

**DIRECTORY ASSISTANCE CALL COMPLETION**

**A. General**

1. Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from Directory Assistance. (C)  
(D)
2. The DACC portion of the call may either be billed in the same manner as the DA portion.
3. Where facilities permit, DACC will be offered to all classes of service with the following exception:
  - Call completion is not available from Pay Telephone Exchange Access Service.
  - Call completion is not available from Hotels.

**B. Description of Service**

The two types of DACC offered are as follows:

Fully-Automated DACC

The customer receives the requested listed number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC

The customer receives the requested listed number and then requests the operator to provide call completion to the requested number.

**C. Allowances**

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated under *Directory Assistance Service*, Regulations, paragraph B.1 and B.2 found earlier in this Section.

**D. Exemptions**

1. For local calls, charges for DACC are not applicable to calls placed by those customers whose physical or visual disabilities prevent them from using the telephone directory as defined in B.5.
2. For intraLATA calls, the rate for Fully-Automated DACC and the appropriate long distance message charges will apply to calls placed by customers described in Part 11, Section 2, paragraph B.5. (C)  
(C)

**DIRECTORY ASSISTANCE CALL COMPLETION (cont'd)**

**E. Rates**

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the Long Distance Message Telecommunications Service usage rates, or local message rates, if applicable.

Directory Assistance Call Completion

1. Per Call Basis

Fully-Automated DACC  
- Sent-Paid (except for Pay Telephone) \$0.00

Semi-Automated DACC  
- Sent-Paid 0.60

(D)  
|  
(D)

2. Optional Monthly Rate Plan<sup>/1/</sup>

As an option to the per call rates in E.1, residence customers may subscribe to DACC at a fixed monthly rate. Under this payment option, the subscriber will be allowed unlimited fully automated sent-paid and semi-automated sent-paid DACC usage. The monthly rate will apply if no DACC calls are made during the billing cycle.

This plan applies only to DACC calls which are fully automated sent-paid or semi-automated sent-paid from the subscriber's residence local exchange service. This plan is not available to business customers. DACC service subscribed to on a per call basis will be billed at the rates found in E.1.

Subscribers with more than one local exchange line at their premises must subscribe to the DACC monthly rate plan on each local exchange line for which they want this option. On local exchange lines not set up for this option, DACC will be billed at the per call rates found in E.1.

The DACC Monthly Rate Plan does not include the charges for Directory Assistance, or local or long distance message charges that may apply to calls completed using DACC. The minimum subscription period is one month.

	<u>Monthly</u> <u>Rate</u>	<u>Service</u> <u>Establishment</u>	<u>USOC</u>
DACC Monthly Rate Plan	\$0.00	NC	DCSUU

/1/ This service is obsolete and only available to existing customers while they remain at their current service location.