
DIRECTORY/OPERATOR SERVICES

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DIRECTORY/OPERATOR SERVICES

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DIRECTORY/OPERATOR SERVICES

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DIRECTORY/OPERATOR SERVICES

A. LOCAL DIRECTORY ASSISTANCE SERVICE

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1. General

In addition to providing telephone directories to all local exchange service customers, the Company furnishes Local Directory Assistance Service to provide customers with assistance in obtaining directory information.

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The Company's directory assistance operator will provide a calling party with telephone numbers, information that a customer has a non-published number, or that the requested customer has no telephone listing.

The regulations and rates set forth below apply to calls from customers who request assistance in determining telephone numbers of customers who are located in the same area code (NPA) or Local Access and Transport Area (LATA) as the customer making the request.

2. Conditions

- a. Residential customers are allowed five free local directory assistance calls per line, per month. Business customers are allowed two free local directory assistance calls per line, per month.
- b. A maximum of three telephone numbers will be provided on each call to Local Directory Assistance. The customer should advise the operator at the beginning of the call if three listings will be requested.
- c. The charges for Local Directory Assistance do not apply to requests originating from:
 - (1) Persons that are Physically Impaired: A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled person may self-certify as to their physical inability to use the telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:
 - Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
 - An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
 - A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
 - A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or credit card. No charge will apply to this type of call.
 - (2) No exemption is applicable to direct dialed calls from pay telephones.
 - (3) No exemption is applicable to Centrex or PBX services.

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DIRECTORY/OPERATOR SERVICES

A. DIRECTORY ASSISTANCE

1. General

In addition to providing telephone directories to all local exchange service customers. Directory Assistance service for the exchanges listed in Section 2 are provided as follows:

- a. Local Directory Assistance (1+555-1212) is provided by General Telephone Company of the Northwest's office in Everett, Washington.
- b. IntraLATA intraNPA Directory Assistance (1+707-555-1212) is handled by Pacific Bell's operator services in Redding.
- c. IntraLATA interNPA Directory Assistance (all other NPA's, or area codes, inside the calling parties' LATA) is handled by Pacific Bell's operator services (normally accessed by dialing 1+ appropriate area code +555-1212).
- d. InterLATA interNPA Directory Assistance (all other NPA's or area codes, outside the calling parties' LATA) is handled by AT&T at various locations throughout the country.

2. Application of Rates and Charges

Chargeable Calls

For Charging purposes a call to Local Directory Assistance is defined as a call:

Resulting in obtaining a maximum of two telephone numbers, or resulting in obtaining no telephone number because there was no such listing or there was a nonpublished listing.

DIRECTORY/OPERATOR SERVICES

A. LOCAL DIRECTORY ASSISTANCE SERVICE (Continued)

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2. Conditions (Continued)

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- d. When a customer has two or more lines and/or trunks at the same premises and billed on the same account, the total usage of all lines and trunks is applied against the allowance for the total number of lines and trunks involved.
- e. The allowance of five free residential local directory assistance calls per line, per month and two free business local directory assistance calls per line, per month is not transferable between separate accounts of the same customer, nor can the call allowance(s) be transferred to the customer's account(s) for any other billing period or to any other account.
- f. The allowance for a CentraNet® customer is one free local directory assistance call per month for each CentraNet® primary station line.
- g. The allowance for a CentraNet® dormitory station line is two free local directory assistance calls per month.
- h. The Company shall establish practices and procedures to administer exceptions to the charge for local directory assistance, verify disabilities, and prevent abuse thereof.
- i. 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 attorney's fees) that may arise from the use of such information.

3. Rates and Charges

a. Local Directory Assistance Service

Charge Per Call

Call allowance, per line, per month ¹

Residential, five calls

No charge

Business, two calls

No charge

Each additional request over the call allowance,

Per line, per month

\$.25

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¹ Customers may request up to three numbers per call to Local Directory Assistance. Chargeable calls include calls resulting in obtaining no telephone number due to incorrect information given to the operator, the number is not actually listed or the number is non-published.

