

Access Service

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C9-A. DIRECTORY ASSISTANCE SERVICE

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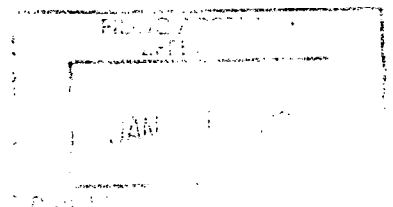
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D. R. Mulkey  
President



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C9-A. DIRECTORY ASSISTANCE SERVICE

9.1 GENERAL DESCRIPTION

(D)  
(D)  
Directory Assistance (DA) Service provides service to DA locations, use (T)  
of DA access equipment, and automated DA to provide telephone numbers or (C)  
a report that a number is non-published. (C)

9.2 UNDERTAKING OF THE UTILITY

A. REGULATIONS

1. Automated DA provided by the Utility, when furnished a city, state and (C)  
name, will provide or attempt to provide the telephone number listed in (C)  
the Utility's DA records associated with the name given at the rates  
and charges as set forth in Section C9.6. The Utility's contact with (T)  
the customer's End User shall be limited to that effort necessary to  
process a customer's transfer, forward or redial a customer's End User  
call to any other locations for any purpose other than provision of DA  
Service.
2. A maximum of three (3) requests for telephone numbers will be accepted (C)  
per call to automated DA. (C)
3. A telephone number which is not listed in DA records will not be
4. The Utility will specify the DA location which provides the DA Service

available to the customer's End User.  
The DA locations are as shown  
in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. No. 4.  
When it becomes necessary, as determined by the Utility, to change a DA  
location, the Utility will notify the involved customers six months  
prior to the change. For such changes, the regulations as set forth in (T)  
Section C2.1.7 apply.

C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY

A. REGULATIONS (Cont'd)

5. When DA Service is ordered, Directory Access Service will be provided between the customer designated premises and the DA location by the Utility at rates and charges as set forth in C9. following.

a. General

Each Directory Access Service will consist of the following:

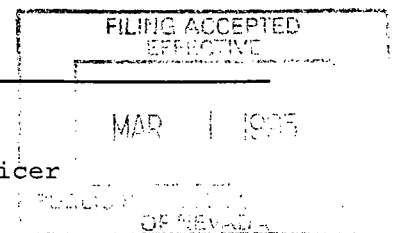
- An Interface Group equipped with an available Premises Interface Code at the customer's designated premises as set forth in b. following. (T)
- Directory Transport between the premises of the ordering customer and the DA location as set forth in c. following. (T)

When required by the Utility, a separate Directory Access Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Utility notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's End User desires DA information.

Further when an access tandem is available and is provided, the Directory Access Service will be provided, at Utility choice, either as a separate Directory Access Service trunk group or in combination with Feature Group B, C, D Switched Access Service or Wireless Interconnection Service.

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY (Cont'd)

A. REGULATIONS (Cont'd)

b. Interface Group and Premise Interface Code

Interface Groups 2 through 10, as set forth in C15. following are available for Directory Access Service. When only Directory Access Service is provided, only the following Premise Interface Codes are available:

4DS9-15	6EA2-E	4RV2-0
4DS9-31	6EA2-M	4AH5-B
4DS0-63	4SF3	4AH6-C
4DS6-44		4AH6-D
4DS6-27		

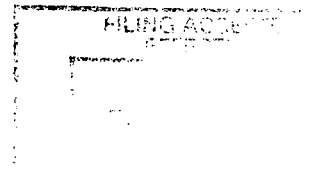
Such Premises Interface codes are described in C15. following. When Directory Access Service is combined with Feature Group B, C or D Switched Access Service, the Premise Interface Code for the combination will be the available Premises Interface Code provided for the Feature Group B, C, D Switched Access Service or Wireless Interconnection Service ordered by the customer. Except as set forth in C9. following, the Interface Groups and Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in C5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer End User serving wire center. (T)

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY (Cont'd)

A. REGULATIONS (Cont'd)

c. Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the DA location.

Directory Transport is a two-way voice frequency transmission path composed of facilities determined by the Utility. The two-way voice frequency path transports calls in the terminating direction (from the premises of the ordering customer to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

The Utility will determine whether the Directory Access Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and service by DA trunks to the DA location when such an access tandem switch is available. The combination of Feature Group B, C, or D Switched Access Service, or Wireless Interconnection Service with DA Service will only be provided at such available and appropriately equipped access tandem switches. If the customer desires the traffic routing to be other than that selected by the Utility, it may request a cooperative effort to determine if customer specified traffic routing can be used in lieu of the Utility selected traffic routing.

