

11.1 OPERATOR SERVICE CHARGES

11.1.1. VACANT

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11.1.1. VACANT (Cont'd)

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11.1.1 VACANT (Cont'd)

11.1 OPERATOR SERVICE CHARGES

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11.1.2 LOCAL DIRECTORY ASSISTANCE SERVICE

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A. DESCRIPTION

1. Directory Assistance will furnish a calling party with telephone numbers or other information available from the Company's Directory Assistance records, other companies, and in some circumstances specific numbers provided by a Business Customer or its representative.

2. Territory

Within the exchange areas of all exchanges, as said areas are defined on maps in the Guidebook.

3. Service Description

- a. Directory Assistance Service provides the calling party with the following type of 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. Incoming Directory Assistance customers, who have requested and received a telephone number from Directory Assistance, will be provided an announcement advising of automatic Express Call Completion to the listed number requested.

The announcement will instruct the caller that he or she may have the call automatically completed. There is no charge for Express Call Completion, although applicable toll charges may apply.

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/1/ Material now appears on Sheet 5.

11.1 OPERATOR SERVICE CHARGES**11.1.2 LOCAL DIRECTORY ASSISTANCE SERVICE (cont'd)**

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B. REGULATIONS

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1. Exemptions

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

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- a. 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.

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- No exemption is applicable to direct dialed calls from pay telephones.

- No exemption is applicable to Centrex or PBX services

2. Application of the Directory Assistance Service Call Allowance

- a. There are no Directory Assistance Service call allowances for business and residential customer.
- b. The Directory Assistance charge plan will apply to Foreign Exchange service provided to customers located in other independent company territory served by Company dial tone.
- c. Alphabetical telephone directories published by the Company will be provided to the subscriber, upon request and subject to availability, for exchanges located within the customer's home Area Code at no charge when used for calling purposes.

3. EXPRESS CALL COMPLETION

- a. Express Call Completion is available on a sent-paid basis only.

/1/ Formerly appeared on Sheet 4.

11.1 OPERATOR SERVICE CHARGES**11.1.2 LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. REGULATIONS (Cont'd)****3. EXPRESS CALL COMPLETION (Cont'd)**

b. Express Call Completion may be provided on lines terminating at a hotel, motel or hospital, at the discretion of the location owner and where operating conditions permit.

c. Express Call Completion is not available from:

- Company Public Telephone Service – coin and coinless
- Customer Owned Public Telephone Service (COPTS)
- Customer Provided Inmate Calling Service (CPICS)

4. Provisions concerning limitation of liability are set forth in 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. RATES AND CHARGESCharges

1. Each direct dialed calls to Directory Assistance	\$2.49	(l)
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11.1 OPERATOR SERVICE CHARGES**11.1.2 LOCAL DIRECTORY ASSISTANCE SERVICE (Cont'd)**

C. RATES AND CHARGES (Cont'd)

Charge

2. From services provided with Direct Dial Access

Each "0-" Operator assisted call to Directory Assistance \$2.49 (l)

Plus the amount of the surcharge for an operator assisted station call set forth in Part 11, Section 1. This charge does not cover the completion of a message toll call.

3. From services not provided with Direct Dial Access

Manual Mobile Telephone Service, etc., will be treated as direct dialed calls, no operator assisted surcharge applies.

Each call \$2.49 (l)

11.1 OPERATOR SERVICE CHARGES

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11.1.3 National Directory Assistance Service

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A. Description

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

2. Territory

National Directory Assistance is provided for areas outside of the state of Nevada.

3. Service Description

- a. National Directory Assistance provides the calling party with following type of information from the National Directory Assistance database records:

- (1) The requested telephone number

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

- (3) Address and geographical information if available

- (4) Any other available information

B. Terms and Conditions

1. The regulations and rates set forth apply to all calls from customers who request assistance in determining telephone listing information for areas outside the state of Nevada.
2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.
3. Directory Assistance will furnish up to three listings per call. The National Directory Assistance rate shown in C., applies per call. ^{/1/}

/1/ Includes requests for numbers, which are determined to be non-listed or non-published.

11.1 OPERATOR SERVICE CHARGES**11.1.3 NATIONAL DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. GENERAL REGULATIONS (Cont'd)**

4. There are no exemptions from billing for requests for National Directory Assistance.
5. Requests for Local Directory Assistance are billed at the rates identified in 11.1.2.
6. The Company assumes no responsibility or liability for any errors in the information furnished. The customer shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service. The provisions concerning limitation of liability set forth in Part 2, Section 2 also apply.
7. Application of the Directory Assistance Service call allowance
 - a. There is no call allowance on National Directory Assistance. Call allowances specified in 11.1.2.B.2, if any, only apply to calls to local Directory Assistance requests within the calling party's local directory area or within the state of Nevada, if applicable.

C. RATES AND CHARGES

	Nonrecurring <u>Charge</u>	
Per call ^{/1/}	\$2.49	(l)

/1/ Includes requests for numbers which are determined to be non-published or non-listed. Also includes requests where the customer was unable to provide enough detail to provide an accurate request response.

11.1 OPERATOR SERVICE CHARGES

11.1.4 RESERVED FOR FUTURE USE

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11.1 OPERATOR SERVICE CHARGES**11.1.5 OPERATOR ASSISTED LOCAL CALLS^{/1/}**

Dial Station Message Toll charges for the lowest rate step (0 -10 miles), plus the appropriate Operator Service Charge, as set forth in the Guidebook, apply to local calls placed with the assistance of a Company Operator. In addition, the Payphone Use Charge in Part 11.1.6 below applies to non-sent paid calls from pay telephones.

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11.1.6 PAYPHONE USE CHARGE

The Payphone Use Charge applies to all completed non-sent paid calls placed from pay telephones. Non-sent paid is defined as a call which is placed without advance deposit of currency at the payphone. The Payphone Use Charge will apply in addition to the appropriate Operator Service Charges specified in this Guidebook.

Payphone Use Charge: \$.30

11.1.7 EXEMPTIONS

Operator Assistance (OA) may be provided at no charge to persons who are unable to use a telephone due to a disability which can be confirmed by a physician or certifying agent. Operator Assistance service charges will not be charged to the approved telephone number. To obtain an exemption, the customer must complete the appropriate form and have it certified by a registered physician or certifying agent. Operator 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. Operator 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. Operator Assistance exemption is a voluntary program of AT&T that may be terminated at any time.

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

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