

ACCESS SERVICE

9. Directory Assistance Service

The Company will provide Directory Assistance (DA) Service to a customer from DA service locations. DA locations are either primary or subtending. Primary DA locations are those to which terminating DA calls for the NPA first complete. Primary DA locations either process the telephone number request or, if necessary, forward the call to a subtending DA location for processing. DA service rates are assessed by the primary DA locations only. Subtending DA locations are compensated by contractual arrangements between telephone companies.

9.1 General Description

Company provided DA Service is available to customers for their use in furnishing DA services to end users. It provides for the use of DA Service between the premises of the ordering customer and the DA location(s), use of DA access equipment, and use of DA operators to provide telephone numbers.

DA Service will be provided between the customer designated premises and the DA location by the Company. Rates and charges for DA Service are set forth in the Rate Sections, beginning in Section 16, following.

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9.1.1 Description and Provision of Directory Assistance Service

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 the Rate Sections, beginning in Section 16, 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; and the Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than the provision of DA Service.

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Each DA Service will consist of the following: An Interface Group equipped with an available Premises Interface at the customer's designated premises as set forth in 14.3.1 following; and Directory Transport between the premises of the ordering customer and the DA location.

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9. Directory Assistance Service (Cont'd)

9.1 General Description (Cont'd)

9.1.1 Description and Provision of Directory Assistance Service (Cont'd)

When required by the Company, a separate DA 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.

Further, when an access tandem is available and is requested, the DA Service will be provided at customer choice: as a separate DA Service trunk group; or in combination with FGB or FGD Switched Access Service.

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9. Directory Assistance Service (Cont'd)

9.1 General Description (Cont'd)

9.1.2 Ordering Options and Conditions

(A) Ordering

Except as set forth following, DA Service provided under a Special Order is subject to the ordering conditions as set forth in Section 5 preceding. The customer shall determine and order the DA trunks and interface type of DA Services it needs for DA Service.

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 of 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 the Rate Sections, beginning in Section 16, following will apply for another six months. T

(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 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 application of charges as set forth in Section 5 preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Company will apply to the customer.

(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 Company. The appropriate application of charges as set forth in Section 5 preceding apply for the DA Service changed. In addition, a charge equal to any other costs incurred by the Company because of the change will apply.

**ACCESS SERVICE**9. Directory Assistance Service (Cont'd)9.1 General Description (Cont'd)9.1.3 Rate Categories

There are two rate categories which apply to DA Service: Directory Assistance Service Call and Directory Transport Service.

(A) Directory Assistance Service Call

The DA Service Call rate category provides for the use of general DA Services such as operators and DA access equipment necessary to provide DA Service to a customer.

(B) Directory Transport Service

Directory Transport Service 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 Switched Access Local Transport facilities. The two-way voice frequency path transports calls in the terminating direction (from the premises of the ordering customer to the DA location). The following rate elements, which are more fully described in 6.1.3(A) preceding, are applicable.

Entrance Facility: for the transport of the CA call from the customer's premises to the serving wire center of that premises.

Direct Trunked Transport: (i.e., Direct Trunked Facility and Direct Trunked Termination) 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.

Tandem Switched Transport: (i.e., Tandem Switched Facility, Tandem Switched Termination, and Tandem Switching) for the transport of the DA call from the customer's serving wire center to the DA location with switching at a tandem, or from the tandem to the DA location.

Residual Interconnection Charge: for the Local Transport costs that are not recovered by the Entrance Facility, Direct Trunked Transport, Tandem Switched Transport, Multiplexing, or dedicated signaling (i.e., SS7) rates.

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9. Directory Assistance Service (Cont'd)  
9.1 General Description (Cont'd)  
9.1.3 Rate Categories (Cont'd)  
(B) Directory Transport Service (Cont'd)

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. A DS1 to Voice Grade Multiplexing charge does not apply when a High Capacity DS1 Direct Trunked Facility is terminated at an electronic end office and only Switched Access Service is provided over the DS1 facility (i.e., Voice Grade Special Access Channels are not derived). The DS1 to voice 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 FGB or FGD Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches.

When Directory Transport is provided using a Direct Trunked Transport 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. When access tandem routing is provided, the customer shall address each call to the DA location using NPA+555-1212 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.

Directory Transport is provided with one of the Local Transport Interface Groups as set forth in 14.1.1 following.

9.1.4 Special Facilities Routing

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

**ACCESS SERVICE**9. Directory Assistance Service (Cont'd)9.1 General Description (Cont'd)9.1.5 Design Layout Report

The Company will provide to the customer the makeup of the facilities and services provided under this section as DA Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.5 preceding. Design Layout Reports for DA 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.