When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Utility when access tandem routing is provided and the customer shall address each call to the DA location using NPA + 555 + 1212 or when required by the Utility, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

(D)

(D)

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY (Cont'd)

A. REGULATIONS (Cont'd)

c. Directory Transport (Cont'd)

Directory Transport may, at the option of the customer, be provided for both interstate and intrastate communications. When the customer requests such mixed access, the interstate Directory Transport charges will be determined by the Utility using the data furnished by the customer as set forth in C2. preceding.

Except as set forth in C9. following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in C5. preceding.

(D)  
(D)

d. Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in C11. following.

e. Design Layout Report

The Utility will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in C6.. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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OF RECORDS

C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY (Cont'd)  
A. REGULATIONS (Cont'd)

f. Transmission Specifications

Directory Access Service is provided with either Type A or B Transmission Specification. The specifications associated with the parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Specification is provided with Interface Group 2 through 10 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2 through 10 when routed via an access tandem switch.

When DA Service is combined with Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2 through 10. When DA Service is combined with Feature Group C Switched Access Service, Type B Transmission Specification is provided.

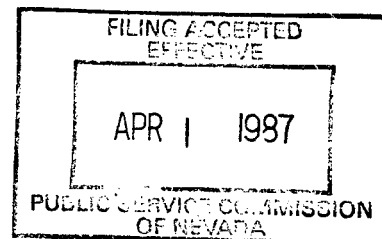
Type A and B Transmission Specifications are set forth in C6. preceding.

g. Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group C or D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in separate trunk groups through an access tandem to the DA location will be as set forth in C6. preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth for Additional Manual Cooperative Testing or Additional Manual Testing in C13. following.

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE UTILITY (Cont'd)

A. REGULATIONS (Cont'd)

6. Trunk side switching is provided at the DA Service access location. DA Service access location will provide trunk answer and disconnect supervisory signaling.
7. The Utility will distribute the calls received over the Directory Access Services to the automated DA using the DA location access equipment. (C)
8. In the event that the telephone number is unavailable to the automated DA, no charge applies. When the DA location or DA equipment or terminals are out of service due to a Utility equipment failure or an incorrect number is provided, a credit as set forth in C9. will apply. (C)  
(D)
9. DA Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the interstate DA Service charges will be determined by the Utility using the data furnished by the customer as set forth in C2. (D)



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C9-A. DIRECTORY ASSISTANCE

SERVICE 9.3 OBLIGATIONS OF THE CUSTOMER

A. REGULATIONS

1. The customer shall determine and order the number of lines or trunks and interface type of Directory Access Services it needs for DA Service.
2. When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six months period, the customer shall notify the Utility if the service is to be discontinued at the end of the six month period. If no notice is received from the customer, the Utility will automatically extend the service for another six months and all appropriate charges as set forth in C9. will apply for another six months. (D)
3. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
4. When requested by the Utility, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in C9. (D)
5. When the customer bills its End Users, the customer shall be responsible for all contacts and arrangements with its End Users concerning the provision and maintenance of, and the billing and collecting of charges, for DA Service furnished to its End Users. When the Utility bills the customer's End Users at the request of the customer, contacts and arrangements with customer's End Users concerning the billing and collecting of charges will be as set forth in C8. (D)
6. The customer understands that automated DA will respond to only three (3) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service. (C)  
(C)

C9-A. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS

A. MINIMUM PERIODS

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

B. MINIMUM MONTHLY CHARGE

DA service is subject to a minimum monthly charge. The minimum monthly charge consists of the following elements:

For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in C9.6 following. (T)

The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in C9.6 following for the actual usage for the month. (T)

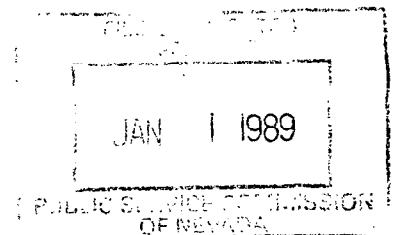
For the Directory Transport rate element, the minimum monthly charge the customer will be assessed will be the usage charges based on actual usage. Rates for actual usage are set forth in C9.6 following. (C)  
(C)

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS (Cont'd)

C.

(D)

(D)

D. CANCELLATION OF A SPECIAL ORDER

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Utility receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

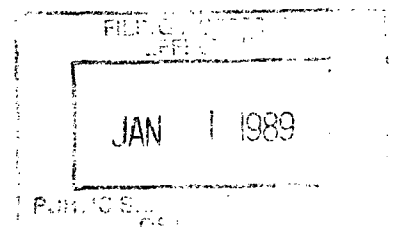
When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in C5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Utility will apply to the customer.

