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PURPOSE: Directory Assistance and Operator Services Exemptions

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## A3. BASIC LOCAL EXCHANGE SERVICE

### A3.13 Directory Assistance Service

#### 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 A3.13.3. apply to customer requests for Directory Assistance.
- C. Basic and Expanded Local Calling Area Directory Assistance Service allow a subscriber to get telephone number, ZIP code, and/or address.

#### A3.13.2 Application Of Charges And Allowances

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B. and C. following.
- B. Charges are not applicable to the following customers that request listing information within their basic and expanded local calling area:
  - 1. hotel/motel guests and hospital patients;
  - 2. *Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory 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 directory 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 any time.* (C)
  - 3. The Directory Assistance disabled exemption may be obtained from the Company for a reseller's disabled end user upon proper certification. The reseller is responsible for informing their disabled end users of the Directory Assistance exemption. The reseller is obligated to obtain from their end users the appropriate certification forms confirming end user disability. Reseller lines will not receive the Directory Assistance disabled exemption absent this certification provided to the Company by the reseller.
- C. An Operator Dialed Surcharge, as described in A3.14.C.2, will be applicable to all calls to Directory Assistance service handled by the "0" operator, provided that the "0" operator is not the only means of reaching Directory Assistance.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.14 Operator Assisted Local Calls

##### A3.14.1 Operator Assistance Charges

- A. All types of local exchange service have local calling areas as specified in A3.6 which are areas that can be called on a flat rate basis (no charge for individual calls to the basic local calling area), on a local coin rate basis or on a Usage Based Pricing basis (charges based on a combination of one or more rating elements where Usage Based Pricing guidebooks are in effect).
- B. Local Dial Call  
The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable.

	Nonrecurring Charge	USOC
1. Billing Surcharges		
(a) (DELETED)		
(b) Station-to-Station operator assisted sent-paid, collect and third number, each	\$1.00	NA
(c) Person-to-Person operator assisted calls, each	5.00	NA
(d) Inmate calls from correctional institutions	.63	NA
2. Operator Dialed Surcharge <sup>1</sup>		
(a) Station-to-Station operator assisted or Person-to-Person operator assisted calls where the operator dials the terminating number, each	1.00	NA
3. Zero Minus Charge <sup>2</sup>		
(a) Provision of Area Code, Place Name, Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call)	1.25	NA

##### 3.14.2 Application Of Charges

- A. The surcharge will be applied to each completed call except:
  - 1. For calls to the Company for official telephone business.
  - 2. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.
  - 3. When the caller identified himself as being unable to place the call due to his *disability*.  
*Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to 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. Operator 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. Operator 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. Operator Assistance exemption is a voluntary program of the Company that may be terminated at any time.*
  - 4. When the caller advises he has had service trouble in reaching the terminating number.

**Note 1:** An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge. The Operator Dialed Surcharge will not apply to the Billing Surcharge for local operator assisted calls originating from inmates at correctional institutions.

**Note 2:** Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

(T)  
(N)

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.22 Local Usage Detail (LUD) Measured Service Option (Cont'd)**

**A3.22.2 Rates And Charges (Cont'd)**

- A. The following charge applies for LUD (Cont'd)

LUD will be provided on a per-line basis except when a customer has multiple lines on the same service account for combined usage and allowance billing. One LUD listing is furnished for these accounts.

**A3.23 Reserved For Future Use**

**A3.24 Local Directory Assistance Call Completion Service**

**A3.24.1 Description of Service**

- A. Local Directory Assistance Call Completion (DACC) is an optional service provided to users of Local Directory Assistance (DA) Service. When dialing (1-411), Local DA customers may choose to have the telephone number they are requesting dialed by the DA System in lieu of dialing the number themselves.
- B. The service is available to Business and Residence customers except as limited in A3.24.4 following.
- C. Individual message detail is not included as a part of this service.
- D. The service is available only where billing and network capability exists.
- E. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office. There is no charge associated with blocking.

**A3.24.2 General Terms and Conditions**

- A. The service is not subject to concessions.

**A3.24.3 Use of the Service**

- A. The service is furnished subject to all applicable terms and conditions in Section A2.

**A3.24.4 Limitations of Service**

- A. The service is not available for the following classes of service call categories:
  1. UniServ DA number requests
  2. Any Special Line Class Codes
  3. Alternately Billed Calls; e.g., Collect or Billed to Third Number
  4. Any PBX type customer who requires real-time quotation of charges
  5. Calls from tandems where the end user cannot be identified
  6. Calls from the COCOT Coin Stations

**A3.24.5 Application of Charges and Exemptions**

- A. The charges specified in A3.24.6 following will be applicable to all subscribers except *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.13.3.* (T)
- B. Chargeable Calls
  1. For charging purposes, a DACC completed call is as defined in Section A1.

**A3.24.6 Rates and Charges**

- A. Service Charges in addition to the applicable rate for Directory Assistance
  - (1) Directory Assistance Call Completion Charge

	<b>Rate</b>	<b>USOC</b>
(a) Charge Per Completed Call	\$.00	NA

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## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.6 (Obsoleted, See Section A118.)

