

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: NC-18-0005

DATE: January 3, 2018

STATE: NORTH CAROLINA

EFFECTIVE DATE: 01/01/2018

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase Directory Assistance per use charges.

<b><u>TARIFF SECTION</u></b>	<b><u>PAGE NUMBER</u></b>	<b><u>PAGE REVISION</u></b>
G003	34	0003
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### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.8 Directory Assistance Service

##### A3.8.1 General

- A. The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.
- B. When a party in North Carolina requests assistance in obtaining telephone numbers of subscribers who are located within the same local calling area or expanded local calling area<sup>1</sup> as the number the party is calling from, the charges set forth following apply.<sup>1</sup>

##### A3.8.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.  
 Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

1. Within the Company's local or expanded local calling area for the originating line

	Rate	USOC	
(a) Per Call	\$2.49	NA	(1)
B. (DELETED)			

- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D. No charge applies for the first call requesting telephone numbers for lines located within the Company's local calling area for the originating line, per month per line or PBX trunk, or for the first call per month per Centrex Type Services main station. The allowance applies only to calls placed by dialing the designated digits for local directory assistance.
- E. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory 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.
- F. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified below:
  - Liberty (Cherokee County)
  - Waterville

**Note 1:** Local calling areas are specified in A3.5.

## A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

### A18.1 Directory Assistance Service

#### A18.1.1 General

The Company furnishes directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers.

#### A18.1.2 Rates and Charges

- A. A charge is applicable for each inquiry for directory assistance except as noted below; each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes only one inquiry.

Directory Assistance Service - request of a telephone number - (maximum of three requested telephone numbers per call)

	Rate	USOC	
1. Outside the Company's local or expanded local calling area but within the Company's HNPA serving area for the originating line.			
(a) Per Call	<b>\$2.49</b>	NA	(I)
2. Outside the Company's local or expanded local calling and HNPA serving areas for the originating line <sup>1</sup> .			
(a) Per Call	<b>2.49</b>	NA	(I)

- B. Charges for directory assistance may be billed to the originating number.
- C. No operator assisted surcharge will apply in addition to the applicable directory assistance charges.
- D. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory 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.
- E. Exchanges where charges for inquiries to directory assistance temporarily are not applicable to any subscribers due to lack of facilities are specified following:
  - Liberty (Cherokee County)
  - Waterville

### A18.2 Reserved for Future Use

### A18.3 Reserved for Future Use

### A18.4 Reserved for Future Use

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