

DIRECTORY ASSISTANCE

A. DESCRIPTION

Customers may obtain assistance in determining telephone numbers by calling Directory Assistance, subject to the regulations and charges shown herein.

B. TERMS AND CONDITIONS

1. Charges apply for each call placed requesting numbers in the local calling area in which the customer receives Local Exchange Telecommunications Service for the home NPA and/or the local/intraLATA serving area where available to end users (CLEC end users for wholesale definition) who dial 411, 1/0+411, 555-1212, or 1/0+NPA-555-1212 or other dialing arrangement.
2. Rates are for each Network Access Line, excluding Independent Payphone Provider (IPP) Service (formerly Message Rate Service - Customer Owned Coin Operated Telephone - COCOTS).
3. Rates apply to each call made to Directory Assistance. (C)
(D)
4. Rates for calls originating from Public Telephones or Semi-Public Telephones are listed in Part 13, Section 1 of this Guidebook.
5. Rates for Independent Payphone Provider (IPP) Service (formerly Message Rate Service - Customer Owned Coin Operated Telephone - COCOTS) are listed in Part 13, Section 2 of this Guidebook.
6. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory due to a disability which can be confirmed by a physician or certifying agent. (C)
Directory Assistance calls will not be charged to the approved telephone number. The DA (C)
exemption applies to local listings only. The exemption does not apply to other types of directory (N)
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. (N)
7. A maximum of three requests per call will be permitted.
8. 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, damages, or judgments (including costs and reasonable attorney's fees) that may arise from the use of such information

DIRECTORY ASSISTANCE (Cont'd)**C. FEATURES****Directory Assistance Call Completion Service**

Directory Assistance Call Completion will provide a customer who has called Directory Assistance and has received a number from the Audio Response Unit the option of having their call completed for them by depressing a specific digit on a TOUCH-TONE telephone. Directory Assistance Call Completion Service is offered where facilities permit.

1. The calling number and the number requested must be in the same Local Access Transport Area (LATA).
2. The following types of calls will not be eligible for call completion:
 - Calls for telephone numbers outside the Local Access Transport Area (LATA);
 - Calls originating from rotary telephones;
 - Calls for private numbers;
 - Wide Area Telecommunications Service/800 calls;
 - Calls for 900 or 976 numbers;
 - The first listing when three listings are requested from Directory Assistance during the same call; (C)
 - Calls made from a Feature Group A line;
 - Calls originating from toll restricted numbers;
 - Calls placed from customer communications systems with ICC blocking, call screening or other translations denying the capability;
 - Type 1 Cellular Service where the carrier does not allow sent paid Directory Assistance Call Completion

1. DIRECTORY ASSISTANCE (Cont'd) (C)**C. FEATURES (Cont'd)****Directory Assistance Call Completion Service (cont'd)** (C)

3. Normal Message Telecommunications Service charges as provided in Part 9, Section 1, will apply for calls completed to telephone numbers outside of the customer's local calling area, as defined in Part 4, Section 1. A local message charge as provided in Part 4, Section 2, will apply for calls completed to telephone numbers within the customer's local calling area, as defined in Part 4, Section 1.

Normal Message Telecommunications Service charges as provided in Part 9, Section 1, will apply for calls completed by One Way Optional Service subscribers to telephone numbers within the customers optional local calling area, as defined in Part 4, Section 1.

4. Billing for usage charges will be handled in the same manner as the billing for the original Directory Assistance call. That is, a caller may not place a direct dial call to Directory Assistance and then request an alternate billing method for the usage portion of the completed call.
5. Customers may block sent paid Directory Assistance Call Completion on their lines through the use of Selective Class of Call Screening or Ameritech Call Control according to the rates, terms and conditions presented in Part 8, Section 2, of this guidebook. Billing restrictions as stated above still apply. (C)

DIRECTORY ASSISTANCE (Cont'd)**D. PRICES**

The rates shown are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

<u>Description</u>	<u>Charge</u>	
Listing Request	\$2.49	(l)

NATIONAL DIRECTORY ASSISTANCE CALL SERVICE

A. DESCRIPTION

1. National Directory Assistance Call Service provides the telephone number of customers located outside their LATA and Home NPA with a listed telephone number for residential, business and government accounts throughout the 50 states.
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 rates shown in PRICES, following, apply to all calls to National Directory Assistance.
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. (N)
(N)

2. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE (Cont'd)**B. PRICES**

1. Service Elements

<u>Description</u>	<u>Residence</u>	<u>Business</u>	
For each listing request on a Direct Dialed call to National Directory Assistance	\$2.49	\$2.49	(l)
For each listing request on an Alternately Billed Call to National Directory Assistance	2.49	2.49	(l)

2. Other Applicable Charges and Payments

Where a customer requests operator services via the "0-" Operator to place a call to National Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook, as appropriate, is applicable in addition to the price specified above.

National Directory Assistance is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operated Assistance Calls from a correctional institution), or to customers that have Toll Restriction.^{/1/}

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

3. BUSINESS CATEGORY SEARCH**A. DESCRIPTION**

1. Business Category Search will provide 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 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. 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.

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 number listings will be provided for each Business Category Search call.
4. The PRICES 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)

3. BUSINESS CATEGORY SEARCH (Cont'd)**B. PRICES**

	<u>Rate</u>		(C)
	<u>Direct Dialed Calls</u>	(D)	
1. For each telephone number listing request	\$2.49	(D)	(I)
2. Where a customer requests operator 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. ^{/1/}			

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