

TARIFF DISTRIBUTION

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STATE: TENNESSEE

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TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase Directory Assistance per use charges.

TARIFF SECTION

G003

PAGE NUMBER

54.1

PAGE REVISION

0016

A3. BASIC LOCAL EXCHANGE SERVICE

A3.13 Directory Assistance Service

A3.13.1 General

- A. The Company furnishes Directory Assistance service for the purpose of aiding customers in obtaining 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 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 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. Local Directory Assistance (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. The DA exemption applies to local listings only. The exemption does not apply to other types of listing 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 anytime.
- 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)		Rate	USOC	
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	\$2.49	NA	(I)
2.	Receipt of listings associated with lines located outside the Local Calling Area or NPA/LATA serving area of the originating line ¹			
	(a) Per call	2.49	NA	(I)
	Note 1: No allowances, exemptions or exceptions apply. This service is available where technically feasible.			