

**DIRECTORY ASSISTANCE SERVICE - LOCAL**

**A. Regulations**

1. The regulations and charges in this Paragraph 1. apply to calls placed to directory assistance to obtain telephone numbers of services located within the home NPA or LATA.

The number of such telephone numbers furnished on each call shall be limited to three. (C)  
Each listing request is subject to the rates listed in 1.B.1 following.

Local Directory Assistance (DA) consists of providing listing information (address and published telephone number, or an indication of "non-published status") for the home NPA and/or the local/intraLATA serving area to callers who dial 411, 1/0+411, 555-1212, or 1/0-NPA-555-1212 or other dialing arrangements. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies, and in some circumstance specific numbers provided by a Business Customer or its representative.

2. Except as otherwise specified, directory assistance calls from the following are not subject to the regulations and charges in this Paragraph 1.
  - a. Services furnished to hospitals and skilled nursing homes.

For the purpose of this paragraph, the term "skilled nursing homes" applies to those nursing homes that provide around-the-clock professional nursing care.

**1. DIRECTORY ASSISTANCE SERVICE - LOCAL (cont'd)**

**A. Regulations (cont'd)**

2. (cont'd)

b. Services furnished to the disabled.

Directory Assistance Service – Local (DA) may be provided at no charge to persons who are unable to use the Company's Listing Information System 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 for the first 100 calls per month. Each additional call per month is charged for at the rate set forth in B following. The DA exemption applies to local listings only. The exemption does not apply to other types of listing service requests, such as National Directory Assistance and Business Category Search. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Directory Assistance Service – Local exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by AT&T 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 AT&T that may be terminated at any time. (C)

**1. DIRECTORY ASSISTANCE SERVICE - LOCAL (cont'd)**

**A. Regulations (cont'd)**

(D)

(D)

**1. DIRECTORY ASSISTANCE SERVICE - LOCAL (cont'd)**

**B. Charges**

Directory assistance calls will be charged for as follows:

<u>Description</u>	<u>Non-Residence Charge</u>	<u>Residence Charge</u>	
1. Where customer direct dials directory assistance, per call	\$2.49	\$2.49	(l)
2. Where customer requests the assistance of the "0" operator to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook as appropriate, is applicable in addition to the charge listed above.			

**2. DIRECTORY ASSISTANCE SERVICE - TOLL**

Directory Assistance Service shall not be construed to be a part of Message Toll Telephone Service for the purpose of concurrences by other companies as set forth in Part 9, Section 1 of this Guidebook except such other companies as shall have a Directory Assistance Service charging plan for customers in the State of Ohio.

**A. Regulations**

1. The regulations and rates set forth in this Paragraph 2. apply to calls placed to directory assistance for the purpose of obtaining telephone numbers of services located outside the local service area but within the same numbering plan area.

The number of such telephone numbers furnished on each call shall be limited to three. Each call to directory assistance is subject to the rates listed in 2.B following.

- a. A numbering plan area, as set forth above, is the territory which shares a common area code.
2. Except as otherwise specified, the following are not subject to the regulations and rates set forth in this Paragraph 2:
  - a. Service furnished to hospitals and skilled nursing homes.

For the purpose of this paragraph, the term "skilled nursing homes" applies to those nursing homes that provide around-the-clock professional nursing care.

- b. Services furnished to the disabled.

Directory Assistance Service – Toll may be provided at no charge to persons who are unable to use the Company's Listing Information System 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 for the first 100 calls per month. Each additional call per month is charged for at the rate set forth in B following. The DA exemption applies to listings outside the local service area but with the same numbering plan area. The exemption does not apply to other types of listing service requests, such as National Directory Assistance and Business Category Search. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Directory Assistance Service – Toll exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by AT&T 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 AT&T that may be terminated at any time. (C)

**2. DIRECTORY ASSISTANCE SERVICE - TOLL (cont'd)**

**A. Regulations (cont'd)**

(D)

(D)

**2. DIRECTORY ASSISTANCE SERVICE - TOLL (cont'd)**

**B. Charges**

Directory Assistance calls will be charged for as follows:

<u>Description</u>	<u>Non-Residence Charge</u>	<u>Residence Charge</u>	
1. Directory assistance calls			
a. Where customer direct dials directory assistance, per call	\$2.49	\$2.49	(l)
b. Where customer requests the assistance of the "0" operator to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook as appropriate, is applicable in addition to the charge listed above.			

**NATIONAL DIRECTORY ASSISTANCE CALL SERVICE**

**A. Description**

1. National Directory Assistance Call Service consists of providing listed telephone numbers to callers for locations outside the LATA and Home NPA for residential, business and government accounts throughout the 50 states. Directory Assistance Call Completion is not offered with National Directory Assistance Call Service. The service is available where facilities permit.
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 numbers will be provided for each National Directory Assistance call.
4. The Charges 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.
6. There are no exemptions or call allowances for National Directory Assistance Call Service requests.

(C)  
(N)



**3. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE (cont'd)**

**B. Charges**

<u>Description</u>	<u>Rate</u> Direct Dialed <u>Calls</u>	
1. National Directory Assistance, per call	\$2.49	(l)
2. Where a customer requests the assistance of the "0" Operator to place a call to National Directory Assistance, 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.		
3. National Directory Assistance 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. <sup>/1/</sup>		

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

**4. BUSINESS CATEGORY SEARCH****A. Description**

1. Business Category Search will provide non-residential customers with the ability to request business listings for a specified category of businesses, when they do not know the name of the business they are seeking. Requested listings are searched for in the local calling area, as described in Part 4, Sections 1 and 2, of this Guidebook or outside the customer's home numbering plan area (HNPA), as described in Part 9, Section 4 of this Guidebook. Directory Assistance Call Completion is offered with Business Category Search for 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 numbers will be provided for each Business Category Search call.
4. The Charges 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. There are no exemptions or call allowances for Business Category Search service requests. (N)

**4. BUSINESS CATEGORY SEARCH (cont'd)**

**B. Charges**

<u>Description</u>	<u>Rate</u> Direct Dialed <u>Calls</u>	
1. Business Category Search, per call	\$2.49	(1)
2. Where a customer requests 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.		
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. <sup>/1/</sup>		

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.