

9. DIRECTORY ASSISTANCE SERVICE

SUBJECT	PAGE
Cancellation of a Special Order	9
Changes to Special Orders	9
Credit Allowance For DA Service	10
DA Service Rearrangements	10
General Description	1
Minimum Monthly Charge	8
Minimum Periods	8
Moves	10
Obligations of the Customer	7
Payment Arrangements	8
Rate Regulations	13
Rates and Charges	14
Special Order	8
Undertaking of the Company	1

9. DIRECTORY ASSISTANCE SERVICE

Directory Assistance (DA) Service provides subscriber telephone number information to the requesting customer. Nonpublished subscriber telephone number information is not provided with Directory Assistance Service.

9.1 GENERAL DESCRIPTION

DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

9.2 UNDERTAKING OF THE COMPANY

- A. A Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Company DA records associated with the name given at the rates and charges as set forth in 9.6, following. The Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number. The Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of DA Service.
- B. A maximum of two (2) requests for telephone numbers will be accepted per call to the DA operator.
- C. A telephone number which is not listed in DA records will not be available to the customer's end user.
- D. The Company will specify the DA location which provides the DA Service for each numbering plan area code (NPA). The DA locations are as shown in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

When it becomes necessary, as determined by the Company, to change a DA location, the Company will notify the involved customers six months prior to the change. For such changes, the terms and conditions as set forth in 2.1.7, preceding, apply.

- E. Directory Assistance may, at the option of the customer, be provided for both interstate and intrastate communications. When the customer requests such mixed access, the interstate Directory Assistance Service charges will be determined by the Company using the data furnished by the customer as set forth in 2.3.10, preceding.
- F. Except as set forth in 9.4.A., following, Directory Transport provided under a Special Order is subject to the order conditions as set forth following.

9. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE COMPANY (CONT'D)

G. Transport Facilities and Manner of Provisioning

When Voice DA Service is ordered, a two-way voice frequency transmission path will be provided by the Company to transport calls in the terminating direction (from the premises of the ordering customer to the Voice DA location) utilizing Switched Transport facilities. These facilities include:

- An Entrance Facility for the transport of the Voice DA Service from the customer's premises to the SWC of that premises, as described in 1., following,
 - A Direct-Trunked Transport facility between the SWC of the customer's premises and the Voice DA location for direct routed traffic as described in 2., following, or
 - A Direct-Trunked Transport facility between the SWC of the customer's premises and the access tandem and Tandem-Switched Transport between the access tandem and the Voice DA location when tandem switching functions are utilized. Tandem-Switched Transport includes the switching functions performed by the access tandem as described in 3., following, and
 - Interface Group and Premises Interface Codes as described in 9., following.
1. The Entrance Facility rate category provides the transport between the customer's premises and the SWC of that premises. The Entrance Facility rate is described in 6.1.2 of the Access Service Tariff and the rates for Entrance Facilities are set forth in 6.8 of the Access Service Tariff based on the facility provided, DS3, DS1 or Voice Grade.
 2. Direct-Trunked Transport (DTT) provides for transport from the SWC of the customer's premises to a DA location for traffic requiring no tandem switching. Direct-Trunked Transport facilities are described in 6.1.2 of the Access Service Tariff and the rates for DTT facilities for Voice DA are set forth in 6.8 of the Access Service Tariff based on the facility provided, DS3, DS1 or Voice Grade.
 3. For tandem routed traffic, DTT provides the transport from the SWC of the customer's premises to the access tandem and Tandem-Switched Transport (TST) provides the transmission facilities between the access tandem and the DA location. The DTT rates are as set forth in 2., preceding. The TST rate category is comprised of a Transport Fixed per-call rate, Transport Per-Mile, per-call rate and a Tandem Switching per-call rate. TST facilities are described in 6.1.2 of the Access Service Tariff, and the TST rates for DA are set forth in 9.6, following.
 4. For purposes of determining mileage for DTT and TST, distance will be measured to the DA location(s) for DA service based on the mileage measurement rules as set forth in 6.7.11 of the Access Service Tariff.

9. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE COMPANY

G. Transport Facilities and Manner of Provisioning (Cont'd)

5. The customer shall request direct routing or tandem routing on the customer's order for service. In addition, the customer shall specify if the Entrance Facility is new or existing. The Company will make the final determination based on facilities, whether the Voice DA Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for Voice DA measurement and served by DA trunks to the Voice DA location. The combination of Trunkside Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches. If the customer desires the traffic routing to be other than that selected by the Company, it may request a cooperative effort to determine if customer-specified traffic routing can be used in lieu of the Company-selected traffic routing.
6. When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink start-start pulsing signaling is provided at the access tandem switch. The customer will be notified by the Company when access tandem routing is provided and the customer shall address each call to the DA location using NPA+555+1212, NPA+131, or, when required by the Company, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.
7. When required by the Company, a separate Directory Access Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.
8. The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Company in a manner similar to Switched Access Service transmission paths as set forth in 6.5.7 of the Access Service Tariff.

9. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE COMPANY

G. Transport Facilities and Manner of Provisioning (Cont'd)

9. Interface Group and Premises Interface Code

Interface Groups 2, 6 and 9 as set forth in 6.1.2 of the Access Service Tariff are available for Directory Access Service. The following Premises Interface Codes are available:

**PREMISES
INTERFACE CODE**

4DS9-15
6EA2-E
6EA2-M

Such Premises Interface Codes are described in 6.1.2 of the Access Service Tariff. When Directory Access Service is combined with Trunkside Switched Access Service via TST, the Premises Interface Code for the combination will be the available Premises Interface Code for the Trunkside Switched Access Service ordered by the customer.

H. Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The terms and conditions, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in Section 11 of the Access Service Tariff.

9. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE COMPANY (CONT'D)

I. Design Layout Report

The Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.4 of the Access Service Tariff. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

J. Transmission Type A1 and B1 Performance

Directory Access Service is provided with either Type A1 or B1 Transmission performance. The performance associated with the standard transmission parameter limits are guaranteed to the DA location, whether routed directly or via an access tandem. Transmission Type B1 performance is provided with Interface Groups 2, 6 and 9 when routed directly to a DA location. Transmission Type A performance is provided with Interface Groups 2, 6 and 9.

When DA Service is combined with Feature Group D Switched Access Service either, Transmission Type A1 or Type B1 performance is provided. When DA Service is combined with Feature Group B or Feature Group C Switched Access Service, Transmission Type B1 Transmission performance is provided for Interface Groups 2, 6 and 9.

K. Acceptance Testing And Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group C or D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth in 6.1.5, preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section 13 of the Access Service Tariff.

9. DIRECTORY ASSISTANCE SERVICE

9.2 UNDERTAKING OF THE COMPANY (CONT'D)

- L. Trunk-side switching is provided at the DA Service access location. The DA Service access location will provide trunk answer and disconnect supervisory signaling.
- M. The Company will distribute the calls received over the Directory Access Service to the DA operators using the DA location access equipment.
- N. In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided, a credit as set forth in 9.4.G., following, will apply.

9. DIRECTORY ASSISTANCE SERVICE

9.3 OBLIGATIONS OF THE CUSTOMER

- A. The customer shall determine and order the busy hour minutes of capacity and interface type of Directory Access Services it needs for DA Service.
- B. When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Company if the service is to be discontinued at the end the six month period. If no notice is received from the customer, the Company will automatically extend the service for another six months and all appropriate charges as set forth in 9.6, following, for another six months will apply.
- C. The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- D. When requested by the Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2.E.1., preceding.
- E. When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of the billing and collecting of charges for DA services furnished to its end users.
- F. The customer understands that DA Operators will respond to only two (2) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service.
- G. Jurisdictional Report Requirements

In addition to the regulations set forth in 2.3.10 of the Access Service Tariff, when a customer orders Directory Assistance (DA) Service, the customer shall in its order provide the projected PIU factor for terminating use in a whole number (a number 0-100) for each Directory Access Service group ordered. (A method the customer may wish to adopt could be to use its terminating traffic for its premises to the involved DA data base location and calculate the projected PIU factor as set forth in 2., preceding). The Company will designate the number obtained by subtracting the projected interstate percentage furnished by the customer for 100 (100 - customer percentage = intrastate percentage) as the projected intrastate percentage of use.

9. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS

A. Minimum Periods

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the non-recoverable costs. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs, less estimated net salvage.

B. Minimum Monthly Charge

DA Service is subject to a minimum monthly charge. The minimum monthly charge consists of the following elements.

- For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in 9.6, following.
- The minimum monthly charge for Directory Transport is the charge as set forth in 9.6, following, for the actual usage for the month.

C. Special Order

For Directory Assistance Service, the customer shall specify the number of trunks or busy hour minutes of capacity (BHMC) from the SWC of the customer's premises to the Directory Assistance location. If the Directory Assistance Service is to be combined with Trunkside Switched Access Service, the customer shall also specify which trunk group is to be associated with the Directory Assistance Service. This information is used to determine the number of transmission paths as set forth in 9.2.G., preceding. The customer then specifies the Directory Transport options. For purposes of applying the order regulations, a DA location is considered to be a customer/end user serving wire center.

9. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS (CONT'D)

D. Cancellation of a Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Company receives written or verbal notice from the customer that the Special Order is to be canceled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in Section 5 of the Access Service Tariff apply for the Directory Access Service canceled. In addition, a charge equal to any unrecoverable capital costs incurred by the Company will apply to the customer.

E. Changes to Special Orders

When a customer request changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Company. Changes will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new Minimum Period will be established for the new service. The customer will also remain responsible for all outstanding Minimum Period obligations associated with the disconnected service.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new Minimum Period will be established.

1. A change in Directory Assistance Service Interface Group, except as set forth in 6.7.4 of the Access Service Tariff.
2. A change in capacity of a or Directory Assistance Service Entrance Facility or DTT facility (e.g., a change from a DS1 Entrance Facility to a DS3 Entrance Facility).
3. A change in Directory Assistance Service type of transport (e.g., a change from TST to DTT), except as set forth in 6.7.1.C.3. of the Access Service Tariff.

In addition, a charge equal to any other costs incurred by the Company because of the change will apply.

9. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS (CONT'D)

F. Moves

A move involves a change in the physical location of the Point of Termination at the customer premises or of the customer premises. Moves will be treated as set forth in 6.7.7 of the Access Service Tariff and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.6 of the Access Service Tariff. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

G. DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.7.1 of the Access Service Tariff. The Service Rearrangement Charges are as set forth in 6.7.1 of the Access Service Tariff. for the type of change provided by the Company.

H. Credit Allowance for DA Service

1. In case of an interruption to Directory Assistance, other than Entrance Facilities and Direct-Trunked Transport Facilities, no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of any applicable monthly rates for each period of 24 hours or major fraction thereof that the interruption continues.
2. When the DA location or DA operator equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a customer DA call has been answered by a DA operator, a credit allowance for a call answered by the DA operator equal to the rate for a Directory Assistance Service Call as set forth in 9.6, following, plus the rate for a Directory Transport call will be applied to the customer's charges. The rate for a Directory Transport call will be the average of the Directory Transport rates per call as set forth in 9.6, following.
3. In addition to the credit as set forth in 1., preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such DA call will apply. The credit will be as set forth in 4., following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer.
4. In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator.

9. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS

H. Credit Allowance for DA Service (Cont'd)

5. When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Company in cooperation with the customer. The credit will be as set forth following:

	CREDIT PER CALL
• Credit per call when Switched Access Service is billed using FGA Transitional per minute rates	\$0.0189
• Credit per call when Switched Access Service is billed using FGB Transitional per minute rates	0.0149
• Credit per call when Feature Group A Switched Access Service is billed using Premium per minute rates	0.0220
• Credit per call when Feature Group B, C and/or D Switched Access Service is billed using Premium per minute rates	0.0180

I. Ordering, Rating and Billing of Access Service When More Than One Exchange Telephone Company is Involved

In addition to the regulations as set forth in 2.4.7 of the Access Service Tariff, these regulations also apply to DA Service.

1. Each Exchange Telephone Company involved shall receive a copy of the order. The Exchange Telephone Company that accepts the order and/or bills the customer is determined as follows:
- a. Directory Assistance

The Exchange Telephone Company where the Directory Assistance bureau is located will accept the order and bill the customer.

