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 automated and/or live operator services to provide telephone listings. In addition to Standard Directory Assistance Service, DA Service is available with the following options: a) Customized Branding; b) Live Operator Response, and c) Live Operator Response with Customized Branding.

9.1.1 Service Description

Standard Directory Assistance

Calls from the customer's end user are answered by an automated voice recording and response system. The listing is located by an operator before release to a voice response unit which allows the end user to hear the listing. No branding is provided and live operator intervention occurs only as needed to complete the call.

Standard with Customized Branding

The identity of the ordering customer is announced on all DA calls before the automated operator query is heard by the end user. The customer provides information required by the Telephone Company for inclusion in this customized front end branding announcement.

Live Operator Response

Calls from the customer's end users are answered by an operator who queries the customer before releasing the requested listing to an automated voice response unit which allows the end user to hear the listing.

Live Operator Response with Customized Branding

Live operator response is provided to customer's end users as described above and the identity of the customer is announced on all DA calls before the customer hears the live operator query.

DA Service is available on a month-to-month basis or 3 and 5 year Term Pricing Plan (TPP) basis.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

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 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 Exchange Carrier Association Tariff F.C.C. No. 2.

When it becomes necessary, as determined by the Telephone Company, the change a DA location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.

(E) When DA Service is ordered, Directory Access Service will be provided between the customer premises and the DA location by the Telephone Company at rates and charges as set forth in 9.6 following, as follows.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.

- Directory Transport between the premises of the ordering customer and the DA location.

  When required by the Telephone Company, a separate Directory Access Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

Further, when an access tandem is available and is provided, the Directory 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 or Trunkside BSA-101XXXX Option Switched Access Service. (D)

(2) Interface Group and Premises Interface Code

Interface Groups 2 through 10 as set forth in 6.1.2(A)(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	4RV2-0	
4DS6-27		

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 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 6.1.2(A)(1) preceding. When Directory Access Service is combined with Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option and (D)
Feature Group B or D Switched Access Service, the Premises (D)
Interface Code for combination will be the available Premises Interface Code provided for the Trunkside BSA-950 Option, Trunkside BSA-101XXXX Option and Feature Group B (D)
or D Switched Access Service ordered by the customer. (D)
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.

ACCESS SERVICE

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 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 (D)
BSA-101XXXX Option and Feature Group B or D Switched (D)
Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches. If the customer desires the traffic routing to be other than that selected by the Telephone Company, it may request a cooperative effort to determine if customer specified traffic routing can be used in lieu of the Telephone Company selected traffic routing.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 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 411, NPA + 555 + 1212 or, when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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 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 interstate Directory Transport charges will be determined by the Telephone Company using the data 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.

Directory Transport is provided with a Local Transport Interface Group as set forth in 6.1.2(A)(1) preceding. Only Local Transport Interface Groups 2-10 will be provided.

(4) Special Facilities Routing

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

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(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.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

(E) (Cont'd)

(6) Transmission Specifications

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

When DA Service is combined with Trunkside BSA-101XXXX Option and Feature Group D Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with Trunkside BSA-950 Option and Feature Group B Switched Access Service, Type B Transmission Specification is provided for Interface Group 2 through 10. Type A and B Transmission specifications are set forth in 6.5.1 preceding. (D)

(7) 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 (D)
BSA-101XXXX Option and Feature Group D end office (D)
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.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.2 Undertaking of the Telephone Company (Cont'd)

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

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

(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 9.4(I) following will apply. (T)

(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 2.3.14 preceding.

9.3 Obligations of the Customer

(A) The customer shall specify the number of trunks and interface type of Directory Access Services it needs for DA Service. Customers ordering Standard Directory Assistance must provide transmission facilities directly to the DA location designated by the Telephone Company or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the designated DA location. Customers ordering customized branding and/or live operator response options must provide transmission facilities directly to the designated DA location rather than through a tandem access switch. In addition, for 3 and 5 year TPP rates, the customer must screen and deliver NPA 555-1212 calls to specifically designated DA locations or access tandems prior to the commencement of the term.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.3 Obligations of the Customer (Cont'd)

(B) For month-to-month DA Service, the customer must order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six months period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six 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.

For 3 year and 5 year Term Pricing Plans, the customer shall provide notice of renewal or discontinuance not later than three months prior to the end of the selected TPP term. If no notice is received, the customer's DA Service subscription will automatically extend for another six months under the rates, charges, and other conditions applicable to month-to-month Service. If the customer discontinues or reduces service during the TPP term, the customer will pay termination liability as specified in Section 9.4(C) following.

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

(D) When requested by the Telephone Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2(E)(1) preceding.

(E) When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with its end users concerning the provision and maintenance of, and the billing and collecting of charges, for DA service furnished to its end users. When the Telephone Company bills the customer's end users at the request of the customer, contacts and arrangements with customer end users concerning the billing and collecting of charges will be as set forth in 8.2 preceding.