9.2 Undertaking of the Company9.2.1 Number of Telephone Number Requests

A maximum of two (2) requests for telephone numbers will be accepted per call to DA, and DA operators will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service.

9.2.2 Telephone Number Availability

A telephone number which is not listed in DA records will not be available to the customer's end user.

9.2.3 Selection of DA Locations

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 FCC No. 4.

When it becomes necessary to change a DA location, as determined by the Company, the 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 will apply.

9.2.4 Transmission Specifications

Each DA Service transmission path is provided with standard transmission specifications, either Type A or B, as set forth respectively in 14.2.1(D) and (E) following. The specifications associated with the parameters are guaranteed to the DA location. The standard for a particular transmission path is dependent upon the following:

**ACCESS SERVICE**9. Directory Assistance Service (Cont'd)9.2 Undertaking of the Company (Cont'd)9.2.4 Transmission Specifications (Cont'd)

- Whether DA Service is provided in combination with FGB or FGD Switched Access Service, or
- When not provided in combination with Switched Access Service, whether routed directly or via an access tandem switch.

The available transmission specifications are set forth in 14.3.2 following.

9.2.5 Testing(A) Acceptance Testing

The acceptance testing capabilities for DA Service traffic routed through an access tandem are the same as those for the associated FGD end office switching. The acceptance testing for DA Service traffic routed directly or routed in separate trunk groups through an access tandem to the DA location will be the same as that for Switched Access Service as set forth in 6.2.4 preceding.

(B) Routine Testing

Routine testing capabilities for DA Service traffic routed through an access tandem are the same as those for the associated FGD end office switching. Routine testing capabilities for DA Service traffic routed directly or routed in a separate trunk group through an access tandem to the DA location will be as set forth in 13.3.1(A)(3) following (Additional Manual Testing).

9.2.6 Determination of Number of Transmission Paths

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 6.2.5 preceding.

9.2.7 Supervisory Signaling

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

**ACCESS SERVICE**9. Directory Assistance Service (Cont'd)9.3 Obligation of the Customer

In addition to the obligations of the customer as set forth in 2.3 preceding, the customer has certain specific obligations concerning the use of DA Service. These obligations are as follows:

9.3.1 Jurisdictional Reports

Directory Transport 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 Transport charges will be determined by the Company using the data furnished by the customer as set forth in 2.3.11 preceding.

9.3.2 Supervisory Signaling

The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

9.3.3 Ordering of Separate Trunk Groups

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 9.1.1 preceding.

9.3.4 Notice of Discontinuance of Service

DA Service is ordered and renewed for a minimum period of six months at a time, as set forth in 9.1.2(A) preceding. Not later than three months prior to the end of any six-month period, the customer shall notify the Company if the service is to be discontinued at the end of that period.

9.4 Rate Regulations

This section contains the specific regulations governing rates and charges that apply for DA Service.

9.4.1 Nonrecurring Charges

Nonrecurring charges for DA Service are one-time charges that apply for a specific work activity (i.e., installation, change to an existing service and DA Service rearrangements).



ACCESS SERVICE9. Directory Assistance Service (Cont'd)9.4 Rate Regulations (Cont'd)9.4.1 Nonrecurring Charges (Cont'd)(A) Installation of Service

Nonrecurring Local Transport Installation and Direct Trunked Transport Activated charges as set forth in the Rate Sections, beginning in Section 16, following are applied as set forth in 6.4.1(B)(1) preceding to each DA Service installed. T

(B) DA Service Rearrangements

All changes to existing services other than changes involving administrative activities will be treated as a discontinuance of the existing service and an installation of a new service.

9.4.2 Directory Assistance Service Call Charge

The DA Service call charge as set forth in the Rate Sections, beginning in Section 16, 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 operator will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.4.8 following. T

9.4.3 Directory Transport Service

The Local Transport charges set forth in the Rate Sections, beginning in Section 16, following are also applicable to Directory Transport Service and will be assessed on the same basis as the Switched Access Local Transport rate elements set forth in 6.1.3(A) preceding. T

- Entrance Facility
- Direct Trunked Transport
- Tandem Switched Transport
- Multiplexing
- Residual Interconnection Charge

9.4.4 Minimum Periods

The minimum period for which DA Service and 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

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9. Directory Assistance Service (Cont'd)

9.4 Rate Regulations (Cont'd)

9.4.4 Minimum Periods (Cont'd)

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.

