

**P.S.C. Mo. - No. 36  
ACCESS SERVICES TARIFF**

Southwestern Bell Telephone Company, LLC  
d/b/a AT&T Missouri

Section 9  
4th Revised Sheet 1  
Replacing 3rd Revised Sheet 1

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**ACCESS SERVICES**

**9. DIRECTORY ASSISTANCE SERVICE**

The Telephone Company will provide Directory Assistance (DA) Service to an IC from Directory Assistance Service locations (DA location).

**9.1 General Description**

DA Service provides automated Directory Access Service to DA locations and use of DA access equipment and use of automated DA service.

**9.2 Undertaking of the Telephone Company**

A. A Telephone Company automated DA service, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in Paragraph 9.6. The Telephone Company's contact with the IC's End User shall be limited to that effort necessary to process an IC's End User's request for a telephone number; and the Telephone Company will not transfer, forward or redial an IC's end user call to any other location for any purpose other than provision of DA Service. Telephone Company DA Service is not available for 800-555-traffic.

B. [Deleted]

C. A telephone number which is not listed in DA records will not be available to the IC's End User.

D. The Telephone Company will specify the DA location which provides the DA Service for each Numbering Plan Area Code (NPA).

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the IC's involved six months prior to the change. For such changes, the regulations as set forth in Section 2, Paragraph 2.1.4, apply.

E. When DA Service is ordered, Directory Access Service will be provided between the IC terminal location and the DA location by the Telephone Company at rates and charges as set forth in Paragraph 9.6.

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ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

1. General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the DA location.

When required by the Telephone Company, a separate Directory Access Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's End User desires DA information.

Further, when an access tandem is available and is provided, the Directory Access Service will be provided at Telephone Company's choice either as a separate Directory Access Service trunk group or in combination with FGB, FGD, BSA-B or BSA-D Switched Access Service.

2. Interface Group and Premise Interface Code

Interface Groups 2 through 10 as set forth in Section 6.1.2, A. of Tariff FCC No. 1, preceding, are available for Directory Access Service. When only Directory Access Service is provided, only the following Premise Interface Codes are available: (CT)

4DS9-15	6EA2-E	4RV2-0
4DS9-31	6EA2-M	4AH5-B
4DS0-63	4SF3	4AH6-C
4DS6-44		4AH6-D
4DS6-27		

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

2. (Continued)

Such Premise Interface Codes are described in Section 6 of Tariff FCC No. 1. When Directory Access Service is combined with FGB, FGD, BSA-B or BSA-D Switched Access Service, the Premise Interface Code for the combination will be the available Premise Interface Code provided for the FGB, FGD, BSA-B or BSA-D Switched Access Service ordered by the customer. Except as set forth in Paragraph 9.4, A., following, the Interface Groups and Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in Section 5., preceding. For purposes of applying the order regulations, a DA location is considered to be a customer End User serving wire center. (CT)

3. Directory Transport

Directory Transport provides the transmission facilities and transport termination between the IC terminal location and the DA location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the IC terminal location to the DA location(s).

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ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

3. Directory Transport-(Continued)

Directory Transport is a two-way voice frequency transmission path composed of facilities determined by the Telephone Company. The two-way voice frequency path transports calls in the terminating direction (from the IC terminal location to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

The Telephone Company will determine whether the Directory Access Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location when such an access tandem switch is available. The combination of FGB, FGD, BSA-B or BSA-D Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches. If the IC desires the traffic routing to be other than that selected by the Telephone Company, it may request a cooperative effort to determine if customer-specified traffic routing can be used in lieu of the Telephone Company-selected traffic routing.

When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The IC will be notified by the Telephone Company when access tandem routing is provided, and the IC shall address each call to the DA location using NPA + 555-1212 or when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA Service access location served by the access tandem switch will be processed.

The number of Directory Transport transmission paths provided is based on the IC's order and is determined by the Telephone Company in a manner similar to Switched Access Service transmission paths as set forth in Section 6 of Tariff FCC No. 1.

(CT)

Directory Transport may, at the option of the IC, be provided for both interstate and intrastate communications. When the IC requests such mixed access, the intrastate Directory Transport charges will be determined by the Telephone Company using the reports furnished by the IC as set forth in Section 2, Paragraph 2.3.12, preceding.

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

3. Directory Transport-(Continued)

Except as set forth in Paragraph 9.4, A., following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in Section 5, preceding.

Directory Transport is provided with a Local Transport Interface Group as set forth in Section 6, Paragraph 6.1.2, A., preceding. Only Local Transport Interface Groups 2 through 10 will be provided.

4. Special Facilities Routing

An IC may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in Section II, following.

5. Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in Paragraph 6.1.4., preceding. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

6. Transmission Performance

Directory Access Service is provided with either Type A or B Transmission Performance. The parameters associated with these performances are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Performance is provided with Interface Groups 2 through 10 when routed direct to a DA location. Type A Transmission Performance is provided with Interface Groups 2 through 10 when routed via an access tandem switch.

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**ACCESS SERVICES**

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

6. (Continued)

When DA Service is combined with FGD or BSA-D Switched Access Service, Type A Transmission Performance is provided. When DA Service is combined with FGB or BSA-B Switched Access Service, Type B Transmission Performance is provided for Interface Groups 2 through 10.

A and B Transmission Performance Capabilities are set forth in Section 6 of Tariff FCC No. 1. (CT)

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9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

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 FGD or BSA-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 of Tariff FCC No. 1. 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. (CT)

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.

