

## ACCESS SERVICE

### 9. Directory Assistance Service

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#### 9.1 General Description

Directory Assistance (DA) Service provides service to DA locations, use of DA access equipment, and use of automated DA to provide telephone numbers or a report that a number is non-published.

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#### 9.2 Undertaking of the Telephone Company

(A) Automated DA, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Telephone Company's DA records associated with the name given at the rates and charges as set forth in Section 9.6. 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.

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(B) A maximum of three (3) requests for telephone numbers will be accepted per call to the automated DA.

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(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 National Exchange Carrier Association Tariff, Inc. 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 Section 2.1.7 apply.

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(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 Section 9.6.

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### 9. Directory Assistance Service (Cont'd)

#### 9.2 Undertaking of the Telephone Company (Cont'd)

##### (E) (Cont'd)

##### (6) Transmission Specifications (Cont'd)

When DA Service is combined with 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.

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

##### (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 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 Section 6.1.6. 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 Section 13. (T)

(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. (T)

(G) The Telephone Company will distribute the calls received over the Directory Access Services to the automated DA using the DA location access equipment. (C)

(H) If automated DA is unable to provide the telephone number, no charge applies for the call. (C)  
When the DA location or DA 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 Section 9.4.8 will apply. (D)  
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### 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 Section 2.3.10. (T)
- (J) The Telephone Company does not provide Directory Assistance Service for 800 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 automated DA will respond to only three (3) 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. (C)

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**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 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 automated DA, a credit allowance for a call answered or forwarded to automated DA equal to the rate for Directory Assistance Service Call as set forth in Section 9.6 plus the rate for Directory Transport per call will be applied to the customer's charges. The per call rate for Directory Transport will be the average of the Directory Transport rates per call as set forth in Section 9.6. (D)  
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- (B) In addition to the credit as set forth in Section 9.4.8 (A), when automated DA 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 Section 9.4.8 (C). 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)  
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- (C) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or automated DA activities, a credit allowance for the Switched Access Service portion in the originating MSA 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: (C)

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### 9. Directory Assistance Service (Cont'd)

#### 9.5 Directory Assistance Service Optional Features

##### (A) Directory Assistance Branding

Directory Assistance Branding (DA Branding), where technically feasible and/or available, 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 automated DA 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. (C)  
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(C)

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

A Nonrecurring charge, as specified in Section 9.7, 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. (T)

##### (B) Directory Assistance Call Completion

Directory Assistance Call Completion (DACC), where technically feasible and/or available, 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. (C)

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 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 and Switched Access charges specified in Section 6. (T)  
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### 9. Directory Assistance Service (Cont'd)

#### 9.6 Rate Regulations

The Directory Assistance service call charge, as set forth in Section 9.7(A), applies for each call to DA Service. A DA Service call is a call which has been answered by or forwarded to automated DA. No charge applies if the automated DA is unable to find the requested telephone number. The number of calls answered or forwarded to automated DA 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 Section 9.4.8. (T)  
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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. Rate zones for the Directory Residual Charge are applicable in the Chicago, Illinois and Grand Rapids, Michigan LATAs (LATAs 358 and 348, respectively). (D)

- 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 National Exchange Carrier Association Tariff, Inc. 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 Section 6.8.12. (T)  
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The Directory Residual Charge applies to all intrastate 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 Section 9.7(B). These charges apply for each call to DA service. A DA Service call is as set forth, preceding. The number of calls will be accumulated as set forth preceding. (T)  
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