

**VOICE PRODUCT REFERENCE AND PRICING GUIDEBOOK FOR  
INTEREXCHANGE, INTERSTATE, AND INTERNATIONAL SERVICES**

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**SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE  
SWITCHED SERVICES**

3.2 Directory Assistance Services

3.2.1 General

Directory Assistance Service allows the Customer, End User or Casual Caller to request the telephone number or area code of a party located in another state or a United States territory. The Directory Assistance operator provides assistance in locating business, residence, and government listings. Directory assistance is available for determining a telephone number or area code in the United States, the Extended Area, Midway Island, Wake Island.

3.2.2 Availability

Assistance in obtaining an interstate Directory Assistance listing is available to any Customer that has access to the Directory Assistance bureau via one of the access methods described in Section 3.2.3 of this Guidebook. The following types of calls are not permitted to directory assistance:

- Person-to-Person
- Collect

3.2.3 Access Methods

(A) General

Calls to directory assistance may be completed on a fully automated basis or may be completed with the assistance of an operator.

- .1 Customers who presubscribe to any of the Company's outbound Service offerings that utilize Switched Access to reach the long distance network may reach Directory Assistance on their presubscribed line by dialing:
  - .a 1 + area code + 555-1212
  - .b 0 + area code + 555-1212
  - .c 00 and request the long distance operator to connect the caller to Directory Assistance
  - .d one of the Company's Toll Free Access Numbers. The call may be completed or by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.
- .2 For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, the Customer or End User may reach Directory Assistance Service from the Customer's DVA lines by dialing 1+ NPA + 555-1212. Directory Assistance Service is blocked via all other access methods.
- .3 Customers, End Users, and Casual Callers may also reach directory assistance by dialing one of the Company's Toll Free Access Numbers. The call may be completed on a fully automated basis by dialing the area code + 555-1212. The caller may also request the long distance operator to connect the caller to Directory Assistance.

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3.2 Directory Assistance Services (Continued)

3.2.3 Access Methods (Continued)

(B) Call Originates From Off-Net Location

Unless otherwise specified in this Guidebook, Customers, End Users or Casual Callers may also reach Directory Assistance via the following access methods:

- .1 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212

(C) Call Originates From On-Net Location

Customers, End Users or Casual Callers may also reach Directory Assistance via:

- .1 one of the Company's Toll Free Access Numbers and request the long distance operator to connect the caller to Directory Assistance or by dialing the area code + 555-1212.

3.2.4 Features

(A) Multiple Listings

Customers may receive up to two listings per request to Directory Assistance. Regardless of the access method used by the caller to reach Directory Assistance, the two listings requested by the caller may be for telephone numbers located within different area codes.

(B) Automated DACC

Automated DACC provides the caller an option of having an interactive automated system complete a call to the called telephone number listing received from Directory Assistance without the caller hanging up and originating a new call.

- .1 The Company will offer Automated DACC only where technical capability exists to terminate the call to a location in the United States.
- .2 For Customers that subscribe to any of the Company's outbound Services that require Dedicated Access to reach the long distance network, access to Automated DACC is blocked from the Customer's DVA lines.
- .3 .For Customers that subscribe to any of the Company's outbound Services that require Switched Access to reach the long distance network, Automated DACC is available for Directory Assistance accessed via 1 + area code + 555-1212. Automated DACC is blocked via all other access methods.
- .4 Automated DACC calls may not be completed via Group 1 Toll Free Access Numbers or Group 2 Toll Free Access Numbers.
- .5 When two directory listings are requested, Automated DACC is available for completing the call to the first or second listing.
- .6 Once the caller is provided the desired telephone number, the caller is offered call completion.
- .7 Manual completion of the call from the Directory Assistance operator is not available.

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**SECTION 3 – DESCRIPTION OF INTEREXCHANGE AND INTERSTATE  
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3.2 Directory Assistance Services (Continued)

3.2.4 Features (Continued)

(C) Call Completion By Long Distance Operator

Manual call completion may be required for disabled callers or for callers that originate calls from rotary telephones. These callers should contact the long distance operator for connection to the Directory Assistance operator and request the long distance operator stay on the line to complete the call.

3.2.5 Application of Charges

(A) General

- .1 Directory Assistance charges apply whether or not the Directory Assistance operator furnishes the requested telephone number(s) (e.g., the requested telephone number is unlisted, non-published or no record can be found).
- .2 Customers will be billed a charge for each request of two listings or portion thereof.
- .3 Directory Assistance charges may be billed to the originating number or to an alternate billing option such as third number or a calling card. Calls placed to Directory Assistance with alternate billing will incur both the Directory Assistance charge as well as the per call charge for the alternate billing option.
- .4 Any calls to Directory Assistance utilizing an operator will be billed the Directory Assistance charge plus the applicable operator services per call charges. If the Customer reaches a long distance operator and the long distance operator connects the Customer to Directory Assistance, the following charges apply:
  - .a Directory Assistance charge pursuant to Section 4.2 of this Guidebook and
  - .b operator dialed per call charge pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

If the long distance operator stays on the line to complete the call for the caller, usage charges also apply pursuant to Section 4.1.1 or Section 4.1.2 of this Guidebook.

The Automated DACC charge applies in addition to the Directory Assistance per-call charge if the caller accepts the offer. The Automated DACC charge will not apply if the call is not completed. The DACC charge and the associated usage charges for the completed call will be billed using the same billing option used for the originating call to Directory Assistance. In addition to the DACC charge, the Customer will be billed the directory assistance charge and the appropriate usage charge.