

**TARIFF DISTRIBUTION**

FILE PACKAGE NO.: TN-14-0076

DATE: November 14, 2014

STATE: TENNESSEE

EFFECTIVE DATE: 11/14/2014

TYPE OF DISTRIBUTION: Approved

PURPOSE: Change number of listings available for the specified automated DA charge from two to three.

**TARIFF SECTION**  
G003

**PAGE NUMBER**  
54.1

**PAGE REVISION**  
0011

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.13 Directory Assistance Service**

This service is a Flex-Price service and is offered under terms and conditions as described in A2.3 of this Guidebook.

**A3.13.1 General**

- A. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining telephone numbers.
- B. When the Company receives a request for Directory Assistance service and the caller provides a state, city and name, the Company will either:
  - 1. provide the listed and available telephone number(s) requested, or
  - 2. apprise the caller that the number(s) cannot be provided because the listing(s) is private (non-published), or not available in the Company’s database.
- C. Directory Assistance does not provide telephone numbers associated with private (non-published) listings but does furnish numbers for semi-private (non-listed) listings.

**A3.13.2 Application of Rates and Exemptions**

- A. Reserved for future use.
- B. Subscribers who have applied for and received Company certification that either the subscriber or a person living at the subscriber's residence on a permanent basis is unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting listing information for lines located within the Company's NPA/LATA Directory Assistance serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office.

This exemption is applicable exclusively to calls made by the individual certified to be visually or physically disabled from the subscriber line assigned to the subscriber who has applied for and received such Company certification, or in the case of a business employing disabled persons, from the line assigned to that individual. Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of this exemption could result in its removal.

- C. Residence subscribers who have applied for and received Company certification that either the subscriber or a person living at the subscriber's residence on a permanent basis is 65 or more years of age are exempt from Directory Assistance charges when requesting listing information for lines located within the Company's NPA/LATA Directory Assistance serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office.

This exemption is applicable exclusively to calls made by the individual certified to be 65 or more years of age from the residential subscriber line assigned to the subscriber who has applied for and received such Company certification. Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of this exemption could result in its removal.

**A3.13.3 Rates And Charges**

- A. Directory Assistance service - (maximum of *three* listing requests per call)

	<b>Rate</b>	<b>USOC</b>
1. Receipt of listings associated with lines located within the Local Calling Area or NPA/LATA serving area of the originating line		
(a) Per call	<b>\$2.09</b>	<b>NA</b>
2. Receipt of listings associated with lines located outside the Local Calling Area or NPA/LATA serving area of the originating line		
(a) Per call	<b>2.09</b>	<b>NA</b>

(C)