

DIRECTORY ASSISTANCE SERVICE

A. General

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers when the listed name is provided.
2. The regulations and rates set forth below apply to calls from customers who request assistance in determining telephone numbers of customers who are located in the same local calling area, the calling customer's Home Numbering Plan Area (HNPA) and NPA requests outside of the calling customer's HNPA. Upon request, the street address information normally published in the Company's listing information system will be given out for listed and non-listed customers. Where facilities permit, Zip Code information will be provided. Information for non-published customers will not be provided. (C)
3. A maximum of three requests per call will be permitted.
4. The customer will be billed when the requested information is available in the Company's Listing Information System. (C)
(C)
(D)
(D)
5. Calls placed from Payphone Exchange Access Service will be allowed a maximum of three listing requests per call.

B. Allowances

1. Allowances for listing requests apply only:
 - a. to sent-paid direct dialed calls to Directory Assistance, and;
 - b. when the listing is:
 - for a new listing which is not available in the Company's Listing Information System, or; (C)
 - for non-published listing, or;
 - for non-listed listing.
2. Listing request allowances do not apply for requests of listing information when the requested information is available in the Company's Listing Information System, or for calls to intraLATA Directory Assistance, 1-NPA-555-1212 (where NPA is the same as the NPA from where the call originated). (C)

DIRECTORY ASSISTANCE SERVICE (cont'd)

B. Allowances (cont'd)

3. If the listing request qualifies for an allowance, the listing request will be at no charge for a specified number of requests per month, in accordance with the following schedule:

<u>Type of Service</u>	<u>Allowance</u>
Flat and measured rate residence Exchange Access Lines	Ten listing requests per line/trunk, per month
Flat and measured rate business Exchange Access Lines (Includes Plexar and Centrex Services other than Centrex II)	Five listing requests per line/trunk, per month
Centrex II service served by switching equipment located on Company premises	Five listing requests per month for each seven main stations per system, or fraction thereof
Private Branch Exchange Dormitory Service	Five listing requests per dormitory station, per month
Convention Center Service: Administrative station	Five listing requests per month for each seven main stations per system, or fraction thereof
Exhibitor station	Five listing requests per station, per month

4. For direct-dialed calls to intraLATA directory assistance, the customer will receive a credit, referred to as a Home NPA offset, for a Directory Assistance listing request when a sent-paid home area code long distance call appears on the customer's bill. One offset will be given for each sent-paid home area code long distance call that appears on the customer's bill, not to exceed the number of direct-dialed calls to intraLATA Directory Assistance.
5. Calls placed to Directory Assistance by dialing O- are included in the allowances set forth in paragraph B.1.
6. Special billing number Directory Assistance calls are not included in the allowances set forth in paragraph B.1., and are always billed, except to those customers exempted by this Guidebook. (C)
7. No credit will be given for any unused portion of the customer's allowance.
8. Call allowances are not transferable between separate accounts of the same customer.

DIRECTORY ASSISTANCE SERVICE (cont'd)

C. Exemptions

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 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.

D. Rates

Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this Guidebook, is \$2.49 per call.

(I)(C)
(D)

DIRECTORY ASSISTANCE CALL COMPLETION

A. General

1. The Company furnishes, where facilities permit, Directory Assistance Call Completion (DACC) whereby customers may request the completion of local or intraLATA long distance calls to a requested number. (C)
(D)
2. Where available, there is no charge for DACC. (C)
(D)
3. Business customers may obtain DACC screening at no charge. (C)
(D)
Where facilities permit, the customer may choose to apply this option to all DACC calls or to intraLATA long distance DACC calls only. (C)

(D)

(D)

B. Allowances

There are no allowances for DACC, however, the Directory Assistance portion of the call is governed by the appropriate call allowance as stated in paragraph B.1.