(F) The customer understands that DA Operators will only respond to 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.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements

(A) Minimum Periods

For month-to-month service 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.

For 3 and 5 year TPPs, the term selected by the customer will be the minimum period and termination liability as specified in Section 9.4(C) following will apply.

(B) Minimum Monthly Charge

For month-to-month service, DA service is subject to a minimum monthly charge. The minimum monthly charge for Directory Assistance Service calls is the charge as set forth in 9.6 following for the actual usage for the month.

(C) TPP Minimum and Termination Liability

(1) Except as set forth in (D) following, termination liability payment shall apply when a customer cancels or reduces service in full or in part prior to the end of the selected term period or when the customer fails to comply with the conditions required for a 3 or 5 year Term Pricing Plan.

(2) A customer's minimum call volume shall be the number of Directory Assistance calls the customer delivered to the Telephone Company in the twelve month period immediately preceding the selected TPP term. If the customer has not previously delivered DA calls to the Telephone Company in that twelve month period, the minimum call volume shall be determined upon the conclusion of the twelfth consecutive month of delivering DA calls to the Telephone Company.

If the customer discontinues service prior to the conclusion of a twelve month period necessary to establish the minimum call volume, the call volume will be determined by multiplying the monthly average for the number of months the customer had service by twelve.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(C) Termination Liability (Cont'd)

(3) The quantity of calls subject to termination liability is based on the minimum call volume. When the customer's actual usage in any year of the term falls below the customer's minimum call volume, the customer has the option of either (a) or (b) following:

(a) Reducing the original minimum call volume and paying for the difference between the minimum and reduced call volumes at the month-to-month per call rates.

For example, a customer with a minimum call volume of 1000 calls elects to reduce the minimum call volume to 900 calls. Customer will pay the difference (1000-900) multiplied by the month-to-month rate.

(b) Remaining with the original minimum call volume and paying for a missed commitment level using the following calculation:

100% of the TPP per call charges is applied to the difference between 90% of the minimum call volume and the actual call volume.

For example, a customer with a minimum call volume of 1000 calls for the previous year elects to maintain that 1000 call commitment level in the following year. If the actual call volume was 800 calls, this customer will pay 100% of the TPP charges for 100 calls; [i.e., 90% of 1000 (minimum volume) = 900 (adjusted minimum) - 800 (actual volume) = 100 calls].

(4) The termination liability charge is calculated as follows:

(a) First Year

For services discontinued within the first year, the customer will be liable for the total charges for the minimum call volume for the first year at month-to-month rates and 15% of the total charges for the remainder of the term commitment period based on the minimum call volume at month-to-month rates. Amounts previously paid by customers for the Telephone Company calls handled in the first year shall be applied as a credit to the total due the Telephone Company.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(C) Termination Liability (Cont'd)

(4) (Cont'd)

(b) Subsequent Years

For services discontinued after the first 12 months of a plan, customers will be liable for the difference between the rate actually paid and the lowest rate that would have applied based on the term of customer's actual usage (adjusted rate) in addition to 5% of the total charges for the remaining portion of their term commitment period.

For example, if a customer in a 5-year term plan disconnects at the end of 36 months, the highest TPP period that could have been satisfied is three years. The termination liability would be calculated as follows: 3-year monthly term rate minus 5-year monthly term rate X calls handled, plus 5% X 2 remaining years X minimum call volume X 3 year rate.

(D) TPP Termination Without Liability

(1) A TPP may be canceled without liability should the tariff rates applicable to the customer increase.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(D) TPP Termination Without Liability (Cont'd)

(2) Termination liability specified in 9(4)(C)(4) will not apply if the customer subscribes at the same minimum call volume to another Telephone Company Directory Assistance term plan of equal or greater length than the unexpired portion of the current term. The rates of the new term plan shall apply to the remainder of the new term plan.

If the customer fails to provide the Telephone Company at least seven months advance notice before the conversion to the alternative Telephone Company Directory Assistance term plan, then the customer is liable for any non-recoverable nonrecurring costs associated with converting a TPP to another Telephone Company Directory Assistance Service. Such costs include the non-recoverable costs of equipment and material ordered, provided, or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, force reductions, supervision, transportation, rights-of-way, and other associated costs less estimated net salvage.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(E) Cancellation of A Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special Order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer.

(F) Changes to Special Orders

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

(G) 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 6.8.7 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.8.7 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(H) DA Service Rearrangements

Nonrecurring charges apply for service rearrangements. Service rearrangements are as set forth in 6.8.1(C)(2) preceding. The Service Rearrangement Charges are as set forth in 6.8.1(C)(2) for the type of change provided by the Telephone Company.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(I) 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 9.6 following plus the rate for a Directory Transport call will be applied to the customer's charges. The rate for a Directory Transport call will be the average of the Directory Transport rates per call as set forth in 9.6 following.

