

TARIFF DISTRIBUTION

FILE PACKAGE NO.: KY-18-0005

DATE: January 3, 2018

STATE: KENTUCKY

EFFECTIVE DATE: 01/01/2018

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase Directory Assistance per use charges.

TARIFF SECTION

G003

PAGE NUMBER

37

PAGE REVISION

0011

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

[Directory Assistance Service rates, terms and conditions herein are modified and remain in place only to apply to end users located in Independent Company exchanges as identified in A.3.6. Directory Assistance Service rates, terms and conditions for customers within the Company service area are found at www.bellsouth.com/agreement.]

A3.13.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2 and 3 apply to customer requests for Directory Assistance.
- C. Directory Assistance service allows a subscriber to get telephone number, ZIP Code and/or listed address.
- D. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

A3.13.2 Application Of Charges And Allowance

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B.
- B. Charges are not applicable to the following customers that request listing information within their local calling area:
 - 1. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use the Company's Listing Information System due to 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 requests for numbers outside of the Company's local calling and LATA/NPA serving areas for the approved telephone number. 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 is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company 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 the Company that may be terminated at anytime, and
 - 2. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the Company's Listing Information System due to Company error.
- C. A Directory Assistance Service surcharge, as specified in A3.13.3 will be applicable to all calls to the Company's Directory Assistance service handled by the operator or operator system or dialed 0+ by the caller and then alternately billed, provided the "0" operator is not the only means of reaching directory assistance service.

A3.13.3 Rates And Charges

- A. Directory Assistance service - request of a listing (maximum of three requests per call)

	Rate	USOC	
1. Within the Company's local calling or LATA/NPA serving area for the originating line			
(a) Per call	\$2.49	NA	(I)
(b) Directory Assistance service surcharge	1.25	NA	
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line ¹			
(a) Per call	2.49	NA	(I)
(b) Directory Assistance service surcharge	1.25	NA	
- B. Directory Assistance service to Payphone Service Providers
 - 1. All calls to Directory Assistance
 - (a) Per Call .35 NA

Note 1: No exemptions or exceptions apply. This service is available where technically feasible.