DIRECTORY ASSISTANCE CALL COMPLETION (cont'd)

C. Exemptions

1. For customers with physical, visual, mental or reading disabilities, see paragraph C. under Directory Assistance Service, preceding.
2. Calls sent-paid from the exempted line will not be charged for DACC. Calls sent-paid from Pay Telephones will be billed at the appropriate Sent-Paid rate as specified in D.

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(D)

D. Rates

1. The rates set forth below apply to completed DACC calls and are in addition to those rates associated with local measured service or long distance, if applicable.
2. Calls completed from Pay telephones will be charged the applicable long distance message rate, plus the appropriate DACC rate.
3. With the exception of calls placed by customers who are exempt from Directory Assistance charging, as specified in paragraph L.3 'Nonpublished Exchange Service' in Part 12, Section 1, appropriate Directory Assistance rates will also apply.

Directory Assistance Call Completion

Rate

Fully-Automated DACC

- Sent-Paid Pay Telephones
- Sent-Paid Non-Pay Telephones

\$.25^{/1/}
.00^{/2/}

Semi-Automated DACC

- Sent-Paid

^{/3/}

(C)
(D)
(D)
(D)

4. During certain promotional periods, the Company may waive or discount the DACC rates for a designated period of time to customers who wish to participate.

See following sheet for footnotes

DIRECTORY ASSISTANCE CALL COMPLETION (cont'd)

Footnotes:

/1/ This rate applies only to local sent-paid calls. For sent-paid IntraLATA long distance calls from Pay Telephones, the Semi-Automated sent-paid DACC rate applies.

/2/ For Hotel/Motel class of service, this rate applies only to local sent-paid calls. For sent-paid IntraLATA long distance calls from Hotel/Motel class of service, the Semi-Automated sent-paid DACC rate applies.

/3/ Apply the appropriate Station-to-Station Sent-Paid Operator Assistance service charge located in this Part of the Guidebook.

(D)

(D)

(C)

(D)

(D)

(D)

NATIONAL DIRECTORY ASSISTANCE

A. Service Description

1. National Directory Assistance (National DA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described previously in this Part.
2. Callers access National DA by dialing 411, 1 + 411 or 0 + 411. Only calls made for listings outside the customers' local directory assistance scope as defined in A.1, above, will be eligible for NLS.

B. Regulations

1. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of nationwide subscribers as defined in A., above.
2. Customers will receive a maximum of three requests per call. The National DA rate applies whether or not a number is provided including requests for numbers which are non-published or non-listed. There are no allowances associated with National DA.
3. There are no exemptions or call allowances for National DA service requests.
4. Where facilities permit, National DA will be available from Hotel/Motel and Pay Telephones on an alternate billed basis only.

C. Rates

<u>Per Listing Request</u>	<u>Charge</u>	
Per Call	\$2.49	(I)(C) (D)

BUSINESS CATEGORY SEARCH

A. Service Description

1. Business Category Search (BCS) provides customers with the ability to request business listings, by city, address, intersection, or business location, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.
2. 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.

3. 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 nonpublished service. Permanent removal of a listing is available with non-published service.
4. Callers access BCS by dialing 411, 1 + 411 or 0 + 411.

B. Regulations

1. The regulations and rates set forth below apply to each customer's request for assistance in determining the telephone number information of a Business as defined in paragraph A., 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.
2. A maximum of three requested telephone number listings will be provided for each Business Category Search call.

The BCS rate applies whether or not a number is available, including requests for numbers which are non-published or non-listed.

3. There are no exemptions or call allowances for BCS service requests. (C)
4. Business Category Search 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.

AT&T MISSOURI GUIDEBOOK

PART 11 - Operator Services
SECTION 2 - Directory Assistance (DA) Service

2nd Revised Sheet 10
Replacing 1st Revised Sheet 10

BUSINESS CATEGORY SEARCH (cont'd)

C. Rates

<u>Per Listing Request</u>	<u>Charge</u>	
Per Call	\$2.49	(I)(C) (D)