

New England Telephone and Telegraph Company

9. Directory Assistance Service (DA)
9.1 General

The rates and charges for services described herein are contained in Section 30.9.

9.1.1	Description
A.	The Telephone Company will provide directory assistance service to a customer from directory assistance service locations (DA location) on an intrastate basis. DA service provides directory access service to DA locations, use of DA access equipment and use of DA operators to provide telephone numbers.
1.	Each directory access service will consist of the following components.
a.	An interface group equipped with an available premises interface code at the customer's premises (described in Section 9.2.2).
b.	Directory transport between the premises of the ordering customer and the DA location (described in Section 9.2.1).
2.	The following switched access service transport facilities are used in provision of directory access service transport.
a.	Entrance facility for the transport of the DA access service call from the customer's premises to the serving wire center of the customer's premises.
b.	Direct trunked transport for transport of the DA access service call from the serving wire center of the customer premises to either a DA location or an access tandem.
c.	Tandem switched transport for transport of the DA access service call from the serving wire center of the customer premises to the DA location where the transport is routed through a tandem before reaching the DA location. Tandem switched transport includes the switching functions performed at the access tandem.
B.	When DA service is ordered, directory access service will be provided between the customer terminal location and the DA location by the Telephone Company.

9.1.2	Manner of Provision
A.	Transport of directory access service is provided between the customer's premises and a DA location using the switched access service local transport facilities set forth in Section 6.2.1.
B.	When required by the Telephone Company, a separate 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.
C.	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 FGB or FGD switched access service.

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9.1.2 Manner of Provision	
D.	Trunk-side switching is provided at the DA service access location. the DA service access location will provide trunk answer and disconnect supervisory signaling.
E.	The Telephone Company will distribute the calls received over the directory access services to the DA operators using the DA location access equipment.
F.	DA 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 Section 2.5.10.
G.	Special Facilities Routing— A customer may request that directory access service be provided via special facilities routing. The regulations for special facility routing (avoidance, diversity and cable only) are as set forth in Section 11.
H.	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. 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.
I.	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, 6, 7 and 9 when routed direct to a DA location. Type A transmission specification is provided with interface groups 2, 6, 7 and 9 when routed via an access tandem. Type A and B transmission specifications are set forth in Section 6.1.3B.
J.	Testing— Acceptance testing and testing capabilities for directory access service traffic routed through an access tandem are the same as those for the associated FGD end office switching. For directory access service traffic routed through an access tandem to the DA location, testing is as set forth in Section 6.1.3. The testing capabilities for directory access service routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as stated for cooperative scheduled testing or manual scheduled testing (refer to Section 13).

9.1.3 Minimum Periods	
A.	The minimum period for which DA service and the directory access service is provided and for which charges apply is one year. A minimum period of one year applies for each additional period of service ordered or extended.
1.	If DA service is discontinued prior to the end of each one year period, the minimum monthly charge applies for each remaining month and fraction of month in the one year period.

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9.1.4 Cancellation of a Special Order

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| A. | 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 ten days. |
| B. | 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 Sections 3.1.4 and 3.1.5 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. |

9.1.5 Changes to Special Orders

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| A. | 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 Section 3.1 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. |
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9.1.6 Moves

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| A. | 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 Section 6.6.3E and all associated NRCs will apply. Minimum period requirements will be established at the new location as set forth in Section 6.6.3E. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service. |
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9.2 Functional Components of DA Service

