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ACCESS SERVICE

9. DIRECTORY ASSISTANCE SERVICE

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location).

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 Telephone Company

- (A) A Telephone Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in 30.9 following. The Telephone 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; and the Telephone 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 Telephone 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 Telephone Company, to change a DA location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.

- (E) When DA Service is ordered, Directory Access Service will be provided between the customer premises and the DA location by the Telephone Company at rates and charges as set forth in 30.9 following, as follows.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the DA location.

When required by the Telephone 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 Telephone 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.

Further, when an access tandem is available and is provided, the Directory Assistance Service will be provided, at Telephone Company choice either as a separate Directory Access Service trunk group or in combination with Feature Group B, C or D Switched Access Service.

(2) Interface Group and Premises Interface Code

Interface Groups 2, 6 and 9 as set forth in 6.1.2(A)(2) preceding are available for Directory Access Service. When only Directory Access Service is provided, only the following Premises Interface Codes are available:

4DS9-15	6EA2-E	4SF3
4DS9-44	6EA2-M	4RV2-0

Except as set forth in 9.4(A) following, the Interface Groups and Premises Interface Codes provided under a Special Order for Direct Access Service are subject to the order conditions as set forth in 5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer end user serving wire center.

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(E) (Cont'd)

(2) Interface Group and Premises Interface Code (Cont'd)

Such Premises Interface Codes are described in 6.1.2(A)(2) preceding. When Directory Access Service is combined with Feature Group B, C or D Switched Access Service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the Feature Group B, C or D Switched Access Service ordered by the customer. Except as set forth in 9.4(A) following, the Interface Groups and Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in 5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer end user serving wire center.

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(E) (Cont'd)

(3) Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the DA location.

Directory Transport is a two-way voice frequency transmission path composed of facilities determined by the Telephone Company. The two-way voice frequency path transports calls in the terminating direction (from the premises of the ordering customer to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

The Telephone Company will determine whether the Directory Access Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location when such an access tandem switch is available. The combination of Feature Group B, C or D 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 Telephone Company, it may request a cooperative effort to determine if customer specified traffic routing can be used in lieu of the Telephone Company selected traffic routing.

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 Telephone Company when access tandem routing is provided and the customer shall address each call to the DA location using NPA + 555 + 1212 or when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(3) Directory Transport (Cont'd)

The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Telephone Company in a manner similar to Switched Access Service transmission paths as set forth in 6.5.5 preceding.

Directory Transport may, at the option of the customer, be provided for both interstate and intrastate communications.

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 in 5. preceding.

Directory Transport is provided with a Local Transport Interface Group as set forth in 6.1.2(A) preceding. Only Local Transport Interface Groups 2, 6 and 9 will be provided.

(4) Special Facilities Routing

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

(5) Design Layout Report

The Telephone 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. 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.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(6) Transmission Specifications

Directory Access Service is provided with either Type A or B Transmission Specification. The specifications associated with the parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2, 6 and 9 when routed via an access tandem switch.

When DA Service is combined with Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2, 6 and 9. When DA Service is combined with Feature Group C Switched Access Service, Type B Transmission Specification is provided.

Type A and B Transmission Specifications are set forth in 6.4.1 preceding.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(7) 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 B, 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 13. following.

(F) Trunk side switching is provided at the DA Service access location. The DA Service access location will provide trunk answer and disconnect supervisory signaling.

(G) The Telephone Company will distribute the calls received over the Directory Access Services to the DA operators using the DA location access equipment.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

- (H) In the event that the telephone number is unavailable to the DA operator, no credit applies for the charges for the request and call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in 9.4(G) following.
- (I) DA Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the intrastate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.10 preceding.

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 months period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six months period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in 30.9 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 Telephone 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.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.3 Obligations of the Customer (Cont'd)

- (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, and the billing and collecting of charges, for DA Service furnished to its end users. When the Telephone Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in 8. preceding.
- (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.

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.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)

9.4 Payment Arrangements (Cont'd)

(B) Minimum Monthly Charge (Cont'd)

The minimum monthly charge for Directory Assistance Service Requests is the charge as set forth in 30.9 following for the actual usage for the month.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.4 Undertaking of the Telephone Company (Cont'd)(C) 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 Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. 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 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(D) Changes to Special Orders

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in 5. preceding apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Telephone Company because of the change will apply.

(E) 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 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.7 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(F) DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.7.1(C)(2) preceding. The Service Rearrangement Charges are as set forth in 6.7.1(C)(2) for the type of change provided by the Telephone Company.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.4 Payment Arrangements (Cont'd)(G) Credit Allowance for DA Service

- (1) When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided and a customer DA call has been answered or forwarded to a DA operator, a credit allowance for a call answered or forwarded to the DA operator equal to the rate for a Directory Assistance Service Request as set forth in 30.9 following will be applied to the customer's charges.
- (2) 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 Telephone Company, a credit allowance for such DA call will apply. The credit will be as set forth in (3) 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 Telephone Company in cooperation with the customer.
- (3) 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 Telephone Company in cooperation with the customer. The credit will be as set forth in Section 30.9 following.

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9. DIRECTORY ASSISTANCE SERVICE (Cont'd)9.4 Payment Arrangements (Cont'd)(G) Credit Allowance for DA Service (Cont'd)

- (4) Credit allowances for other service interruptions will be provided as set forth in 2.4.4 preceding.

9.5 Rate Regulations

- (A) The Directory Assistance Service Request charge, as set forth in 30.9 following, applies for each telephone number requested. The charge applies whether or not the DA operator provides the requested telephone number. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.4(G) preceding.
- (B) Directory Transport is provided from the serving wire center 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.

9.6 Rates and Charges

Rates and charges for Directory Assistance Service are set forth in Section 30.9 following.