁾ and nonrecurring charges⁽¹⁾ will apply as (C) specified in Section 14 (Packet Service).

Screen Charge

The DLC Screen Charge rate element provides for the use of the Telephone Company DLC equipment and a screen containing one (1) to eleven (11) detail listing records; i.e. name, address (when available), and telephone number or major business/government heading or sub-heading records.

When the customer receives the detail listing information via Electronic File Transfer, the Screen Charge will not apply.

(1) These elements are obsolete and limited to existing installations, for existing customers, as of September 30, 1997 and will no longer be available after April 1, 1999.

(N)
|
(N)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.4 Rate Regulations (Cont'd)17.4.2 Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e. service establishment, change to an existing service or electronically transferred file). Nonrecurring charges are applicable for the establishment of DLC Service, establishing user IDs and Electronic File Transfer. (T)
(N)
(N)
(T)
(N)

When the customer requests DLC Service via Electronic File Transfer, the Nonrecurring Charges for Service Establishment and User ID will not apply. (N)

(A) Service Establishment Charge (T)

This charge applies per request for the establishment of service for a Screen Customer only. The nonrecurring charge includes the activities associated with the establishment of the circuits to the database and the initial User ID. If multiple User IDs are required with the establishment of service, an "additional" User ID charge applies to each additional User ID. (T)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.4 Rate Regulations (Cont'd)17.4.2 Nonrecurring Charges (Cont'd)(B) User ID Charge

(T)

A User ID charge is applicable on a first and additional User ID basis for Screen Customers only. (T)
If a customer orders multiple User IDs on a single request, the first User ID is assessed the "first" User ID charge (except at the time service is initially established, as specified in (A) preceding) and each additional User ID is assessed the "additional" User ID charge.

The following are examples of the Service Establishment Charge and the User ID Charge applications. (M)

Example 1:

If a customer requires only 1 User ID at the time service is established, the following charge applies: (T)

- One (1) Service Establishment Charge (includes initial User ID)

Example 2:

If a customer requires 2 User IDs at the time service is established, the following charges apply:

- One (1) Service Establishment Charge (includes initial User ID)
- One (1) "Additional" User ID Charge

Example 3:

If a customer requires 3 User IDs at the time service is established, the following charges apply:

- One (1) Service Establishment Charge (includes initial User ID)
- Two (2) "Additional" User ID Charges

If the same customer requires 3 additional User IDs after his service is established, the following charges apply:

- One (1) "First" User ID Charge
- Two (2) "Additional" User ID Charges

(M)

Certain material and certain revised material appearing on this page formerly appeared on Original Pages 17-12 and 17-13.

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17. DirectLine Customsm (DLC) Service (Cont'd)17.4 Rate Regulations (Cont'd)17.4.2 Nonrecurring Charges (Cont'd)(C) Electronic File Transfer - Listing Match Charge

(N)

This charge applies for the use of the Telephone Company DLC equipment and the work activity necessary to process a batch file. The nonrecurring charge is applicable on a per listing match basis for each Electronic File Transfer. A minimum service charge is applicable when the customer's total listing match charges are less than the minimum service charge. When this occurs, only the minimum service charge is applied per file transfer. The customer will not be assessed the Listing Match Charge.

(N)

Material previously appearing on this page now appears on 1st Revised Page 17-11.

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17. DirectLine Customsm (DLC) Service (Cont'd)

17.4 Rate Regulations (Cont'd)

17.4.2 Nonrecurring Charges (Cont'd)

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17. DirectLine Customsm (DLC) Service (Cont'd)

(T)

17.4 Rate Regulations (Cont'd)17.4.3 Usage Rates

Usage rates are rates that apply on a per unit basis; e.g. per screen, when a specific rate element is used. Usage charges are accumulated over a monthly period. For billing purposes, each month is considered to have thirty (30) dates.

Screen Charge

A DLC Screen Charge is a usage rate applicable to each screen of detail listing information requested by the customer. A Screen Charge applies whether or not the requested listing information is found. Screen Charges are accumulated for each screen requested and will be billed to the customer on a monthly basis.

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17. DirectLine Customsm (DLC) Service (Cont'd)

17.4 Rate Regulations (Cont'd)

17.4.4 Minimum Period

DLC Service is provided for a minimum period of one month. (C)
When service is disconnected prior to or after the minimum
period, the applicable charges will be the total of the
actual usage charges incurred. (C)

(D)

(D)

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(T)

ACCESS SERVICE

17. DirectLine Customsm (DLC) Service (Cont'd)

17.4 Rate Regulations (Cont'd)

17.4.5 Credit Allowance for Service Interruptions

Credit allowance application provisions as specified in 2.5.6(B) (When a Credit Allowance Applies) and 2.5.6(C) (When a Credit Allowance Does Not Apply) will also apply for DLC. (T)

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17. DirectLine Customsm (DLC) Service (Cont'd)17.5 Rates and Charges

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

17.5.1	<u>Screen Charge</u>	<u>Rate Per Screen</u>	
	Per Screen	\$.15	
17.5.2	<u>Service Establishment Charge</u>		
	Per Screen Customer		(T)
		<u>Nonrecurring Charge</u>	
	Per Request for Service	\$205.00	
17.5.3	<u>User ID Charge</u>		
	Per Screen Customer		(T)
	Per User ID, First User ID	\$ 8.80	
	Per User ID, Additional User ID	.30	
17.5.4	<u>Electronic File Transfer - Listing Match Charge</u>		(N)
	Per Listing Matched	\$.05	
	Minimum Service Charge, per File Transfer	\$200.00	(N)

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