

1. BUSINESS CATEGORY SEARCH

A. Service Description

- 1. Business Category Search (BCS) provides customers with the ability to request telephone number listings for a specified category of businesses, when they do not know the name of the business they are seeking. Requested telephone number listings are searched for geographically. Directory Assistance Call Completion is offered with Business Category Search for telephone number listings within the customer's home numbering plan area. The service is available where facilities permit. (C)
(C)
(N)
(N)

- 2. Method of Provisioning – 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. (C)
(D)

- 3. The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service. (D)

B. Regulations

- 1. The regulations and rates set forth following apply to each customer request for assistance in determining the telephone number information of a Business as defined in A. preceding when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.

- 2. The customer can obtain up to three business telephone numbers on a call. The customer will be charged for each business telephone number provided. If the suggested business names do not satisfy the customer's request, the customer will be charged for the requested search, at the applicable rate shown below. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed, or not found. (C)
(C)

1. BUSINESS CATEGORY SEARCH (Cont'd)

B. Regulations (Cont'd)

- 3. There are no exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.
- 5. 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.^{/1/}

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this Guidebook.

C. Rates and Charges

	<u>Charge Per Listing Request</u>	
1. Sent Paid Request	\$2.49	(l)

/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

2. NATIONAL DIRECTORY ASSISTANCE**A. Description**

1. National Directory Assistance (NDA) is a service whereby customers may request telephone listing information anywhere in the nation, by dialing 411.

B. General Regulations

1. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA).
2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.
3. The customer will be charged for each call. The customer can obtain up to three listings on a call. The National Directory Assistance rate shown in C. following, applies per call request whether or not a number is provided^{/1/}.
4. There are no exemptions or call allowances for National Directory Assistance service requests. (C)
(N)
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Guidebook, Part 11, Section 2. (D)
(C)
6. Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Guidebook, Part 11, Section 2. (C)
7. The Company assumes no responsibility for the accuracy of the information provided. (C)

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

2. NATIONAL DIRECTORY ASSISTANCE (Cont'd)

C. Rates and Charges

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| 1. Charge per sent paid request ^{/1/} | \$2.49 | (l) |
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/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found.

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE**A. General Description**

The Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service access locations (DA Location).

Refer to Schedule Cal.P.U.C. No. 175-T, Section 9.1 for information on transport to the DA location and on Nonpublished Number Report Service.

B. Undertaking of the Company

1. Directory Assistance, when furnished a name and locality, will provide or attempt to provide the telephone number and address information associated with the requested telephone number listed in the Company Directory Assistance records associated with the name given at the rates and charges as set forth in F.2. following. The 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 associated address information; and the Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of Directory Assistance Service. (C)
2. A maximum of three (3) requests for telephone numbers will be accepted per call to Directory Assistance. (C)
3. A telephone number which is not listed in Directory Assistance records will not be available to the customer's end user.
4. The Company will specify the Directory Assistance Service access location which provides the Directory Assistance Service for each numbering plan area code (NPA). The Directory Assistance Locations are as shown in Schedule Cal.P.U.C. No. 175-T, Section 14.3.

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. Undertaking of the Company (Cont'd)

5. When it becomes necessary, as determined by the Company, to change a Directory Assistance Service access location, the Company will notify the customers involved six months prior to the change. For such changes, the regulations as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.1.7 apply.

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)**C. Obligations of the Customer**

1. The customer shall determine and order the number of lines or trunks interface type of Dedicated Directory Access Services it needs for Directory Assistance Service.
2. When Directory Assistance Service is initially ordered using Dedicated Directory Access Service, the customer shall order the service for at least sixty days. Not later than sixty days prior to the discontinuance of service, the customer shall notify the Company if the service is to be discontinued at the end of the sixty day period. If no notice is received from the customer, the Company will automatically extend the service for another sixty days and all appropriate charges as set forth in Section E. following for another sixty days will apply.
3. The customer facilities at the customer premises shall provide the necessary on-hook and off-hook supervision.
4. When requested by the Company, the Dedicated Directory Access Service customer shall order a separate trunk group for Directory Assistance Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Schedule Cal.P.U.C. No. 175-T, Section 9.1.2.(E)(1).

