

DIRECTORY ASSISTANCE SERVICE

A. Descriptive Summary

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies, and in some circumstances specific number provided by a Business Customer or its representative.
2. The regulations and rates set forth below apply to all calls, including calls from pay telephones, from customers who request assistance in determining telephone numbers of subscribers who are located in the same local calling area or in the calling customer's Home Numbering Plan Area (HNPA).

B. Rates

1. A sent-paid direct dialed call to Directory Assistance is \$2.49. The customer can obtain a maximum of three requested listings per call. (l)

The charge applicable to pay telephone service providers is as follows:

| | |
|--|----------------------|
| | <u>Rate Per Call</u> |
| Directory Assistance Charge to Pay Telephone Service Providers | \$0.35 |

2. Where a customer requests operator assistance to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook is applicable in addition to the price specified above.

3. Exemptions:

Local Directory Assistance (DA) may be provided at no charge to persons with a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of listing service requests, such as National Directory Assistance and Business Category Search. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by AT&T and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of AT&T that may be terminated at any time.

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NATIONAL DIRECTORY ASSISTANCE (NDA)

A. Service Description

NDA is a service whereby customers may request assistance in determining telephone listing information for areas outside of their Home Numbering Plan Area (HNPA) or LATA. Requests for listings that are within the customer's Home Numbering Plan Area (HNPA) or, alternatively, their LATA if the LATA has two or more NPAs, are billed under the Directory Assistance charges as described previously in this Section (see *Directory Assistance Service*).

B. General Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of nationwide telephone subscribers who are located outside of their HNPA or, alternatively, their LATA if the LATA has two or more NPAs.

1. Customers will receive a maximum of three requested listings per call. The NDA rate applies per listing request whether or not a number is provided including requests for numbers which are non-published or not found. There are no allowances associated with NDA requests.
2. There are no exemptions or call allowances for requests for NDA service requests.
3. Where facilities permit, NDA will be available from hotel/motel and pay telephones.

C. Rates

A sent paid direct-dialed call to Directory Assistance is \$2.49. Customers will receive a maximum of (l) three requested listings per call.

Where a customer requests operator assistance to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook is applicable in addition to the price specified above.

BUSINESS CATEGORY SEARCH (BCS)**A. Service Description**

Business Category Search (BCS) will provide customers with the ability to request telephone number listings for a specified category of businesses, when they do not know the name of the business they are seeking. Requested telephone number listings are searched for geographically. Directory Assistance Call Completion is offered with Business Category Search for telephone number listings within the customer's home numbering plan area. The service is available where facilities permit.

Method of Provisioning

The Company searches and retrieves listings that match the customer's requested business category for the requested city/locality.

The Company searches and retrieves listings within a pre-defined radius of a center point in the city/locality.

The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service.

B. General Regulations

The regulations and rates set forth below, apply to each customer request for assistance in determining telephone number information of a business as defined in A. *Service Description* above, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.

1. The customer can obtain a maximum of three requested listings per call. If the suggested business names do not satisfy the customer's request, the customer will be charged for the requested search, at the applicable rate in paragraph C. *Rates*, below. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed, or not found.
2. There are no exemptions or call allowances for BCS service requests. (C)
3. BCS is not currently available from hotel/motel and pay telephones.

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this guidebook.

BUSINESS CATEGORY SEARCH (BCS) (cont'd)

C. Rates

| | <u>Charge Per Request</u> | |
|--|---------------------------|-----|
| Business Category Search (maximum of three requested listings per call) | \$2.49 | (1) |

Where a customer requests operator assistance to place a call for Business Category Search, the surcharge as shown in Part 11, Section 1, of this Guidebook is applicable in addition to the rate specified above.

Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution)^{/1/}, or to customers that have Toll Restriction.

BUSINESS REQUEST FOR A DIFFERENT NUMBER IN THE COMPANY'S DIRECTORY ASSISTANCE RECORDS

A Business Customer may list a different telephone number in the Company's Directory Assistance Records, other than the primary listing, provided the Business Customer or its representative:

- has entered into a separate agreement with the Company to list a different telephone number in the Company's Directory Assistance records;
- complies with the Company's rules for such listings; and
- has a local telephone number that the Business Customer will continue to answer.

The Company reserves the right to reject such requests or remove such numbers from its Directory Assistance Records at the Company's reasonable discretion. Business Customer or its representative may not list a different telephone number in the Company's Directory Assistance Records, if in the Company's reasonable opinion: the use of such number could potentially mislead or deceive the public; the Business Customer does not have the right to use such number; or, use of the number by the Business Customer does not comply with applicable law or regulations. Business Customer assumes full responsibility concerning the right to use the telephone number and the Company does not undertake to determine the Customer's legal, contractual or other right to use the telephone number. Business Customer will indemnify, defend, and hold harmless Company from any claims, lawsuits, costs, damages, judgments, liabilities, losses or expenses, including reasonable attorney fees, that arise from Business Customer not having the right to use the telephone number, not complying with applicable law and regulations, or misleading or deceiving the public in any manner.

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.