9.2.1 Directory Transport	
A.	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 locations.
B.	At the customer's option, DA access service may either be provided over trunk groups dedicated to DA access service or it may be combined with the customer's FGB or FGD service as set forth in Section 9.2.1B1 and Section 9.2.1B2.
1. Dedicated Trunk Groups	
a.	When the customer requests trunk groups routed directly to a DA location or an access tandem, a direct trunked transport facility is required to transport the DA access service call from the serving wire center of the customer premises to the DA location or access tandem.
b.	When direct trunked transport to the access tandem is ordered, common transport will be used to transport the call to the DA location and the tandem switched transport rates will apply for that portion of the call.
c.	An entrance facility for the dedicated trunk groups is required for transport of the directory access service call from the customer premises to the serving wire center of the customer premises.
d.	When the dedicated trunk groups are requested, address signaling is not provided on either the entrance facility or the direct trunked transport.
e.	When dedicated trunk groups are requested, the Telephone Company may require the customer to order a separate trunk group for each NPA.
2. Combined Trunk Groups	
a.	Trunks routed through a tandem to a DA location may be ordered as tandem-switched transport. At the customer's option, tandem-switched directory access service will be provided either as a separate directory access service trunk group or in combination with the customer's other FGB or FGD switched access service.
b.	An entrance facility for the trunk groups combining the trunk side switched access service and the DA access service is also required for transport of the DA access service call from the customer premises to the serving wire center of the customer premises.
c.	DA access service using combined trunk groups allows for transport of the DA access service call (555-1212 or NPA-555-1212) from the customer's premises to the access tandem to the DA location. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

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9.2.1 Directory Transport	
C.	Directory transport is a two-way voice frequency transmission path composed of facilities determined by the Telephone Company.
1.	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.
2.	The tandem switched directory transport rate category is comprised of a directory transport termination rate, a directory transport facility rate, a tandem switching rate, and an interconnection charge.
a.	The directory transport termination rate provides for that portion of the voice frequency transmission path at the DA location and either the access tandem or the serving wire center of the premises of the ordering customer.
b.	The directory transport facility rate provides for that portion of the voice frequency transmission path between either the DA location or the access tandem and the serving wire center of the premises of the ordering customer. The application of directory transport rates is as set forth in Section 9.5.2.
3.	The direct trunked directory transport rate element is comprised of fixed and per mile channel mileage as set forth in Section 6, and, when ordered directly to the DA location, an interconnection charge.
a.	The channel mileage rates provide for that portion of the voice frequency transmission path at the DA location and the serving wire center of the customer premises.
D.	The customer will instruct the Telephone Company as to 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 a DA location when such an access tandem switch is available. The combination of FGB or FGD 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.
E.	When directory transport is provided to the DA location, no address signaling is provided. When tandem switched 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 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.

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9.2 Functional Components of DA Service

9.2.1 Directory Transport	
F.	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 Section 6.5.5.
G.	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 Section 2.5.10
H.	Except as set forth in Section 9.1.3, directory transport provided under a special order is subject to the order conditions as set forth in Section 3.
I.	The mileage for the directory transport facility is measured from the serving wire center of the premises of the ordering customer to the DA location. Section 9.1 notwithstanding, the 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 of the DA location. The measurement will be performed as set forth in Section 9.5.3.

9.2.2 Interface Groups and Premises Interface Codes	
A.	Directory transport is provided with one of the local transport interface groups as set forth in Section 6.2.1. Only local transport interface groups 2, 6, 7 and 9 will be provided.
B.	Interface groups 2, 6, 7 and 9 (refer to Section 6.2.1) are available for directory access service based on the entrance facility over which the directory access service is provided. When only directory access service is provided only the following premises interface codes are available: 4DS9-15, 4DS9-31, 4DS9-44, 6AE2-E, 6AE2-M, 4SF3 and 4RV2-0.
C.	When directory access service is combined with FGB or FGD, the premises interface code for the combination will be the available premises interface code provided for the FGB or FGD ordered by the customer.
D.	Except as set forth in Section 9.1.3, 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 Section 3.
1.	For purposes of applying the order regulations, a DA location is considered to be an end user serving wire center.

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9.3 Responsibility of The Telephone Company

9.3.1 Scope	
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 applicable tariffed rates and charges. 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.
1.	A maximum number of two requests for telephone numbers will be accepted per call to the DA operator.
B.	A telephone number which is not listed in DA records will not be available to the customer's end user.
C.	The Telephone Company will specify the DA location which provides the DA service for each NPA code. The DA locations are shown in NECA FCC Tariff No. 4.
1.	When it becomes necessary, as determined by the Telephone Company, to 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 Section 2.4.1 apply.

