

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.
2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU).
3. A maximum of three requested telephone number listings will be provided for each National Directory Assistance call. (C)
4. The prices in Paragraph B. following apply for all calls to National Directory Assistance transported solely by the Company.
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.

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 three telephone number listings per call. (C)
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.

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.

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.

2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU).
3. A maximum of three 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.