

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 9.6 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 the 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. (C)

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 the rates and charges set forth in 9.6 following.

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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 as set forth in 6.4.3 preceding.
- Directory Transport between the premises serving wire center and the DA location.

When required by the Telephone Company, a separate 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.

(2) Switched Transport Premises Interface Code

The Switched Access Service Switched Transport Premises Interface Codes are provided as set forth in 6.4.3 preceding. Further, when an access tandem is provided, the Directory Access Service will be provided, at the Telephone Company's choice, either as a separate trunk group or in association with Feature Group C or D Switched Access Service. Except as set forth in 9.4 (B) and (C) following, the Switched Transport Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in 5.1.1 preceding. For purposes of applying the order regulations, a DA location is considered to be a customer's end user's serving wire center.

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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

Directory Transport provides the transmission facilities and transport termination between the premises of the ordering customer and the DA location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the DA location(s).

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 appropriately equipped access tandem switch when such an access tandem switch is available. 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 the 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. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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(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.

Except as set forth in 9.4 (A) following, Directory Transport provided under a Special Order is subject to all order conditions as set forth in Section 5 preceding. (T)

Directory Transport is provided with a Switched Transport Interface Group as set forth in 6.4.3 preceding. Only Switched Transport Interface Groups 2-9 will be provided.

Directory Transport Services are comprised of the following rate elements, which are more fully described in 6.1.2 (A) and (B) preceding:

- Entrance Facility - for the transport of the DA call from the customer's premises to the serving wire center of that premises.
- Direct-Trunked Transport - for the transport of the DA call from the customer's serving wire center to the DA location without switching at a tandem or from the serving wire center to the tandem. This rate element includes both the termination (fixed) and facility (per mile). (Z)

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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)

- Tandem Switched Transport - for the transport of the DA call from the tandem to the DA location. This rate element includes Tandem Switched Transmission, Tandem Switching, Common and Dedicated Transport Multiplexing and Common and Dedicated Trunk Ports.
- Multiplexing - DS3 to DS1 multiplexing charges apply when a high capacity DS3 entrance facility or direct-trunked facility is connected with high capacity DS1 direct-trunked transport. The DS3 to DS1 multiplexer will convert a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing. DS1 to voice grade multiplexing charges apply when a high capacity DS1 entrance facility or direct-trunked facility is connected with voice grade direct-trunked transport. The DS1 to voice grade multiplexer will convert a 1.544 Mbps channel to 24 voice grade channels.

The customer will specify 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.

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9. Directory Assistance Service (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(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 Section 11 following.

(T)

(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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(E) (Cont'd)

(6) Transmission Specifications

Directory Access Service is provided with either Type A, B or C Transmission Specifications. The specifications associated with these 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 through 9 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2 through 9 when routed via an access tandem. A, B and C Transmission Specifications Capabilities are set forth in 6.4.1 preceding.

(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 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 following.

(T)

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

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9. Directory Assistance Service (Cont'd)9.2 Undertaking of the Telephone Company (Cont'd)

- (G) The Telephone Company will distribute the calls received over the Directory Access Services to the DA operators using the DA location access equipment.
- (H) In the event that the telephone number is unavailable to the DA operator, no credit shall be given for the 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 telephone number is provided by the DA operator, a credit as set forth in 9.4(F) following will apply.
- (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 interstate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.11 preceding.
- (J) The Telephone Company does not provide Directory Assistance Service for Interim 500 Access Service, Toll Free Code (TFC) Access Service or 900 Access Service.

9.3 Obligations of the Customer

- (A) The customer shall determine and order the Directory Access Services it needs for DA Service.
- (B) When Directory Assistance 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 Telephone Company if the service is to be discontinued at the end of the six month 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 9.6 following for another six months will apply.

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9. Directory Assistance Service (Cont'd)9.3 Obligations of the Customer (Cont'd)

- (C) The customer facilities at the premises 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.
- (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 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.

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.

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9. Directory Assistance Service (Cont'd)9.4 Payment Arrangements (Cont'd)(B) 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 Section 5 preceding apply for the Directory Access Service ordered. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(T)

(C) 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. Charges as set forth in Section 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.

(T)

(D) 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 6.7.5 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.5 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the disconnected service.

(E) DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.7.1(C)(3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1(C)(3) 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)(F) Credit Allowance for DA Service

A per call credit equal to the sum of the DA Service usage sensitive rates set forth in 9.6 following (i.e., DA Service Call, and Tandem Switched Transport) will apply in the following situations:

- (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 following customer connection to a Telephone Company DA operator.
- (2) When a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company.
- (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.

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9. Directory Assistance Service (Cont'd)9.5 Rates and Regulations

- (A) The charge for Directory Assistance as set forth in 9.6(A) following applies for each call to DA service. A call is defined as a call which has been answered by or forwarded to a DA operator. The charge applies whether or not the DA operator provides the requested telephone number. The number of calls answered or forwarded to DA operators will be accumulated by Telephone Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.4(F) preceding.
- (B) The charge for Directory Access Installation (i.e., Switched Transport Installation) and Direct-Trunked Transport activation charges as set forth in 6.8.2 preceding will apply to each Directory Access Service installed.
- (C) The charges for Directory Transport will be assessed on the same basis as the switched access local transport rate elements set forth in 6.1.2 preceding:
- Entrance Facility
 - Direct-Trunked Transport
 - Tandem Switched Transport
 - Multiplexing

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9. Directory Assistance Service (Cont'd)

9.6 Rates and Charges

The rates and charges are:

	<u>Monthly Rate</u>
(A) <u>Directory Assistance Service</u>	
Florida	GAR
Indiana#	ICB
Kansas	GAR
Minnesota	GAR
Missouri#	GAR
Nebraska	GAR
Nevada	ICB
New Jersey	GAR
North Carolina*	\$0.25
Ohio	ICB
Oregon	GAR
Pennsylvania	GAR
South Carolina	GAR
Tennessee	GAR
Texas	GAR
Virginia	GAR
Washington	GAR
Wyoming	GAR

(B) Directory Transport See Section 6.8.2,
Switched Transport

See Section 1.3 preceding.

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9. Directory Assistance Service (Cont'd)

9.7 Directory Assistance Service Locations

(A) Directory Assistance Service is provided under the terms and conditions of Section 9 preceding at the following Telephone Company locations:

North Carolina NPA-252

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