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DIRECTORY/OPERATOR SERVICES

A. DIRECTORY ASSISTANCE (Continued)

2. Application of Rates and Charges (Continued)

Chargeable Calls (Continued)

There will be a charge for all customer calls to Local Directory Assistance except for hospitals and customers whose physical or visual handicaps prevent them from using the telephone directory. Those customers can be exempted from the charge for direct dialed calls to Directory Assistance; from the charge for placing a call to Directory Assistance via an operator; and the charge applicable when Directory Assistance Service charges are billed to a Company Calling Card. The method of exempting those physically or visually handicapped customers shall be by confirmation of a physician or appropriate group of agency having authority to certify such handicaps via the completion of an exemption form supplied by the Company and the Company's acceptance of that form.

3. Rates and Charges

Concurrence Statement

GTE West Coast Incorporated, assents to adopts and concurs in Pacific Bell Tariff Schedule Cal. P.U.C. No. A5.7.2 for local directory assistance. The rates and allowances set forth by Pacific Bell apply to customer requests for Directory Assistance service in determining or attempting to determine the telephone number of any party located in, or thought to be located in, the local calling area.

DIRECTORY/OPERATOR SERVICES

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B. NATIONAL DIRECTORY ASSISTANCE(NDA) SERVICE / CUSTOMER NAME AND ADDRESS (CNA) SERVICE

1. General

National Directory Assistance (NDA) Service provides customers with directory listings outside of the customer's Local Access Transport Area (LATA) from the Company's directory assistance database. This database makes all Company listings available to any Company operator along with national listings from other directory assistance provider database(s). NDA provides listings for residential, business, government, Verizon 1-800, and Company local emergency numbers.

Customer Name and Address (CNA) Service is a reverse search feature that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

2. Conditions

- a. The customer will receive a maximum of two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings. The customer should advise the operator at the beginning of the call if two (2) listings will be requested.
- b. Call allowances as specified under Local Directory Assistance Service do not apply to NDA Service / CNA Service.
- c. Customers who make operator handled calls to NDA Service will be charged the applicable rate for NDA Service / CNA Service, plus the service charge for an operator handled station message, as set forth in Verizon California Inc., Schedule Cal. P.U.C. No. 0-1, Operator Services Tariff.
- d. NDA Service / CNA Service will be furnished only where facilities and operating conditions permit.
- e. NDA Service / CNA Service will not be provided on WATS lines.
- f. Information is not provided in response to requests for listings that are not available in printed directories, unless the customer has authorized listing their information in the directory assistance database.
- g. A charge will apply even in the event that no information is available.

3. Rates and Charges

	<u>Charge Per Call</u>
National Directory Assistance (NDA) Service / Customer Name and Address (CNA) Service,	
Each call	\$ 1.25

(N)

DIRECTORY/OPERATOR SERVICES

C. **DIRECTORY LISTINGS**

(T)

1. General

The Primary Listing, which will include the name, address and telephone number of the customer, will be furnished at no charge in the alphabetical section of the directory. Each business customer will also receive one listing at no charge in the classified section of the directory under a classification of the customer's choice. Such listings will be provided for each customer account.

2. Conditions

- a. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
- b. Listings will be limited to such information as is necessary for proper identification. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- c. An Additional Listing must include the same address and telephone number as the Primary Listing except that a different address may be shown for off-premises PBX or CentraNet® stations located on other premises occupied by the customer.
- d. Additional Listings may be furnished with Residence Service for others who are members of the customer's domestic establishment and who occupy the same premises.
- e. Foreign Listings (charged at the tariffed rate) are listings in any Verizon directory for which the customer does not have local service.

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS

1. General

The Primary Listing, which will include the name, address and telephone number of the customer, will be furnished at no charge in the alphabetical section of the directory. Each business customer will also receive one listing at no charge in the classified section of the directory under a classification of the customer's choice. Such listings will be provided for each customer account.

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- b. Listings will be limited to such information as is necessary for proper identification. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- c. An Additional Listing must include the same address and telephone number as the Primary Listing except that a different address may be shown for off-premises PBX or CentraNet® stations located on other premises occupied by the customer.
- d. Additional Listings may be furnished with Residence Service for others who are members of the customer's domestic establishment and who occupy the same premises.

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DIRECTORY/OPERATOR SERVICES

B. **DIRECTORY LISTINGS**

1. General

The Primary Listing, which will include the name, address and telephone number of the customer, will be furnished at no charge in the alphabetical section of the directory. Each business customer will also receive one listing at no charge in the classified section of the directory under a classification of the customer's choice. Such listings will be provided for each customer account.