### A18.7 Directory Assistance Service

#### A18.7.1 General

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. Directory Assistance service allows a subscriber to provide a name to get telephone number, ZIP code, and/or address.

#### A18.7.2 Application Of Charges

- A. There will be a charge for all calls to Directory Assistance except as noted in B. following.
- B. Charges are not applicable to the following customers that request listing information outside their basic or expanded local calling area but within the same NPA.
  - 1. hotel/motel guests and hospital patients; and
  - 2. *Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory 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 directory 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 any time.* (C)
- C. An Operator Dialed Surcharge, as described in A3.14.C.2, will be applicable to all calls to Directory Assistance service handled by the "0" operator, provided that the "0" operator is not the only means of reaching Directory Assistance.
- D. The Directory Assistance disabled exemption may be obtained from the Company for a reseller's disabled end users upon proper certification. The reseller is responsible for informing their disabled end users of the Directory Assistance exemption. The reseller is obligated to obtain from their end users the appropriate certification forms confirming end user disability. Reseller lines will not receive the Directory Assistance disabled exemption absent this certification provided to the Company by the reseller.

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.9 Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance**

- A. Intra-NPA Long Distance Operator Service Requiring Telephone Number Assistance is that service for which the operator is required to obtain the telephone number of the called party in order to complete the call. This service is furnished in conjunction with an intra-NPA long distance call placed through an "0" operator.
- B. Application Of Charges
  - 1. The charges specified in A18.9.C. will be applicable to all subscribers except for
    - a. hotel/motel guests and hospital patients; and
    - b. customers who are unable to use a telephone directory because of a visual or physical *disability* which can be confirmed by a *registered* physician *or certifying agent, as detailed in A3.14.* (T)
  - 2. Telephone Number Assistance Charges
    - a. A telephone number assistance charge applies to operator-assisted intra-NPA long distance Station-to-Station or Person-to-Person calls for which the operator is required to obtain or to attempt to obtain the telephone number of the called party in order to complete the call.
    - b. Only one telephone number assistance charge will apply on any operator Person-to-Person intra-NPA long distance call.
    - c. On a completed collect intra-NPA long distance call, a telephone number assistance charge will be billed to the same telephone number or account number billed for the intra-NPA long distance call.
- (DELETED) (D)
- C. Rates
  - 1. A charge for the long distance operator obtaining or attempting to obtain the telephone number of the called party will apply to all telephone number assistance calls described in A18.9.

	<b>Charge</b>	<b>USOC</b>
	<b>Per Call</b>	
(a) Each call	<b>\$.50</b>	<b>NA</b>
2. Applicable charges in A18.7.C.1. will also apply for the Intra-NPA Long Distance Directory Assistance Service provided.		

**A18.10 Reserved For Future Use**

**A18.11 Reserved For Future Use**

**A18.12 Reserved For Future Use**

**A18.13 Reserved For Future Use**

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE**

**A18.14 Intra-NPA Long Distance Directory Assistance Call Completion Service**

**A18.14.1 Description of Service**

- A. Intra-NPA Long Distance Directory Assistance Call Completion (DACC) is an optional service provided to users of Intra-NPA Long Distance Directory Assistance (DA) Service. When dialing (1-555-1212), Intra-NPA Long Distance DA customers may choose to have the telephone number they are requesting dialed by the DA System in lieu of dialing the number themselves.
- B. The service is available to Business and Residence customers except as limited in A18.14.4 following.
- C. Individual message detail will be provided for each Intra-NPA Long Distance call completed via DACC.
- D. The service is available only where billing capability exists.
- E. Customers may request blocking of DACC Calls originating from their telephone lines by contacting the local Company Business Office. There is no charge associated with blocking.

**A18.14.2 General Terms and Conditions**

- A. The service is not subject to concessions.

**A18.14.3 Use of the Service**

- A. The service is furnished subject to all applicable terms and conditions in section A2.

**A18.14.4 Limitations of Service**

- A. The service is not available for the following classes of service call categories:
  1. UniServ DA number requests
  2. Any Special Line Class Codes
  3. Any pay-per-call number requests
  4. Alternately Billed Calls; e.g., Collect or Billed to Third Number
  5. Any PBX type customer who requires real-time quotation of charges
  6. Calls from tandems where the end user cannot be identified
  7. Calls from the COCOT Coin Stations

**A18.14.5 Application of Charges and Exemptions**

- A. The charges specified in A18.14.6 following will be applicable to all subscribers except *disabled* customers who are exempt from Directory Assistance charges, *as detailed in A3.13.3.* (T)
- B. Chargeable Calls
  1. For charging purposes, a DACC completed call is as defined in Section A1.

**A18.14.6 Rates and Charges**

- A. Service Charges
  - (1) Directory Assistance Call Completion Charge

	<b>Rate</b>	<b>USOC</b>
(a) Charge Per Completed Call	<b>\$ .00</b>	<b>NA</b>