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C9-A. DIRECTORY ASSISTANCE SERVICE 9.4

9.4 PAYMENT ARRANGEMENTS (Cont'd)

E. CHANGES TO SPECIAL ORDERS

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Utility. The appropriate charges as set forth in C5. apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Utility because of the change will apply. (D)

F. MOVES

A move involves a change in the physical location of the point of termination at the customer designated premises or of the customer designated premises. Moves will be treated as set forth in C6. and all associated nonrecurring charges will apply. (D)  
Minimum period requirements will be established at the new location as set forth in C6. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. (D)

G. DA SERVICE REARRANGEMENTS

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in C6. The Service Rearrangement Charges are as set forth in C6. for the type of change provided by the Utility. (D)

H. CREDIT ALLOWANCE FOR DA SERVICE

1. When the DA location or DA equipment or terminals are out of service due to a Utility equipment failure or an incorrect number is provided and a customer DA call has been answered or forwarded to automated DA, a credit allowance for a call answered or forwarded to the automated DA equal to the rate for a Directory Assistance Service Call as set forth in C9. plus the rate for a Directory Transport call as set forth in C9. will be applied to the customer's charges. (D)  
(C)  
(C)  
(D)  
(D)

C9-A. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS (Cont'd)

H. CREDIT ALLOWANCE FOR DA SERVICE (Cont'd)

2. In addition to the credit as set forth in C9.4 (H) (1), when a  
automated DA or DA equipment provides an incorrect number for a call (T)  
and the customer reports such occurrences to the Utility, a credit (C)  
allowance for such DA call will apply. The credit will be as set  
forth in C9.4 (H) (3). When the customer reports such a call and the (T)  
number requested, the number provided and the reason the number  
provided is incorrect, the number of calls for which a credit will  
apply will be developed by the Utility in cooperation with the  
customer.
3. When a DA call is not completed due to the failure of Directory  
Assistance Service to DA locations, DA access equipment or automated (C)  
DA activities, a credit allowance for the Switched Access Service  
portion in the originating LATA or such DA call will apply. When the  
customer reports such a call and the DA number dialed, time of the  
call and the date of the call, the number of calls for which a credit  
will apply will be developed by the Utility in cooperation with the  
customer. The credit will be as set forth following:
  - a. Credit per call when Switched Access  
Service is billed using Transitional  
Per minute rates \$0.000722
  - b. Credit per call when Feature Group A  
and/or B Switched Access Service is  
billed using Premium per minute rates \$0.000822
  - c. Credit per call when Feature Group C  
and/or D Switched Access Service is  
billed using Premium per minute rates \$0.000822
4. Credit allowances for other service interruptions will be provided as (T)  
set forth in C2.

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS

A. DIRECTORY REGULATIONS

1. The Directory Assistance service call charge, as set forth in C9.6 following, applies for each completed call to automated Directory Assistance. A call is a call which has been answered by automated DA. The charge applies whether or not the automated DA provides the requested telephone number. The number of calls answered by automated DA will be accumulated by Utility measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in C9.4.H. (C)  
(C)  
(C)  
(C)  
(C)  
(D)
2. The Directory Transport provides the transmission facility and transport termination from the serving wire center for the premises of the ordering customer to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA service is requested or in the LATA where the DA location is located. The rate for Directory Transport is calculated on a per call basis.
3. The charge per call for Directory Transport, as set forth in C9.6, applies for each call to DA service. A call is as set forth in C9.5.1. The number of calls will be accumulated as set forth in C9.5.1. (D)  
(D)  
(D)
4. There are two types of charges applicable to Directory Transport: Nonrecurring and Recurring. Paragraphs a. through f. following set forth the Directory Transport rate elements and how the recruiting charges are applied for the elements. The Directory Transport elements that apply are Entrance Facility, Direct Trunked Transport and/or Tandem Switched Transport, and Directory Transport Interconnection Charge. When Tandem Switched Transport is provided, the Directory Transport Tandem Switching element applies. When an Entrance facility and/or a Direct Trunked Transport Facility require Multiplexing as set forth in Section 6 of Tariff FCC No. 1, a Multiplexing arrangement charge applies. C9.5.A.g. sets forth the nonrecurring charges. (T)  
(T)