2. Conditions

- a. The listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
- b. Listings will be limited to such information as is necessary for proper identification. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- c. An Additional Listing must include the same address and telephone number as the Primary Listing except that a different address may be shown for off-premises PBX or CentraNet® stations located on other premises occupied by the customer.
- d. Additional Listings may be furnished with Residence Service for others who are members of the customer's domestic establishment and who occupy the same premises.
- e. A customer may request a listing in the alphabetical section of a directory other than the directory in which the Primary Listing appears. The rate for Foreign Listing or the rate of the company in whose directory the listing appears, will apply. A Foreign Listing is a listing in the Company's directory for which the customer does not have local service.

DIRECTORY/OPERATOR SERVICES

C. DIRECTORY LISTINGS (Continued) (T)

2. Conditions (Continued)

- f. A customer subscribing to Residence Service may request a dual name Primary or Additional Listing which contains, in addition to the customer's surname, the given names or initials (or combination thereof) of the customer and:
 - (1) one other person with the same surname who resides at the same address; or (T)
 - (2) a second name, other than surname, by which the customer is also known, including the married name of a woman whose husband is deceased. (T)
- g. Business additional listings may be the names of officers, partners, or employees of the customer, departments or branches of the customer's business, or bonafide names of firms or corporations which the customer owns or controls or is duly authorized to represent.
- h. Business additional listings may not be used by a customer:
 - (1) engaged in furnishing telephone answering service, (T)
 - (2) in the business of renting office space to transient or permanent tenants and proposing to furnish telephone service to the leasees, or (T)
 - (3) who wishes to resell Network services to other entities. (T)
- i. Nonpublished Service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing.

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

2. Conditions (Continued)

- f. A customer subscribing to Residence Service may request a dual name Primary or Additional Listing which contains, in addition to the customer's surname, the given names or initials (or combination thereof) of the customer and:
 - 1) one other person with the same surname who resides at the same address; or
 - 2) a second name, other than surname, by which the customer is also known, including the married name of a woman whose husband is deceased.
- g. Business additional listings may be the names of officers, partners, or employees of the customer, departments or branches of the customer's business, or bonafide names of firms or corporations which the customer owns or controls or is duly authorized to represent.
- h. Business additional listings may not be used by a customer:
 - 1) engaged in furnishing telephone answering service,
 - 2) in the business of renting office space to transient or permanent tenants and proposing to furnish telephone service to the leasees, or
 - 3) who wishes to resell Network services to other entities.
- i. Nonpublished Service is an arrangement where a customer's listing is omitted from both the telephone directory and information listing.

DIRECTORY/OPERATOR SERVICES

C. DIRECTORY LISTINGS (Continued)

(T)

2. Conditions (Continued)

- j. Nonpublished telephone numbers, including customer name and address, may be displayed to authorized public safety agencies on calls placed to an emergency number, i.e. 911.
- k. Nonpublished telephone numbers may be displayed to customers who subscribe to Calling Number Identification Delivery service when the nonpublished customer elects not to utilize Cancel Calling Number Identification Delivery, per call or per line, service.
- l. Nonlisted Service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the Information records.
- m. No charge will be made for nonpublished or nonlisted numbers.
- n. The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own employees, or representatives, or those of other telephone companies, or to other customers who are billed for calls placed to or from nonpublished numbers, or as specified elsewhere in these conditions.
- o. When Nonpublished or Nonlisted Service is furnished, the customer will hold the Company harmless from any damages which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished or nonlisted arrangement.

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

2. Conditions (Continued)

- j. Nonpublished telephone numbers, including customer name and address, may be displayed to authorized public safety agencies on calls placed to an emergency number, i.e. 911.
- k. Nonpublished telephone numbers may be displayed to customers who subscribe to Calling Number Identification Delivery service when the nonpublished customer elects not to utilize Cancel Calling Number Identification Delivery, per call or per line, service.
- l. Nonlisted Service is an arrangement whereby a customer's number is omitted from the telephone directory but not from the Information records.
- m. No charge will be made for nonpublished or nonlisted numbers.
- n. The Company will take reasonable precautions not to publish the number in any of its publicly distributed directories and, except when required by law, will not disclose the number to any person other than representatives of law enforcement agencies, its own employees, or representatives, or those of other telephone companies, or to other customers who are billed for calls placed to or from nonpublished numbers, or as specified elsewhere in these conditions.
- o. When Nonpublished or Nonlisted Service is furnished, the customer will hold the Company harmless from any damages which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonpublished or nonlisted arrangement.