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9.4 Obligations of the Customer

9.4.1 Service Requirements	
A.	The customer shall determine and order the quantity of trunks or, for tandem switched directory transport only, the busy hour minutes of capacity 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 one year. Thereafter, additional service may be ordered for a minimum of one year. 1. Not later than six months prior to the end of the one year period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the one year period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another year and all appropriate charges (for another year) 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 Section 9.1.2.
E.	The customer understands that DA operators will respond to only two 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.

9.4.2 End User Billing	
A.	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 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 Section 8.

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9. Directory Assistance Service (DA)
9.5 Rate Regulations

9.5.1 Rate Categories	
A.	The Directory Assistance Service Call rate category provides for the use of Telephone Company DA equipment and DA operators.
B.	The Directory Transport rate category provides for the transmission facilities and transport termination used for directory access service in transporting a call between the customer's premises and the DA location. Directory transport provides a two-way voice frequency transmission path using facilities set forth in Section 6.

9.5.2 Application of Rates and Charges	
A.	DA service is subject to a minimum monthly charge.
1.	The minimum monthly charge for DA service calls and the tandem switched directory transport rate element is the sum of the charges for the actual usage for the month.
2.	The minimum monthly charge for direct trunked transport directory transport is the sum of the monthly charges and the sum of the directory assistance service calls and interconnection charge for the actual usage for the month.
B.	The directory assistance service call charge provides for the use of Telephone Company DA equipment and DA operators and applies for each call to DA service. A Call is that 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.
C.	The directory transport rate category is dependent on the type of directory transport chosen by the customer. Entrance facilities and direct trunked DA transport apply on a monthly basis. The regulations pertaining to entrance facilities and direct trunked transport are set forth in Section 6.
1.	Tandem switched DA transport is comprised of a directory transport termination rate and a directory transport facility rate and a tandem switching rate. The tandem switched DA transport rates apply per call answered by or forwarded to a DA operator.
a.	The directory transport termination rate provides for that portion of the voice frequency transmission path at the DA location and at the premises of the ordering customer. The directory transport termination rate applies per call.
b.	The directory transport facility rate provides for that portion of the voice frequency transmission path between the DA location and the premises of the ordering customer. The directory transport facility rate applies per mile per call.
c.	The directory tandem switching rate provides for the use of Telephone Company tandem switching facilities. The tandem switching rate applies per call.

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9. Directory Assistance Service (DA)
9.5 Rate Regulations

9.5.2 Application of Rates and Charges	
C. (Continued)	
2.	A directory assistance interconnection charge applies per call answered by or forwarded to a DA operator. The number of calls to be billed an interconnection charge will be accumulated by Telephone Company measuring equipment. The charge applies whether or not the DA operator provides the requested number.
D.	NRCs apply for service rearrangements. Service rearrangements are as set forth in Section 6.6.3C and 6.6.3D.

9.5.3 Mileage Measurement	
A.	The mileage for the directory transport facility and channel mileage rate is measured from the serving wire center for the premises of the ordering customer to the DA location.
B.	When the channel mileage or directory transport facility mileage is zero (i.e., the DA location and the serving wire center for the premises of the ordering customer are collocated), the channel mileage fixed and per mile or the directory transport facility rate does not apply. However, the directory transport termination rate will apply. The charge per call for directory transport applies for each call to DA service.

9.5.4 Credit Allowance for DA Service	
A.	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's DA call has been answered by 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, plus the rate for a tandem switched directory transport call will, if applicable, be applied to the customer's charges.
1.	In addition, 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. 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.
2.	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.
B.	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.

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Robert Mudge
Vice President-MA

9. Directory Assistance Service (DA)
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9.5.4 Credit Allowance for DA Service
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C.	Credit allowances for other service interruptions will be provided as set forth in Section 4.2.
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