

## NATIONAL 411 SERVICE

### A. GENERAL

National 411 (N411) Service provides customers with the listings of individuals or businesses located outside the customer's local exchange area or NPA, but within the United States. Requests for listings that are within the local exchange area or NPA are provided and billed pursuant to Section 9 of this Company's Part C Product Guide.

### B. TERMS AND CONDITIONS

1. N411 Service is subject to the availability of facilities.
2. The rate specified in C. following will apply for all N411 requests, including requests for listings that are non-published, non-listed or not found.
3. A maximum of two requests for listings will be allowed per call; no discounts will apply on charges for N411 Service. Callers may request a second listing by remaining on the line after receiving their first listing.
4. Call allowances for N411 Service are as specified in Section 9 of this Product Guide.
5. Charges for N411 Service are not applicable to calls from telephones where the customer or, in the case of residence service, where the customer or a member of the customer's household has been affirmed as being unable to use a directory because of a visual or physical disability, pursuant to Section 9 of this Company's Product Guide.
6. Verizon Maryland shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save Verizon Maryland harmless against all claims that may arise from the use of such information.
7. Alternate billing arrangements are not permitted with N411 Service.
8. N411 Service will not be offered from the following services:
  - Dormitory Centrex
  - Hospital Patient Lines
  - Hotel/Motel Guest Lines
  - Pay Telephone Lines
  - Mobile Type 1 Service
9. If a customer requests both an N411 and local listing on the same call, the customer will be charged the rate for a N411 listing, as specified in C. following.
10. N411 Service is not available to restricted lines where alternate billing arrangements must be made.

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C. RATES

1. Application of Rates

For calls placed through a Verizon operator, the Operator-assisted Local Call charge, specified in Section 20 of this Product Guide, applies in addition to the charge for N411 Service calls, specified below. When the services of a Verizon operator are used, the Operator-assisted Local Call charge will not apply in the following cases:

- a. To reach the called N411 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 no automatic recording equipment is available.

2. Rates and Charges

|                                     |         |     |
|-------------------------------------|---------|-----|
| National 411 Service, per call..... | \$ 2.75 | (I) |
|-------------------------------------|---------|-----|