

**PAYPHONE DIRECTORY ASSISTANCE****A. Description**

1. Telephone calls by Payphone customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU) if listed in the Company's Listing Information System records. (T)  
(T)
2. A maximum of three requested telephone number listings will be provided for each Directory Assistance call.
3. The rates in B. following apply for all calls from Payphones to Directory Assistance transported solely by the Company to Directory Assistance.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.

**B. Rates and Charges**Rate per call

1. Direct Dialed Directory Assistance \$.35
2. Where a customer requests operator assistance to place a call to Directory Assistance, the appropriate Operator Assisted Surcharge, as shown in Part 11, Section 1, is applicable in addition to a charge of \$ .35 per call.

**NATIONAL DIRECTORY ASSISTANCE CALL SERVICE****A. Description**

1. National Directory Assistance Call Service provides the telephone number of customers located outside of the local calling area (as described in Part 4, Section 2 and Part 13, Section 1). Information Call Completion is not offered with National Directory Assistance Call Service.
2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU).
3. A maximum of three requested telephone number listings will be provided for each National Directory Assistance call.
4. The *Prices* in paragraph B. following apply for all calls to National Directory Assistance transported solely by the Company to National Directory Assistance.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.

**B. Prices**

- |   | Direct Dialed<br>Calls |     |
|---|------------------------|-----|
| 1. National Directory Assistance, per call <sup>/1,2,3/</sup>   | \$2.49                 | (l) |
| 2. Where a customer requests operator assistance to place a call to National Directory Assistance, the surcharge as shown in Part 11, Section 1, is applicable in addition to the price specified in paragraph B.1. above.  |                        |     |
| 3. National Directory Assistance is not provided on WATS service, Feature Group A service (as described in Ill. C.C. No. 21), Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction. <sup>/4/</sup> |                        |     |
| 4. There are no exemptions or call allowances for National Directory Assistance Call Service requests.  |                        |     |

/1/ AT&T Illinois Payphone Direct Dialed Directory Assistance rates are specified earlier in this Section.

/2/ Customer Owned Pay Telephone Service Direct Dialed Directory Assistance rates are specified elsewhere in this Section (see *Directory Assistance Call Service*, Basic COPTS/COPTS coin line rate).

/3/ Hospital Service direct dialed Directory Assistance rates are the equivalent of Business Directory Assistance rates as specified elsewhere in this Section (see *Directory Assistance Call Service*, Business rate).

/4/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number Calls and Busy Line Verification/Interruption services are discontinued.

**DIRECTORY ASSISTANCE CALL SERVICE****A. General**

1. Telephone calls by Business and Residence customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU) if listed in the Company's directory assistance records. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies, and in some circumstances specific numbers provided by a Business Customer or its representative.
2. A maximum of three requested telephone number listings will be provided for each Directory Assistance call.
3. The rates in B. following apply for all calls to Directory Assistance transported solely by the Company to a Directory Assistance service.
4. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
5. Where eligible, customers may select the Information Call Completion feature as described in C. *Features* following.

**B. Rates**

- |  | <u>Rate</u> |     |
|--|-------------|-----|
| 1. The charge for each call to Directory Assistance is:  | \$2.49      | (l) |
| Basic COPTS/COPTS coin line  | .30         |     |
| 2. Where a customer requests operator assistance to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1, is applicable in addition to the charge listed above.  |             |     |
| 3. Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use the Company's Listing Information System due to a disability which can be confirmed by a physician or certifying agent. Directory Assistance calls will not be charged to the approved telephone number. The DA exemption applies to local listings only. The exemption does not apply to other types of directory service requests, such as National Directory Assistance and Business Category Search.  |             |     |
| To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Local Directory Assistance exemption eligibility may be verified periodically and recertification may be required. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by AT&T and is subject to review and investigation. Misuse of the exemption by a customer could result in its removal. Directory Assistance exemption is a voluntary program of AT&T that may be terminated at any time. |             |     |

**DIRECTORY ASSISTANCE CALL SERVICE (cont'd)****C. Features**

## 1. Description

Directory Assistance Call Completion (DACC) will provide a customer who has received a number from the Audio Response Unit (ARU).

## 2. Regulations

- a. The calling number and the number requested to be dialed must be in the same MSA.
- b. Normal usage charges will apply when a call is completed. No additional fee for DACC applies.
- c. Only the last provided Directory Assistance (DA) telephone number will be completed if more than one DA request is made by the customer during the same call. (T)  
(T)
- d. Billing for usage charges will be handled in the same manner as the billing for the original Directory Assistance call. That is, a caller may not place a direct dial call to Directory Assistance and then request an alternate billing method for the usage portion of the completed call.
- e. The following types of calls will not be eligible for call completion via DACC.
  - Calls originating from other carriers, unless there is an agreement between the carrier and the Company to provide the feature
  - Wide Area Telecommunications Service (WATS)
  - Customer Owned Pay Telephone Service (COPTS)
  - Illinois Bell Public and Semi-Public Telephone Service
  - Calls for Non-Published Telephone numbers.
  - Type 1 Cellular Service where the carrier does not allow sent paid Information Call Completion.
  - Calls to 800, 900, 976, and Enterprise Numbers.
  - Calls placed from customer communications systems with DACC blocking, call screening or other translations denying the capability.
- f. Customers may block Directory Assistance Call Completion on their lines through the use of Operator Services Selective Call Screening according to the rates, terms and conditions presented in Part 11, Section 4. Billing restrictions as stated in paragraph C.2.d. preceding still apply.

**BUSINESS CATEGORY SEARCH****A. Description**

Business Category Search provides customers with the ability to request telephone number listings for a specified category of businesses when the name of the business they are seeking is unknown. Requested telephone number listings are searched for in the local calling area, as described in Part 4, Section 2, or outside the customer's home numbering plan area (HNPA), as described in Part 9, Section 4. Directory Assistance Call Completion is offered with Business Category Search for telephone number listings within the customer's home numbering plan area.

The Company searches and retrieves listings that match the customer's requested business category for the requested city/locality. The Company searches and retrieves listings within a pre-defined radius of a center point in the city/locality.

**B. Terms and Conditions**

1. Calls by customers for Business Category Search listings will be answered and numbers given by an Audio Response Unit (ARU).
2. Business Category Search calls are billed at the rate shown in *C. Prices* following. A maximum of three requested telephone number listings will be provided for each Business Category Search call.
3. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
4. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted calls from a correctional institution), or to customers that have Toll Restriction.
5. Business Category Search is available where facilities permit.
6. There are no exemptions or calls allowances for Business Category Search service requests. (N)

**BUSINESS CATEGORY SEARCH (cont'd)****C. Prices**

<u>Description</u>	Rates		
	<u>Direct Dialed Calls</u>	<u>Alternate Billed Calls</u>	
Business Category Search, per call to Directory Assistance	\$2.49	\$2.49	(I)

Where a customer requests operator services via the "0" Operator to place a call for Business Category Search, the surcharge as shown in Part 11, Section 1, is applicable in addition to the price specified in *C. Prices* above.