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. Obligations of the Customer (Cont'd)

5. 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 Directory Assistance for services furnished to its end users. When the Company bills the customer's end users at the request of the customer, contacts and arrangements with customer's end users concerning the billing and collecting of charges will be as set forth in 8.2 in Schedule Cal.P.U.C. No. 175-T.
6. The customer and the Company agree to work cooperatively to establish estimated Directory Assistance call volumes to enable the Company to perform resource planning.

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)**D. Payment Arrangements**

1. Minimum Periods

The minimum period for which Dedicated Directory Access Service and Directory Assistance Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous month's billing.

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

2. Refer to Schedule Cal.P.U.C. No. 175-T, Section 9.1.4 for information on payment arrangements related to Dedicated Directory Access Service.

3. Credit Allowance for Directory Assistance Service

- a. When the Directory Assistance Service access location or Directory Assistance equipment or terminals are out of service due to a Company equipment failure or an incorrect number is provided and a customer Directory Assistance call has been answered, a credit allowance equal to the rate for a Directory Assistance Service Call as set forth in Schedule Cal.P.U.C. No. 175-T, Section 9.16 plus the rate for a Directory Transport call will be applied to the customer's charges. The credit allowance for Directory Transport will apply as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.4,(B)(1) and (B)(3). (C)
(C)
(C)

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

D. Payment Arrangements (Cont'd)

- 3. Credit Allowance for Directory Assistance Service (Cont'd)
 - b. In addition to the credit as set forth in a. preceding, when Directory Assistance provides an incorrect number for a call and the customer reports such occurrences to the Company, a credit allowance for such DA call will apply. The credit will be as set forth in following. 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 Company in cooperation with the customer. (C)
 - c. Credit allowances for other service interruptions will be provided as set forth in Schedule Cal.P.U.C. No. 175-T, Section 2.4.4.
 - e. In the event that the telephone number is unavailable to Directory Assistance, no credit applies for the charge for the call to Directory Assistance. (C)

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

E. Rate Regulations

1. The Directory Assistance Service call charge, as set forth in F.1. following, applies for each completed call to Directory Assistance. A completed call is a call which has been answered by Directory Assistance. The charge applies whether or not Directory Assistance provides the requested telephone number. The number of calls answered by Directory Assistance will be accumulated by Company measuring equipment. Carriers will receive bills showing the number of directory assistance calls answered by the Company for the specified billing period. No end-user data will be provided. A credit for the provision of an incorrect telephone number will be applied as set forth in D.3 preceding.

(C)
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(C)

3. INTEREXCHANGE CARRIER - DIRECTORY ASSISTANCE SERVICE (Cont'd)

F. Rates and Charges (Cont'd)

The rates and charges on a per unit basis are:

	<u>Rates</u>
1. Directory Assistance Service call, each	\$0.39

Refer to Schedule Cal.P.U.C. No. 175-T, Section 9.1.6 for Rates and Charges related to the Nonpublished Number Report Service and for Directory Access Service.

4. REVERSE DIRECTORY ASSISTANCE SERVICE**A. Description**

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis.^{/1/}

B. General Regulations

1. The customer will be charged for each call. The customer can obtain up to three listings on a call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in the directory assistance database.
2. There are no exemptions or call allowances for Reverse DA service requests. (C)
3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.
4. The Company assumes no responsibility for the accuracy of the information provided.
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Guidebook, Part 11, Section 2.
6. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.
7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Company harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

/1/ See 2. National Directory Assistance.

