

DIRECTORY ASSISTANCE CALL COMPLETION

A. DESCRIPTION

Directory Assistance Call Completion enables a customer to forward a call to a telephone number provided by the Company's directory assistance service without having to hang up and dial the number.

Directory Assistance Call Completion provides a customer who has accessed the Company's directory assistance service and has received a number from the Audio Response Unit (ARU) the option of having a subsequent call to that number completed for the customer.

B. REGULATIONS

1. Directory Assistance Call Completion will be offered where facilities permit.
2. The customer's calling number and the number being requested must be within the same LATA.
3. Customers with physical or mental limitations as specified in Part 11, are exempt from charges for Call Completion. (C)
4. Directory Assistance Call Completion will not be available for the following types of calls: /1/ (C)
 - Calls originating from Interexchange carriers, Independent Telephone Company service areas,
 - Most hospitals and most hotels/motels.
 - Calls for private (non-published) numbers.
 - Calls for telephone numbers outside of the customer's LATA.
 - Calls made from a rotary telephone. /2/ (C)
 - If more than one request is made by the customer, only the last telephone number provided by directory assistance will be call completed.
 - Calls made from a WATS line.
 - Calls made from ships or planes.
 - Calls made from a Feature Group A line.

/1/ In addition, Directory Assistance Call Completion will initially be available only for non-coin sent paid calls. Directory Assistance Call Completion will be available for assisted calls (third number, collect, etc.), coin and mobile calls when facilities permit. (C)

/2/ Once the voice response capability (which reacts to the customer's spoken command) is available this restriction will no longer apply. (C)

DIRECTORY ASSISTANCE CALL COMPLETION (Cont'd) (C)

C. Application of Rates and Charges

1. The normal existing directory assistance charges apply.
2. Any assisted call, local, zone or toll charges for calls completed will also apply.
3. The following rate is in addition to the rates and charges for any other services.

	<u>Rate</u>	
DIRECTORY ASSISTANCE CALL COMPLETION per completed call	\$0.00	(C)