(2) In addition to the credit as set forth in (1) preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company, a credit allowance for such DA call will apply. The credit will be as set forth in (3) following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer.

(3) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit will be as set forth following:

(a)	Credit per call when Switched Access Service is billed using Transitional rates	(.0050)*
(b)	Credit per call when Lineside BSA, Trunkside BSA - 950 Option, or Feature Group A or B Switched Access Service is billed using Premium per minute rates	(.0100)*
(c)	Credit per call when Trunkside BSA-101XXX Option, or Feature Group D Switched Access Service is billed using Premium per minute rates	(.0100)* (D) (D)

* ( ) equals a negative amount.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.4 Payment Arrangements (Cont'd)

(I) Credit Allowance For DA Service (Cont'd)

(4) Credit allowances for other service interruptions will be provided as set forth in Section 2.7.1.1 preceding. (T)

9.5 Rate Regulations

(A) The Directory Assistance service call charge, as set forth in 9.6 (A) 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 9.4(I) preceding. (T)

The Directory Transport rate is comprised of the Tandem-Switched Transmission rate, the Tandem-Switching rate, a Tandem-Multiplexing rate and an Interconnection Charge.

(B) The mileage for Directory Transport is measured from the serving wire center for the premises of the ordering customer to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises of the ordering customer must be in the LATA where DA service is requested or in the LATA where the DA location is located. 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 9.6 (B) following, applies for each call to DA Service. A call is as set forth in (A) preceding. The number of calls will be accumulated as set forth in (A) preceding.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.6 Rates and Charges

The rates and charges are:

(Z)

	Month to Month	3 Year	5 Year
(A) Directory Assistance Service rates per call, each			
Type of Service			
Standard Directory Assistance	.275	.25	.23
Standard with Customized Branding	.278	.253	.233
Live Operator Response	.285	.26	.24
Live Operator Response with Customized Branding	.288	.263	.243

(B) Directory Access Service

- Directory Access Installation	Charges are the same as those set forth in 6.9.1 preceding
- Directory Transport	Rate Per Call
Tandem-Switched Transmission	
- Fixed	.000075
- Per mile	.000015
Tandem-Switching	.000400
Directory Assistant Transport Multiplexing	.000050
Transport Interconnection Charge	.000000

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.7 Reserved for Future Use (C)

(D)

(D)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

(D)

(D)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

(D)

(D)

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

(D)

(D)

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

(D)

(D)

Vice President, Federal Regulatory
1300 I Street, NW, Washington, DC 20005

(T)
(T)

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Operator Services-Automatic Call Distribution Service (S)

A) General

The Telephone Company will use Nortel's Telephone Operator Position System (TOPS™) to provide Operator Services-Automatic Call Distribution (OS-ACD) Service. (TOPS™ is a Nortel registered trademark.) OS-ACD Service will provide operator distribution functionality to customers who deliver calls to the Telephone Company's network. The Telephone Company will queue, route, and manage calls to customer-provided operator terminals that are compatible with Nortel's Open Position Protocol (OPP). Each call can be branded with a customized announcement as an optional feature of OS-ACD Service. The number of positions served and the call processing capacity of OS-ACD Service is engineered based on the customer's requirements and the Telephone Company's available capacity. (S) (C)(X) (C)(X) (S)

1) The customer is responsible for transport facilities required to transport calls to the designated OS-ACD switch.

2) The customer is responsible for interconnecting facilities between the designated OS-ACD switch and the customer's OSP.

B) Availability

OS-ACD Service is available at switch locations designated by the Telephone Company and as identified in National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4. Effective August 18, 2001, OS-ACD Service will be available to customers in the state of Pennsylvania. Additional switch locations will be added, and will be published in the NECA Tariff F.C.C. No. 4, as facilities become available. (S) (C)(X) (C)(X) (S) (S) (C)(X) (C)(X)

C) Technical Requirements (S)

Nortel's Open Position Protocol (OPP) is used as the network interface between OS-ACD Service and the customer's OSPs. The OPP network interface is defined in Nortel Document No. Q214-1. Compatible customer provided equipment (CPE) and software will also be required. (S)

(S) Reissued material filed under Transmittal No. 77 and scheduled to become effective August 18, 2001.

(X) Filed under authority of Special Permission No. 01-091 of the Federal Communications Commission.

ACCESS SERVICE

9. Directory Assistance Service (Cont'd)

9.8 Operator Services-Automatic Call Distribution Service (Cont'd)

D) Rate Regulations (N)

1) Rates are applied per call delivered to the Telephone Company's network.

2) Testing and implementation is required and will be priced on an individual case basis.

E) Rates and Charges

OS-ACD Service, per call	$0.0524	(N)