DIRECTORY/OPERATOR SERVICES

C. DIRECTORY LISTINGS (Continued)

(T)

2. Conditions (Continued)

- p. Subscribers to Nonpublished and Nonlisted Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.
- q. Telephone numbers of public telephones will not be listed in the directory.
- r. Alternate Call Listings (charged as an Additional Listing) refer a calling party to certain other telephone numbers after business hours, or on Sundays or holidays, or if there is no answer on the first listed number. Where the alternate call number is to be that of another customer, the listing will be furnished only when the other customer is agreeable to the use of their number.
- s. Cross Reference Listings (charged as an Additional Listing) enable a customer to use a former listing to refer customers to his new listing appearing elsewhere in the directory. Cross Reference Listings do not include an address or telephone number and are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

As an aid, the service, Cross Reference Listings, may be provided without charge in connection with the service of the federal, state, or municipal governmental agencies.

- t. Line of Information (charged as an Additional Listing) is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties, e.g., office hours.

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

2. Conditions (Continued)

- p. Subscribers to Nonpublished and Nonlisted Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.
- q. Telephone numbers of public telephones will not be listed in the directory.
- r. Alternate Call Listings (charged as an Additional Listing) refer a calling party to certain other telephone numbers after business hours, or on Sundays or holidays, or if there is no answer on the first listed number. Where the alternate call number is to be that of another customer, the listing will be furnished only when the other customer is agreeable to the use of their number.
- s. Cross Reference Listings (charged as an Additional Listing) enable a customer to use a former listing to refer customers to his new listing appearing elsewhere in the directory. Cross Reference Listings do not include an address or telephone number and are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

As an aid, the service, Cross Reference Listings, may be provided without charge in connection with the service of the federal, state, or municipal governmental agencies.
- t. Line of Information (charged as an Additional Listing) is listed information in addition to a primary or extra listing that is intended to supply additional or special instructions to the calling parties, e.g., office hours.

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DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

2. Conditions (Continued)

- p. Subscribers to Nonpublished and Nonlisted Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued.
- q. Telephone numbers of public telephones will not be listed in the directory.

DIRECTORY/OPERATOR SERVICES

C. DIRECTORY LISTINGS (Continued)

(T)

3. Rates and Charges

- a. The charge for Directory Listings begin with the day they are entered in the information records.
- b. Charges as specified below are in addition to all other applicable Rates and Charges.
- c. Service Charges (Subsequent Service Ordering Charge in Section 5) applies to change listed directory service to Nonpublished Service or Nonlisted Service. Service Charges DO NOT apply to changes from Nonpublished Service or Nonlisted Service to listed Primary Listing Service.
- d. The following monthly rates apply in addition to applicable Service Charges, and are applicable to the alphabetical section of the Telephone Directory for business and residence customers.

	Monthly Rate	(T)
(1) Primary Listings	No Charge	(T)
(2) Additional Listings		(T)
Business	\$ 1.00	
Residence	.60	(T)
Includes:		
Alternate Call Listings		
Cross Reference Listings		
Line of Information		
(3) Foreign Listings		(T)
Business	1.00	
Residence	1.00	(T)
(4) Nonlisted Service, each	0.00	(T)
(5) Nonpublished Service, each	0.00	(T)

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

3. Rates and Charges

- a. The charge for Directory Listings begin with the day they are entered in the information records.
- b. Charges as specified below are in addition to all other applicable Rates and Charges.
- c. Service Charges (Subsequent Service Ordering Charge in Section 5) applies to change listed directory service to Nonpublished Service or Nonlisted Service. Service Charges DO NOT apply to changes from Nonpublished Service or Nonlisted Service to listed Primary Listing Service.
- d. The following monthly rates apply in addition to applicable Service Charges, and are applicable to the alphabetical section of the Telephone Directory for business and residence customers.

