
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.

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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. (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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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)

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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 (D)
minimum period charges for the discontinued service.

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)

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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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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)
(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)