(C)

4. REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. Rates and Charges

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|---------------------------------|--------|-----|
| 1. Charge per sent paid request | \$2.49 | (l) |
|---------------------------------|--------|-----|

5. LOCAL DIRECTORY ASSISTANCE SERVICE

A. Description

- 1. Applicable to furnishing a calling party with telephone numbers or other information available from the Company's Directory Assistance records. (C)

- 2. Territory

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules and within Local Access and Transport Areas per D.94-09-065.

- 3. Service Description

- a. Directory Assistance Service provides the calling party with the following type of listing information from the Company's Directory Assistance records:

- (1) The requested telephone number and address information associated with the requested telephone number.

- (2) Information that the requested telephone number cannot be found.

- b. Directory Assistance will furnish up to three listings per call. (C)

(D)
(D)

- c. Express Call Completion for one listing is included in the Directory Assistance service charge.

Express Call Completion allows call completion to a desired intraLATA number for customers calling directory Assistance. Usage charges may also apply.

5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. Regulations

1. Exemptions

a. The following are exempt from the charges shown in C.1 and C.2. following, subject to any specified regulations.

(1) Local Directory Assistance (DA) may be provided at no charge to persons who are unable to use a telephone directory 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.

(C)
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(C)

(2) A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number. No charge will apply to this type of call.

(C)

b. IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818 and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. Regulations (Cont'd)

1. Exemptions (cont'd)
 - c. No exemption is applicable to direct dialed calls from pay telephones.
 - d. No exemption is applicable to Centrex or PBX services.
 - e. Manual Mobile Telephone service is exempt from the charges shown in C.1.b. and C.2.
2. Application of the Directory Assistance Service Call Allowance
 - a. A Directory Assistance Service call allowance not used in one billing period cannot be transferred to the customer's account for any other billing period or to any other account.
 - b. The Directory Assistance charge plan will apply to Foreign Exchange service provided to customers located in independent company territory served by Company dial tone. (C)
3. Alphabetical telephone directories published by the Company will be provided upon request subject to availability, for exchanges located within the customer's home Area Code, at no charge when used for calling purposes. (C)
4. Provisions concerning limitation of liability are set forth in Guidebook, Part 2, Section 2. Except as otherwise provided in such regulation, the Company shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service. (C)

5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. Rates and Charges

Call Allowances And Charges

InterLATA and interstate calls placed to Directory Assistance are covered by the tariffs of the Company providing such service. Exception: IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818 and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

1. Direct dialed calls to Directory Assistance.

a. Allowance

The following allowances apply to direct dialed calls per month to Directory Assistance, at no charge for the services indicated:

Type of Service	Call Allowance	
(1) Residence Service ^{/1/}		
- Individual, each line	0	(C)
- PBX service each trunk	0	(C)
(2) Business Service ^{/1/}		
- Individual line service each line	0	
- PBX service each seven-digit working telephone number	0	
- Centrex Service Dormitory service, each station line	0	
All other Centrex service, each station line	0	
(3) Other services, such as Toll Stations, Marine Telephone Service, etc.	0	

/1/ See B.2.c. preceding.

5. LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. Rates and Charges (Cont'd)

1. Direct dialed calls to Directory Assistance. (Cont'd)

b. Charges

Each direct dialed call to Directory Assistance exceeding the allowance shown in a. preceding.

	<u>Charge</u>	
- Each call exceeding the Call Allowance	\$2.49	(l)

2. Operator assisted calls to Directory Assistance

a. From services provided with Direct Dial Access exceeding the allowance in a. preceding

- Each operator assisted call exceeding the allowance	2.49	(l)
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Plus the amount of the service charge for an operator assisted station message set forth in Guidebook, Part 9, Section 1, this charge does not cover the completion of a message toll call.

b. From services not provided with Direct Dial Access

Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, the Call Allowance applies as shown in 1.a. and b. preceding, no operator assisted service charge applies.

- Each call exceeding the allowance	2.49	(l)
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3. Directory Assistance Service from pay telephones

a. Payphone Service Providers may assess a charge for Directory Assistance calls.