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2. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE

A. Description

1. National Directory Assistance Call Service is available only to customers located in the Ameritech serving area, where facilities permit. It provides customers with listed telephone numbers that are located outside their local/intraLATA and/or Home Area Code for residential, business and government accounts throughout the 50 states. Directory Assistance Call Completion is not offered with National Directory Assistance Call Service. (C)
2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU). (C)
3. A maximum of two requested telephone number listings will be provided for each National Directory Assistance call. (C)
(C)
(D)
4. The prices in Paragraph B. following apply for all calls to National Directory Assistance transported solely by the Company. (C)
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.

2. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE (cont'd)

B. PRICES

1. The following charges for each call to National Directory Assistance apply:

Class of Service	Residence	Business	
National Directory Assistance, per call ^{/1//2/}	\$2.09	\$2.09	(C)
Alternate Billed Calls to Directory Assistance, per call ^{/2/}	2.09	2.09	(C)

2. Where a customer requests services via the "0" Operator to place a call to National Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook, as appropriate, is applicable in addition to the price specified in Paragraph B.1. above. (C)
3. National Directory Assistance is not provided on WATS service, Feature Group A service (as described in M.P.S.C. No. 20R, Part 21, Section 1), Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.

/1/ Direct dialed DA rates for IPPs are specified in M.P.S.C. Tariff No. 20R, Part 13, Section 2. Alternate billed calls are charged as specified above.

/2/ Hotel/Motel and Hospital services direct dialed and alternate billed calls are charged as specified above.

DIRECTORY ASSISTANCE SERVICE

A. General

1. Directory Assistance Service provides the calling party with telephone numbers available from the Company's Directory Assistance records with information that a customer has requested that the customer's number not be provided, or that the requested party has no telephone listing.

Local DA consists of providing subscriber listing information (address, and published telephone number or an indication of "non-published status") for the home Area Code and/or the local/intraLATA serving area where available to end users who dial 555-1212, or 1/-+NPA-555-1212 or other dialing arrangement. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies, and in some circumstances specific numbers provided by a Business Customer or its representative.

2. Directory Assistance will provide a maximum of two telephone number listings per call. (C)
(D)
(D)
3. Charges specified in D. following, apply to Directory Assistance calls within the customer's home numbering plan area.
4. Services that are suspended will be excluded from the Directory Assistance Service plan for the period of suspension.
5. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges. The exemption procedure is specified in E. following.

DIRECTORY ASSISTANCE SERVICE (cont'd)

D. CHARGES

1. Customer dialed calls to Directory Assistance Service for numbers within the home numbering plan area.

	<u>Residence</u>	<u>Business</u>	
Per call to directory assistance	\$2.09	\$2.09	(C)

2. Operator handled calls to Directory Assistance Service
 - a. When the customer places a call to Directory Assistance Service via another Company operator the Directory Assistance Service charge applies but the unregulated Assisted Call Charge does not apply.
 - b. When the customer requests that the Directory Assistance Service charge be billed to a Third party or Credit (Calling) Card, the unregulated Assisted Call Charge for Station calls also applies.

E. EXEMPTIONS

1. Residence and business service (including a Centrex or AIOD equipped PBX station) are exempt from the charge portions of the Directory Assistance Service plan when a user (or the principal user of a business service) is unable to use a telephone directory because of physical or mental limitations.
2. To obtain an exemption the customer provides the name, address, telephone number and nature of the limitation for the individual requiring the exemption. A certificate of Directory Assistance Charge Exemption is required for each residence or business line to be exempted.
3. Information contained on the exemption certificate will be treated as confidential by the Company.
4. The customer shall notify the Company when the need for an exemption no longer exists.

3. BUSINESS CATEGORY SEARCH**A. Description**

1. Business Category Search will provide customers with the ability to request telephone number listings for a specified category of businesses, when they do not know the name of the business they are seeking. Requested telephone number listings are searched for in the local calling area, as described in Part 4, Sections 1 and 2 or outside the customer's home numbering plan area (HNPA), as described Part 9, Section 4. Directory Assistance Call Completion is offered with Business Category Search for telephone number listings within the customer's home numbering plan area. The service is available where facilities permit. (C)

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. (C)

(C)
(C)
(D)

(D)

2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU). (C)
3. A maximum of two requested telephone number listings will be provided for each Business Category Search call. (C)
4. The PRICES in Paragraph B. following apply for all calls for Business Category Search.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
6. No exemptions apply for Business Category Search.

3. BUSINESS CATEGORY SEARCH (cont'd)

B. PRICES

Description	Rates		
	Direct Dialed Calls	Alternate Billed Calls	
1. Business Category Search, per call	\$2.09	\$2.09	(C) (C)
2. Where a customer requests operator services via the "0" Operator to place a call for Business Category Search, the surcharge as shown in Part 11, Section 1, of this Guidebook is applicable in addition to the price specified in Paragraph B.1. above.			(C)
3. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.			

DIRECTORY ASSISTANCE CALL COMPLETION (C)

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. (C)

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. (C)

(D)
|
(D)

B. REGULATIONS

1. Directory Assistance Call Completion will be offered where facilities permit. (C)

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 Tariff M.P.S.C. No. 20R, 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: /a/ (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. /b/
- 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.

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

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

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)