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

H. In the event that the telephone number is unavailable to automated DA, no charge applies if the automated DA is unable to provide the requested telephone number. 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, a credit as set forth in Paragraph 9.4, H., will apply.

I. DA Service may, at the option of the IC, be provided for interstate and intrastate communications. When the IC requests such mixed access, the intrastate DA Service charges will be determined by the Telephone Company using the reports furnished by the IC as set forth in Section 2, Paragraph 2.3.12, preceding.

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.3 Obligations of the IC

- A. The IC 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 IC shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six-month period, the IC shall notify the Telephone Company if the service is to be discontinued at the end of the six-month period. If no notice is received from the IC, the Telephone Company will automatically extend the service for another six months, and all appropriate charges as set forth in Paragraph 9.6, for another six months will apply.
- C. The IC facilities at the IC terminal location shall provide the necessary on-hook and off-hook supervision.
- D. When requested by the Telephone Company, the IC 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 Paragraph 9.2, E.1.
- E. When the IC bills its End Users, the IC 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 services furnished to its End Users. When the Telephone Company bills the IC End Users at the request of the IC, contacts and arrangements with IC End Users concerning the billing and collecting of charges will be as set forth in Section 8, Paragraph 8.1.
- F. [Deleted]



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**ACCESS SERVICES**

**9. DIRECTORY ASSISTANCE SERVICE-(Continued)**

**9.4. Payment Arrangements**

**A. Minimum Periods**

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six-month period, the charges that apply for the remaining months are the nonrecoverable costs. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

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**ACCESS SERVICES**

**9. DIRECTORY ASSISTANCE SERVICE-(Continued)**

**9.4 Payment Arrangements-(Continued)**

**B. Minimum Monthly Charge**

DA Service is subject to a minimum monthly charge. The minimum monthly charge consists of the following elements:

For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in Paragraph 9.6, following.

The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in Paragraph 9.6, following, for the actual usage for the month.

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.4 Payment Arrangements-(Continued)

D. Cancellation of a Special Order

An IC may cancel a Special Order for DA Service on any date prior to notification by the Telephone Company that service is available for the IC's use. The cancellation date is the date the Telephone Company receives written or verbal notice from the IC that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within ten days.

When an IC cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate cancellation charges as set forth in Section 5, preceding, apply for the Directory Access Service canceled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the IC.

E. Changes to Special Orders

When an IC requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in Section 5, preceding, apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Telephone Company because of the change will apply.

F. Moves

A move involves a change in the physical location of the point of termination at the IC terminal location or the IC terminal location. Moves will be treated as set forth in Section 6, Paragraph 6.10.9, preceding, and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in Section 6, Paragraph 6.10.9, preceding. The IC will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

G. DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in Section 6, Paragraph 6.10.1, C.2, preceding. The Service rearrangement Charges are as set forth in Section 6, Paragraph 6.10.1, C.2, for the type of change provided by the Telephone Company.

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ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.4 Payment Arrangements-(Continued)

H. Credit Allowance for DA Service

1. 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 an IC DA call has been answered or forwarded to a automated DA, a credit allowance for a call answered or forwarded to the automated DA equal to the rate for a Directory Assistance Service Call as set forth in Paragraph 9.6, plus the rate for a Directory Transport call will be applied to the IC's charges. The rate for a Directory Transport call will be the average of the Directory Transport rates per call as set forth in Paragraph 9.6.
2. In addition to the credit as set forth in Paragraph 9.4.H.1., when a 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 automated DA call will apply. The credit will be as set forth in Paragraph 9.4.H.3. When the customer reports such a call, 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.
3. When an automated DA call is not completed due to the failure of automated 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 LATA 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:

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9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.4 Payment Arrangements-(Continued)

H. Credit Allowance for DA Service-(Continued)

3. (Continued)

a) Credit per call when FGA and/or B Switched Access Service is billed	\$0.0253
b) Credit per call when BSA-A or BSA-B Switched Access Service is billed	\$0.025284
d) Credit per call when BSA-C or BSA-D Switched Access Service is billed	\$0.025616

4. Credit allowances for other service interruptions will be provided as set forth in Section 2, Paragraph 2.4.4, preceding.

9.5 Rate Regulations

- A. The Directory Assistance service call charge as set forth in Paragraph 9.6, A., applies for each call to automated DA Service. A call is a call which has been answered by or forwarded to an automated DA. 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 Paragraph 9.4, H.
- B. The mileage for Directory Transport is measured from the serving wire to the DA location. Title page notwithstanding, these two wire centers may be in different LATA's. 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. However, the IC terminal location must be in a LATA served by the DA location. The measurement will be performed as set forth in Section 6 of Tariff FCC No. 1. (CT)
- C. The charge per call for Directory Transport, as set forth in Paragraph 9.6, B., applies for each call to DA Service. A call is asset forth in Paragraph 9.5, A. The number of calls will be accumulated as set forth in Paragraph 9.5, A.

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9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.6 Rates and Charges

The rates and charges are:

Rates

A. Directory Assistance

Service call, each ..... (CR) \$0.2975

B. Directory Access Service

Rates and Charges

- Directory Access  
Installation Charge ..... Rates and charges are the  
same as those set forth  
in Section 6, in Para-  
(graph 6.11.1, B., preceding.

- Directory Transport

Rate Per Call

Call Miles

0 to 1 .....	\$0.0028
Over 1 to 25 .....	0.0060
Over 25 to 50 .....	0.0222
Over 50 .....	0.0351