

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

The Company furnishes Directory Assistance Service, a Competitive Service, whereby customers may request assistance in determining telephone numbers.

B. TERMS AND CONDITIONS

1. Effective when facilities are generally available, the rates set forth following apply when customers request Company assistance in determining telephone numbers of customers who are located in the same local exchange area or who are not located in the same local exchange area but who are located within the same NPA.

A residential customer is allowed two Directory Assistance Service calls per month, per dial tone line, Centrex Dormitory Service main station, or special identification number for students of colleges and universities, at no charge.

For residential services where National 411 (N411) Service is offered, the call allowance, specified preceding, is applicable to any combination of local Directory Assistance and N411 listing requests within the state of Maryland, equal to a total of two call allowances per month.

2. For calls placed through a Company operator, The Operator Assisted Local Call charge specified in Section 20 of this product guide applies in addition to the charge for Directory Assistance Service Calls specified in C. following. When the services of a Company operator are used, the Operator Assisted Local charge will not apply in the following cases:
 - a. To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.
 - b. To only record the originating telephone number where on automatic recording equipment is available.
 - c. To only record the special identification number of a student for a call placed from a Centrex Dormitory Service station line.
3. Call allowances are not transferable between separate accounts of the same customer.

DIRECTORY ASSISTANCE SERVICE

B. TERMS AND CONDITIONS (Cont'd)

4. Charges for Directory Assistance Service are not applicable to calls to the Directory Assistance Service attendant placed from hospital services; or to calls to the Directory Assistance Service attendant from telephones where the customer, and in the case of residence service where the customer or a member of the customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap including calls made by such handicapped persons from their place of employment.
5. The customer may request a maximum of two telephone numbers per call to Directory Assistance Service. Callers may request a second listing by remaining on the line after receiving their first listing.
6. The customer may request a search by type of business, or "Business Category Search," when the name of the business is not known. Customers will be charged per category requested, whether or not listings are found or are non-published. The customer may request a maximum of one Business Category Search per call to Directory Assistance Service. Up to three numbers randomly selected may be provided per category searched. Local Directory Assistance call allowances apply to Business Category Search calls. Disability billing exemptions are applicable for Business Category Search requests.

C. RATES

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| 1. Residence Directory Assistance Service Calls, per call | \$2.75 | (I) |
| 2. Business Directory Assistance Service Calls, per call | \$2.75 | (I) |