

TARIFF DISTRIBUTION

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PURPOSE: Increase Directory Assistance rate

TARIFF SECTION

G003

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PAGE REVISION

0005

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

A3.13.1 General

- A. The Company furnishes 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. following apply to customer requests for Directory Assistance.
- C. Directory Assistance service allows a subscriber to get a telephone number and/or address.
- D. Directory Assistance service does not provide 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

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B. following.
- B. Charges are not applicable to the following customers that request listing information within their 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 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 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.
 - 3. Customers who make a call to Directory Assistance service for an address or telephone number that was incorrectly published in the alphabetical section of the Company's Listing Information System.
- C. Surcharges as described in A3.14 apply to operator served Directory Assistance calls.

A3.13.3 Rates and Charges

	Charge	USOC	
A. Request of listing information - maximum of three requests per call			
1. Listing(s) within the caller's NPA			
(a) Per Call	\$2.49	NA	(I)
2. Listing(s) outside the caller's NPA ¹			
(a) Per Call	2.49	NA	(I)
B. Directory Assistance service to Payphone Providers			
(a) Per Call	.35	NA	

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