The minimum period for which High Capacity DS3 Entrance Facilities or High Capacity or Direct Trunked Transport is provided is twelve months.

9.4.5 Minimum Monthly Charge

DA Service is subject to a minimum monthly charge. The minimum monthly charge is calculated as follows:

- The minimum monthly charge for DA Service calls is the charge as set forth in the Rate Sections, beginning in Section 16, following for the actual usage for the month. T

- For Directory Transport rate element, the minimum monthly charge the customer will be assessed will be the usage charges based on actual usage. For flat rated Directory Transport rate elements, the minimum monthly charges is the sum of the recurring charges prorated to the number of days or major fraction of days based on a 30-day month. Rates for Directory Transport are set forth in the Rate Sections, beginning in Section 16, following. T

9.4.6 DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements and the regulations concerning the application of associated nonrecurring charges are set forth in 6.4.1(B)(3) preceding.

9.4.7 Moves

A move involves a change in the physical location of the point of termination at the customer designated premises or of the customer designated premises. Moves will be treated as set forth in 6.4.4 preceding, and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.4.4 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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9. Directory Assistance Service (Cont'd)

9.4 Rate Regulations (Cont'd)

9.4.8 Credit Allowance for Service Outage and Incorrect Numbers

(A) When the DA location or DA operator equipment or terminals are out of service due to a Company equipment failure, a credit allowance is provided. When an incorrect number is provided and a customer DA call has been answered by a DA operator, a credit allowance is provided. The credit allowances provided is equal to the rate for a DA Service call. The credit will be applied to the customer's charges.

(B) In addition to the credit as set forth in (A) 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 the Switched Access portion of the call in the originating LATA of such DA call will apply. The credit will be as set forth in (C) 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.

(C) When a DA call is not completed due to the failure of DA Service to DA location, 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. Credit allowances for other service interruptions will be provided as set forth in 2.4.4 preceding.

9.5 Directory Assistance Database Service

The Telephone Company will provide standard directory listings to providers of Directory Assistance Service in an agreed upon format within 30 days of receipt of a valid request. Agreed upon customized listing formats shall be provided within 90 days of receipt of a valid format definition.

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9. Directory Assistance Service (Cont'd)  
9.4 Directory Assistance Database Service (Cont'd)

The Telephone Company owns and maintains a database of its telephone end users with the following information:

- (1) end user name,
- (2) end user address, and
- (3) end user published or non-listed telephone number.

The Telephone Company uses the Directory Assistance List Information in its database to provide Directory Assistance (DA) Service to individuals who call the Telephone Company's DA service to obtain such information.

The Telephone Company will provide to the requesting DA provider the Directory Assistance List Information as contained in the Telephone Company's DA database for use solely to provision Directory Assistance services.

The DA List Information may not be used for marketing or other purposes. The DA Provider may not provide information contained in the Directory Assistance list to any unaffiliated third party, except in the provision of Directory Assistance Service to that third party.

The Telephone Company shall not be liable for errors or omissions contained in the Directory Assistance Provider database.

1. The Telephone Company will provide Directory Assistance Database Service in two arrangements:
  - (a) A one-time purchase of a universal list of all Telephone Company listed and non-listed end user's name, address (when available) and telephone number; or
  - (b) Daily updates of added, changed, or deleted directory listings of all Telephone Company listed and non-listed end user's name, address (when available) and telephone number, charged monthly.

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9. Directory Assistance Service (Cont'd)

9.5 Directory Assistance Database Service (Cont'd)

2. Non-published and non-Telephone Company end user information will not be provided in the Directory Assistance List Information.
3. The Telephone Company will charge the following Directory Assistance Provider rates:

	<u>Rate</u>
Directory Assistance Database Listing *	\$0.07 Per listing
Programming Charge * This charge is to program the database to provide listings to a provider/customer for the first time.	\$3,000.00
Customized Programming Charge * For additional programming/development	\$200.00 Per hour
Directory Assistance Database * Daily Updates – Per Month	\$1,140.00

\* GCI, and/or the Company that provides Directory Assistance Listings for GCI, is exempt from these charges.

These charges will apply on a company basis.

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4. The Telephone Company will utilize reasonable efforts to meet the transmission format requested by the DA provider. However, if the format requested requires additional programming or development, the DA Provider will be required to pay all costs associated with programming or development of the format. If the requested format is such that the Telephone Company is unable to provide the data in that format, the requesting provider will be required to accept the data in an already established format.