

Verizon North LLC

## DIRECTORY ASSISTANCE

### A. LOCAL DIRECTORY ASSISTANCE

#### 1. General

Local Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers of this Company request assistance in determining telephone numbers with the same Numbering Plan Area designation or for Local Service points in a contiguous Numbering Plan Area.

#### 2. Regulations

##### Monthly Call Allowance

No call allowances apply.

##### a. Exemptions

Charges for Local Directory Assistance Service are not applicable to the following types of calls to Local Directory Assistance:

- (1) Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
- (2) Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or from the business telephone of a certified handicapped customer where assistance is otherwise not available.

##### b. Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

##### c. Callers may request a second listing by remaining on the line after receiving their first listing.

#### 3. Rates

|                                                                                                                                            | <u>Per Call</u>   |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| a. Where the customer direct dials Local Directory Assistance, except as shown in b. below                                                 | \$2.49            |
| b. Charge to a caller for Local Directory Assistance calls placed from a Pay Telephone Line Service access line                            | 0.25              |
| c. Operator handled charge when customer dials "0" for the Telephone Company operator and requests Local Directory Assistance <sup>1</sup> | 3.75 <sup>1</sup> |

<sup>1</sup> Plus the Local Directory Assistance charges shown above.

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### B. BUSINESS CATEGORY SEARCH

#### 1. General

Business Category Search (BCS) allows a caller to dial 411 and request a generic search for directory assistance listings by type of business within a specified locality or city without providing a business name and address. It is a search feature of local directory assistance.

#### 2. Regulations

- a. BCS is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Telephone Company may designate.
- b. BCS enables the customer to request business listings by category or type of business. A BCS search may respond with up to three random listings for the business category requested. A listing is the name and telephone number. Telephone Company operators will also provide the business address if requested by the customer. A request can be for either a local or a national business.
- c. Customers will be charged for each BCS search that is requested whether or not listings are found or non-published. A maximum of two BCS search requests per call are permitted. If a BCS search request is made during a call in addition to another type of directory assistance request, a total of two requests are permitted.  
\* \* \*
- d. Customers may request a BCS listing for a locality or city within the customer's local directory assistance area and outside of the customer's local directory assistance calling area on the same call. The same per search charge shall apply to all BCS requests, regardless of the locality or city requested. The rate applicable to any other type of directory assistance request made on the same call shall also be charged.
- e. The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Telephone Company harmless against all claims that may arise from the use of such information.
- f. BCS is available on a direct dialed basis. BCS is not available from Coin Telephones or the following classes of restricted service:

Non Coin Operated Telephone  
Dormitory Centrex  
Inmate Public Access Lines  
Toll Restricted Lines

Hospital Patient Lines  
Hotel/Motel Guest Lines  
WATS Lines

#### 3. Rates and Charges

Business Category Search assumes the Local Directory Assistance Rate. See Section 11, A. Local Directory Assistance, 3., Rates, a. of this tariff for the applicable rate.

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### C. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) SERVICE

Directory Assistance Call Completion (DACC) Service provides a Directory Assistance customer requesting an intraLATA number the ability to be automatically connected to the requested number. A mechanized announcement offers call completion to the customer. The call is completed on a sent paid basis.

#### 1. Regulations

- a. DACC will only be furnished where facilities and operating conditions permit.
- b. This offering provides call completion of intraLATA calls only.
- c. DACC will not complete calls to the following services: WATS Services, 800 Services, 900 Services or 976 Services.
- d. DACC Service is not available with person-to-person<sup>1</sup>, collect<sup>1</sup>, conference, third number<sup>1</sup> or any other calls requiring operator assistance or with calls placed from Pay Telephone Line Service access lines.
- e. Usage associated with calls completed via DACC will be subject to any applicable discounts relative to optional calling plan discounts to which the caller subscribes. The DACC charge is not eligible for any such discounts.
- f. DACC Service is furnished solely for the telephone calling purposes of the caller. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands, or damages that shall arise from the use of the service. Provisions concerning limitations of liability and allowance for interruption in service are set forth in Section 2 of this tariff.

#### 2. Rates and Charges

The following rate is in addition to the rates and charges for other tariff services including, but not limited to, any applicable local or toll call charges.

|                                                          | <u>RATE</u> |
|----------------------------------------------------------|-------------|
| Directory Assistance Call Completion, per call completed | \$0.35      |

\*\* Effective July 1, 2010 Verizon North LLC Calling Cards will be discontinued and will not be accepted as a billing arrangement for calls.

<sup>1</sup> Effective August 8, 2016, Person-to-Person, Collect Calls and Third Number will be discontinued and will not be accepted as a billing arrangement for calls.

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### D. NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

#### 1. General

National Directory Assistance (NDA) will provide the customer with directory listings from Verizon's directory assistance database. This database will make all Verizon listings available to any operator workstation along with national listings from other provider database(s). Verizon will provide listings for residential, business, government, Verizon 1-800, and Verizon local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which 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 up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- b. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.
- c. 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.
- d. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- e. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- f. National Directory Assistance and Customer Name and Address Service will be available where technology permits.
- g. Callers may request a second listing by remaining on the line after receiving their first listing.

#### 3. Rates

|                                                                           | <u>RATE</u> |
|---------------------------------------------------------------------------|-------------|
| National Directory Assistance/Customer Name and Address Service, per call | \$2.49      |