C9-A. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS

A. DIRECTORY REGULATIONS (Cont'd)

a. Directory Transport Entrance Facility

A Directory Transport Entrance Facility rate is applied for a VG/DSO, DS1 and DS3 Transport Channel on a point of termination per month basis. The regulations for these charges are the same as set forth in 6.7.1.D.1. preceding for Entrance Facility. The rates are as set forth in 6.8.1.A. preceding.

b. Directory Transport Direct Trunked Transport

Directory Transport Direct Trunked Transport Facility rates are applied on a per Transport Channel per month fixed and per month per mile basis. The regulations for these charges are the same as set forth in 6.7.1.D.2 preceding for Direct Trunked Transport. The rates are as set forth in 6.8.1. preceding.

c. Directory Transport Tandem Switched Transport

Directory Transport Tandem Switched Transport rates are applied on a per month per call fixed and per call per mile basis. The regulations for these charges are the same as set forth in 6.7.1.D.3. preceding for Tandem Switched Transport. The rates are set forth in 9.6.3. following.

When a Directory Transport Tandem Switched Transport is provided, the Directory Transport Tandem Switching rate applies. This rate is applied on a per call basis. The rate is set forth in 9.6.3. following.

A call is as set forth in A. preceding. The number of calls will be accumulated as set forth in 1. preceding.

(N)  
|  
(N)

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C9-A. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS

A. DIRECTORY REGULATIONS (Cont'd)

d. Directory Transport Interconnection Charge

Directory Transport Interconnection Charge provides for residual transport and switching functions not assigned to other Directory Transport rate elements. This charge is assessed to all customer's who interconnect with the Utility's Directory Assistance Location. The charge is applied on a per call basis. The charge is set forth in 9.6.4. following. A call as set forth in 1. preceding. The number of calls will be accumulated as set forth in 1. preceding.

e. Directory Transport Multiplexing

The multiplexing rate is applied on a per Multiplexing arrangement basis. The regulations for these charges are the same as set forth in 6.7.1.D.5. preceding for Multiplexing. The rates are as set forth in 6.8.1.E. following.

f. Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels

When Directory Transport Tandem Switched Transport is provided over Direct Trunked Transport DS1 and DS3 Transport Channels, the Direct Trunked Transport rates will be adjusted and the Directory Transport Tandem Switched Transport will be billed the per call fixed and per call per mile rates for all calls as set forth in c. preceding.

Regulations for Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels are the same as set forth in 6.7.1.D.8. preceding for Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 transport channels.

g. Nonrecurring Charges

Nonrecurring charges are one time charges associated with the installation of Directory Transport and the change of Directory Transport. The regulations for these charges are the same as set forth in 6.7.1.c. for Switched Transport. The charges for Directory Transport are set forth for the selected Transport facility in 6.8.1.B preceding.

h. Directory Transport Application

Regulations for Directory Transport Application are the same as set forth in 6.7.1.D.9. preceding for Transport Application.

(N)

(N)

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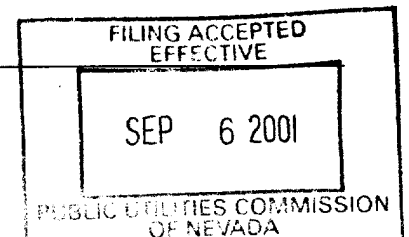
9.6 RATES AND CHARGES

The rates and charges are:

	<u>Rates</u>	
1. Directory Assistance Service call, - Each	\$0.299000	
2. Directory Access Service		
- Directory Access Installation Charge	Charges are the same as set forth in C6. preceding	
	<u>Rates</u>	
3. Directory Tandem Switched Transport		
- Fixed, per call	\$0.000208	(R)
- Per Call, per mile	\$0.000014	(R)
- Tandem Switching, per call	\$0.004475	(R)
4. Directory Assistance Interconnection Charge		
- Per Call - Premium	\$0.000000	
- Per Call - Nonpremium	\$0.000000	
5. Tandem Directory Assistance Location Multitplexing		
- Rate per call	\$0.000060	(R)
6. Dedicated Tandem Trunk Port		
- Monthly recurring rates for dedicated tandem trunk ports used for directory assistance access service are those contained in 6.8.6.		

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President



C9-A. DIRECTORY ASSISTANCE SERVICE

9.6 RATES AND CHARGES

9.6.1 INDIVIDUAL CASE FILINGS

Rates and charges for Special Access Service developed by the Utility on an Individual Case Basis are filed as following:

<u>Installation Charge</u>	<u>Location</u>	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>	<u>USOC</u>
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(For Future Use)

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