	<u>GSEC</u>	<u>Monthly Rate</u>	
1) Primary Listings	--	No Charge	
2) Additional Listings			
Business	BAL	\$1.00	
Residence	RAL	.60	
Includes:			(N)
Alternate Call Listings			
Cross Reference Listings			
Line of Information			(N)
3) Foreign Listings			
Business	FLB	1.00	
Residence	FLR	1.00	
4) Nonlisted Service, each	NL	0.00	
5) Nonpublished Service, each	NP	0.00	

DIRECTORY/OPERATOR SERVICES

B. DIRECTORY LISTINGS (Continued)

3. Rates and Charges

- a. The charge for Directory Listings begin with the day they are entered in the information records.
- b. Charges as specified below are in addition to all other applicable Rates and Charges.
- c. Service Charges (Subsequent Service Ordering Charge in Section 5) applies to change listed directory service to Nonpublished Service or Nonlisted Service. Service Charges DO NOT apply to changes from Nonpublished Service or Nonlisted Service to listed Primary Listing Service.
- d. The following monthly rates apply in addition to applicable Service Charges, and are applicable to the alphabetical section of the Telephone Directory for business and residence customers.

		<u>GSEC</u>	<u>Monthly Rate</u>
1)	Primary Listings --	No Charge	
2)	Additional Listings		
	Business	BAL	\$1.00
	Residence RAL	.60	
3)	Foreign Listings		
	Business	FLB	1.00
	Residence FLR	1.00	
4)	Nonlisted Service, each	NL	0.00
5)	Nonpublished Service, each	NP	0.00

DIRECTORY/OPERATOR SERVICES

D. OPERATOR SERVICES

(T)

1. General

Toll operator services are provided for the exchanges listed in Section 2.

2. Description

The following classes of operator services are offered.

- **Busy Line Verify** - The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.
- **Busy Line Interrupt** - The operator, at the request of the customer, will interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made. The interrupt charge includes verification.
- **0+ Mechanized Calls** - Customer dialed "0+" calls, which are completed by the use of a mechanized operator services system whereby the calls will be billed to a calling card, third number or collect instead of the telephone station originating the call.
- **Operator Station Calls** - Customer dialed "0-" calls where the operator completed the call and arranges billing. The call may be billed to the originating telephone number, calling card, collect or to a third number.
- **Person-to-Person Calls** - Customer dialed "0-" calls where the operator completed the call and arranges billing. The call may be billed to the originating telephone number, calling card, collect or to a third number.

DIRECTORY/OPERATOR SERVICES

C. **OPERATOR SERVICES**

1. General

Toll operator services are provided for the exchanges listed in Section 2.

2. Description

The following classes of operator services are offered.

- **Busy Line Verify** - The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.
- **Busy Line Interrupt** - The operator, at the request of the customer, will interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made. The interrupt charge includes verification.
- **0+ Mechanized Calls** - Customer dialed "0+" calls, which are completed by the use of a mechanized operator services system whereby the calls will be billed to a calling card, third number or collect instead of the telephone station originating the call.
- **Operator Station Calls** - Customer dialed "0-" calls where the operator completed the call and arranges billing. The call may be billed to the originating telephone number, calling card, collect or to a third number.
- **Person-to-Person Calls** - Customer dialed "0-" calls where the operator completed the call and arranges billing. The call may be billed to the originating telephone number, calling card, collect or to a third number.

DIRECTORY/OPERATOR SERVICES

D. OPERATOR SERVICES (Continued) (T)

3. Rates and Charges

Concurrence

Verizon West Coast Inc. assents to adopt and concur in Verizon California Inc., Schedule Cal. P.U.C. No. 0-1, Operator Services Tariff for local operator handled service charges. (T)

Verizon West Coast Inc. assents to adopt and concur in Verizon California Inc., Verification/Interrupt Services as found in Schedule Cal. P.U.C. No. A-1. (T)

DIRECTORY/OPERATOR SERVICES

C. OPERATOR SERVICES (Continued)

3. Rates and Charges

Concurrence

GTE West Coast Incorporated, assents to adopts and concurs in GTE California Incorporated, Schedule Cal. P.U.C. No. 0-1, Operator Services Tariff for local operator handled service charges.

GTE West Coast Incorporated assents to adopts and concurs in GTE California Incorporated, Verification/Interrupt Services as found in Schedule Cal. P.U.C. No. A-1.