9. DIRECTORY ASSISTANCE SERVICE

9.4 PAYMENT ARRANGEMENTS

- I. Ordering, Rating and Billing of Access Service When More Than One Exchange Telephone Company is Involved (Cont'd)
2. Upon agreement between the Exchange Telephone Companies involved, a single bill will be rendered to the customer. The Exchange Telephone Company rendering the bill is the Exchange Telephone Company as determined in 1., preceding. There are three single bill alternatives that the Exchange Telephone Companies may agree to provide, described as follows:
 - a. Alternative No.[1]

The Exchange Telephone Company that will render the single bill will separately identify the rates and charges of each Exchange Telephone Company involved. The billing Exchange Telephone Company will maintain and administer in its billing system the applicable rates and charges for all of the involved Exchange Telephone Companies. The Exchange Telephone Companies not rendering the single bill will provide the interpretation and application of their tariffs to the Billing Exchange Telephone Company.

- b. Alternative No.[2]

The Exchange Telephone Company that will render the single bill will receive a prepared bill from each involved Exchange Telephone Company. For Switched Access and/or Directory Assistance Services, the billing Exchange Telephone Company will receive prepared bills without usage data. The billing Exchange Telephone Company will then apply usage data to the bills, calculate the charges and combine all of the bills into one bill. For usage rated services, the billing Exchange Telephone Company and the non-billing Exchange Telephone Company will use the same amount of usage on the bill.

- c. Alternative No.[3]

The Exchange Telephone Company that will render the single bill will include in its rates and charges the costs of each Exchange Telephone Company involved and will bill for the entire access service(s) ordered. For usage rated services, the billing Exchange Telephone Company and the non-billing Exchange Telephone Company will use the same amount of usage on the bill.

[1] Also termed Single Bill - Multiple Tariff

[2] Also termed Single Bill - Pass Through

[3] Also termed Single Bill - Single Tariff

9. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS

- A. The Directory Assistance Service call charge, as set forth in 9.6, following, applies for each call to DA Service. A call is a call which has been answered by a DA operator. The charge applies whether or not the DA operator provides the requested telephone number. The number of calls answered by DA operators will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.4, preceding.
- B. The mileage for transport is measured from the SWC for the premises of the ordering customer to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA Service is requested or in the LATA where the DA location is located. The measurement will be performed as set forth in 6.7.11 of the Access Service Tariff.
- C. The charge per call for Directory Transport, as set forth in 9.6, following, applies for each call to DA Service. A call is as set forth in A., preceding. The number of calls will be accumulated as set forth in A., preceding.
- D. Entrance Facility and Direct-Trunked Transport facility rates are applied as set forth in 6.7.1 of the Access Service Tariff.
- E. The Tandem Transmission per-call rate for TST, as set forth in 9.6.1, following, applies for each call to Voice DA Service on a fixed and per-mile basis. A call is as set forth in A., preceding. This charge is in addition to the DA Service call charge, and Transport charges.
- F. The Tandem Switching per-call rate for TST, as set forth in 9.6, following, applies for each call to DA Service. A call is as set forth in A., preceding. This charge is in addition to the DA Service Call Charge and transport charges.

9. DIRECTORY ASSISTANCE SERVICE

9.6 RATES AND CHARGES

			CHARGE
A.	Directory Assistance Service call, each		\$0.28
B.	Switched Transport for Directory Assistance		
1.	Entrance Facilities Monthly recurring rates		[1]
2.	Direct-Trunked Transport Monthly recurring rates		[1]
3.	Tandem-Switched Transport		
a.	Tandem Transmission Rates		
	• Per Call		
	CALL MILES	FIXED	PER MILE
	0	-	-
	Over 0 to 8	\$0.000155	\$0.000009
	Over 8 to 25	0.000173	0.000009
	Over 25 to 50	0.000176	0.000009
	Over 50	0.000198	0.000010
			CHARGE
b.	Tandem Switching Rates		
	• Per MOU		\$0.000630
4.	Installation Charge		[1]

[1] Charges are the same as those set forth in 6.8 of the Access Service Tariff.