

**DIRECTORY ASSISTANCE SERVICE**

**A. General**

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory listing information. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies, and in some circumstances specific numbers provided by a Business Customer or its representative.

The rates set forth below apply to calls from customers who request assistance in determining directory listing information for customers who are located in the same local calling area, the same Home Numbering Plan Area (HNPA), or the same intraLATA calling area unless the call is placed by dialing 1+Foreign NPA+555-1212.

**B. Regulations**

1. Customers may make three listing requests per call
2. Where the customer places a call to the Directory Assistance via an "0" operator or has Directory Assistance charges billed to a telephone number other than the originating number, the call shall be considered alternately billed. If dial facilities are not available, calls placed to Directory Assistance via an operator shall be considered as Customer dialed.
3. No credit will be given for requested telephone numbers that are nonpublished or nonlisted. No credit will be given for requested telephone numbers that are not found in the directory.
4. Charges for Directory Assistance Service are not applicable to calls placed from Hospitals, or from Pay Telephone Exchange Access Service as provided for in the General Exchange Tariff, Section 36. However, an end user may alternatively bill Directory Assistance from pay telephones to a telephone number other than the originating number as specified in the Pay Telephone Exchange Access Service Tariff.<sup>/1/</sup>
5. 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 directory 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. Local Directory Assistance 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.
6. Calls placed from Pay Telephone Exchange Access Service will be given a maximum of three requests per call.

**C. Rates and Charges**

<u>Directory Assistance Rates</u>	<u>Rate per Use</u>
Customer Dialed	\$2.49 (l)

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

**NATIONAL DIRECTORY ASSISTANCE SERVICE**

**A. Service Description**

National Directory Assistance (National DA) is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the Directory Assistance charges as described earlier in this Section.

**B. General Regulations**

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

1. The customer will be charged for each call; customers may request up to three (3) listings per call.

The National DA rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

2. There are no exemptions or call allowances for National DA service requests.
3. National Directory Assistance will not be available from Hotel/Motel and Pay Telephones.

**C. Rates**

	<u>Charge Per Call<sup>/1/</sup></u>	
Sent Paid Requests	\$2.49	(l)

/1/ Up to three (3) listing requests can be made per call.

**BUSINESS CATEGORY SEARCH****A. Service Description**

Business Category Search (BCS) provides customers with the ability to request telephone number listings for a specified category of businesses, when they do not know the name of the business they are seeking. Requested telephone number listings are searched for geographically. Directory Assistance Call Completion is offered with Business Category Search for Telephone number listings within the customer's home numbering plan area. The service is available where facilities permit.

Method of Provisioning – 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.

The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

**B. General Regulations**

The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number of a business, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.

1. The customer can obtain up to three business telephone numbers on a call. The customer will be charged for each business telephone number provided. If the suggested business names do not satisfy the customer's request, the customer will be charged for the requested search, at the applicable rate shown below. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed or not found.
2. There are no exemptions or call allowances for BCS service requests.
3. Business Category Search is not currently available from Hotel/Motel and Pay Telephones.
4. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution)<sup>/1/</sup>, or to customers that have Toll Restriction. (C)
5. With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name, address, and/or number of a business to a customer using BCS, for any errors or omissions, for the method of providing BCS, or for any other aspect of this service.

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

**AT&T TEXAS GUIDEBOOK**

PART 11 - Operator Services  
SECTION 2 - Directory Assistance (DA) Service

4th Revised Sheet 4  
Replacing 3rd Revised Sheet 4

---

**BUSINESS CATEGORY SEARCH**

**C. Rates**

Charge per Call

Sent Paid Requests

\$2.49 (l)