DIRECTORY ASSISTANCE SERVICE

TERMS AND CONDITIONS

A. GENERAL

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location). DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

B. REGULATIONS

1. 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 5. 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).

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the customers involved six months prior to the change. For such changes, the regulations as set forth in 1. A 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 C. 5. following, as follows.

DIRECTORY ASSISTANCE SERVICE

TERMS AND CONDITIONS

B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

E. (Cont'd)

1. 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 serving wire center 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 Access Service will be provided, at Telephone Company choice, either as a separate Directory Access Service trunk group or in combination with Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B or D Switched Access Service.

2. Interface Group and Premises Interface Code

- All Interface Groups as set forth in 1.E. 1. 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	4AH5-B
4DS9-31	6EA2-M	4AH6-C
4DS0-63	4SF3	4AH6-D
4DS6-44	2RV3-0	
4DS6-27	4RV2-0	

DIRECTORY ASSISTANCE SERVICE

TERMS AND CONDITIONS

B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

E. (Cont'd)

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

Such Premises Interface Codes are described in 1. E. 2. preceding. When Directory Access Service is combined with Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B or D Switched Access Service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B 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.

3. Directory Transport

Directory Transport provides the transmission facilities and transport termination between the customer premises 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 location 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 bandwidth 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 Trunkside BSA-950 Option, Trunkside BSA- 101XXXX Option, Feature Group B or D Switched Access service with DA Service will only be provided at such available and appropriately equipped 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.

DIRECTORY ASSISTANCE SERVICE

TERMS AND CONDITIONS

B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

E. (Cont'd)

3. Directory Transport (Cont'd)

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 a specific telephone number required by the Telephone Company. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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 Local Transport transmission paths as set forth in 6.6.5 preceding.

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 intrastate Directory Transport charges will be determined by the Telephone Company using the reports furnished by the customer as set forth in 2.3.14 preceding.

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.

4. Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. If, in the judgment of the Telephone Company there is no reason to refuse the Special Facilities Routing, rates and charges will be developed on an individual case basis.

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 6.1.5. 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.

DIRECTORY ASSISTANCE SERVICE

TERMS AND CONDITIONS

B. REGULATIONS (Cont'd)

1. Undertaking of the Telephone Company (Cont'd)

E. (Cont'd)

6. Transmission Specifications

Directory Access Service is provided with either Type A, B or C Transmission Specification. The specification associated with the parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type C Transmission Specification is provided with Interface Group 1 when routed direct to a DA location. Type B Transmission Specification is provided with Interface Groups 2 through 10 when routed direct to a DA location. Type A Transmission Specification is provided with Interface Groups 2 through 10 when routed via an access tandem.

A, B and C Transmission Specifications are set forth in 1. E. 3. 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 Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option, Feature Group B 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 6.1.6 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. Trunkside 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.

H. In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in 3. G. I. following will apply.

I. A 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 reports furnished by the customer as set forth in 2.3.14 preceding.

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

2. Obligations of the Customer

A. The customer shall determine and order the number of trunks and interface type of Directory Access Services it needs for DA Service.

B. When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the 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 D.5 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 B. 1. E. 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.

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

3. 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

B. Minimum Monthly Charge

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

For those rate elements that are billed a flat monthly rate, i.e., Directory Transport options, the minimum monthly charge is the monthly rate as set forth in D.5 following.

The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in D.5 following for the actual usage for the month.

For the Directory Transport rate element, the minimum monthly charge is assessed in terms of the Minimum Monthly Usage Charge (MMUC). If the Directory Transport usage charges based on the actual usage for the month are greater than the MMUC, the customer will be assessed the usage charges based on actual usage. If the Directory Transport usage charges based on the actual usage for the month are lower than the MMUC, the customer will be assessed the MMUC charge. The MMUC is determined as set forth in (C) following. Rates for actual usage are set forth in D.5 following.

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

3. Payment Arrangements (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 l0 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 D. 5. following 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.

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 D. 5. following 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 location. Moves will be treated as set forth in C. 4. following and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in C. 3. A. 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 arrangements are as set forth in 6.8.1(C)(3) preceding. The Service Rearrangement Charges are as set forth in 6.8.1(C)(3) for the type of change provided by the Telephone Company.

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

3. 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 call as set forth in D. 5. 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 G. 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 following:

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

3. Payment Arrangements (Cont'd)

G. Credit Allowance For DA Service (Cont'd)

3. (Cont'd)

(a)	Credit per call to AT&T when Lineside BSA, Trunkside BSA-950 Option or Feature Group A and/or B Switched Access Service is billed	$.0371
(b)	Credit per call to AT&T when Trunkside BSA-101XXXX Option or Feature Group D Switched Access Service is billed	.0388
(c)	Credit per call to customers other than AT&T when Lineside BSA, Trunkside BSA-950 Option or FGA and/or B Switched Access Service is billed	.0310
(d)	Credit per call to customers other than AT&T when Trunkside BSA-101XXXX Option or FGD Switched Access Service is billed	.0324

4. Credit allowances for other service interruptions will be provided as set forth in C. 5. preceding.

DIRECTORY ASSISTANCE SERVICE

C. APPLICATION OF CHARGES (Cont'd)

4. Rate Regulations

A. The Directory Assistance Service Call Charge, as set forth in D. 5. following, applies for each call to DA Service. A call is 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 3. G. 3. preceding.

B. The mileage for Directory Transport is measured from the serving wire center of the customer premises to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. The measurement will be performed as set forth in 6.8.13 preceding.

C. The charge per call for Directory Transport, as set forth in 1. E. 3. preceding, applies for each call to DA Service. A call is as set forth in (B) preceding. The number of calls will be accumulated as set forth in (B) preceding.

DIRECTORY ASSISTANCE SERVICE

D. RATES

5. Rates and Charges

The rates and charges are:

		USOC/FID	Rates
(A)	Directory Assistance Service call, each	DAS/F	$0.3664
(B)	Directory Access Service		
-	Switched Access Service Access Connection		Rates and charges are the same as those set forth in 6.8.1 preceding for the Access Connection and options ordered

Rate Per Call

- Directory Transport 1BLDA(F)

Call Miles	
Fixed	$0.000091
Per Mile	$0.000021
Tandem Switching	$0.001255