SECTION 4 - MISCELLANEOUS SERVICES

4.1 National Directory Assistance

National Directory Assistance (NDA) provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator. The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call. The Customer may request a second listing by remaining on the line after receiving their first listing. If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge will still be assessed. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below. If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided. Service can be originated only from the continental U.S., Alaska and Hawaii and may be terminated within the United States, subject to network availability. Directory Assistance will be provided for published telephone numbers only in the U.S. and its territories (American Samoa, Puerto Rico, Guam, Northern Mariana Islands and U.S. Virgin Islands). (T) (T)

Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify 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

Direct dialed Directory Assistance Service calls are dialed by the Customer and completed without the assistance of an operator, except where system capabilities allow billing of a surcharge for Operator Assisted surcharge for calls placed to Directory Assistance via an operator, instead of direct dialed by the Customer. This surcharge is billed at the Operator Assisted Service Charge rate as specified in Section 4.4. The services of an operator are not to be used in connection with the completing of direct dialed Directory Assistance Service calls except in the following cases:

A. To reach the called Directory Assistance Service number where direct dialing facilities are not available.

B. To reach the called Directory Assistance Service number when attempts by the Customer to direct dial such a call cannot be completed.

C. To record the originating telephone number where no automatic recording equipment is available.

SECTION 4 - MISCELLANEOUS SERVICES

4.1 National Directory Assistance, (Cont'd.) (T)

4.1.1 Rates and Charges (T)

The National Directory Assistance charge will be waived for calls to Directory Assistance (other than Directory Assistance Call Completion) by a properly certified hearing impaired Customer who utilizes a TDD to access the service. (T)

Per Call:	$1.99

(T)

4.1.2 Directory Assistance Call Completion Rates

When the Customer elects to have the Company automatically place the domestic interstate interexchange call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges. When multiple telephone numbers are requested, only the last call can be completed. The applicable usage charge is the rate shown below, unless the Customer is presubscribed to an Optional Calling Plan, in which case the Optional Calling Plan usage rates apply. (T)
|
(T)

Per Completed Call	$1.00
Per Minute	$0.18

SECTION 4 - MISCELLANEOUS SERVICES

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SECTION 4 - MISCELLANEOUS SERVICES

4.3 Operator Services

Operator Services allow Customers to place calls using operator assistance for call completion. Service is available only for direct use by residential and business subscribers and may not be used or resold to provide payphone, hotel, transient, guest or other aggregator services. (T) (T)

Usage charges and a service charge will be assessed on a per call basis, as stated in this tariff. (T)

(D)
(D)

4.3.1 Operator Services may be used by a Customer to complete Operator Station calls. (T)

4.3.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component; and a fixed per-call service charge based upon the type of operator service provided.

4.3.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.3.10 below.

4.3.4The fixed per-call service charge portions of the charge for an Operator Assisted Call are set forth in Sections 4.3.9 below.

(D)
|
|
(D)

(D)
(D)

SECTION 4 - MISCELLANEOUS SERVICES

4.3 Operator Services, (Cont'd.) (D)

(D)

SECTION 4 - MISCELLANEOUS SERVICES

4.3 Operator Services, (Cont'd.)

4.3.5 Per Call Service Charges (T)

The Per-Call Service charge applies in addition to the charges specified in Section 4.3.10 and in addition to all other surcharges and fees, when applicable. The following charge applies in all rate periods. (T) | (T)

(D)

(D)

Operator Assisted Station to Station	$5.99

(D)
(D)

(D)

(D)

4.3.10 Per Minute Usage Charges

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

Rate Per Minute	$0.99

SECTION 4 - MISCELLANEOUS SERVICES

4.3 Operator Services, (Cont'd.) (D)

(D)