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**DIRECTORY SERVICES**

**6.14 DIRECTORY ASSISTANCE SERVICE (cont'd)**

6.14.3 Exemptions: (cont'd)

- B. Those customers (1) whose physical, visual, mental or reading disabilities prevent them from using the telephone directory are to be exempted from the charge for direct-dialed calls to Directory Assistance; from the charge for placing a call to Directory Assistance via an operator; and the charge applicable when Directory Assistance Service charges are billed to a calling card. The method of exempting those physically, visually, mentally or reading disabled customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form. Instructions for convenient use of this service will be included in the exemption form.

6.14.4 Rates

- A. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each listing request, subject to any allowance described in this tariff, is \$1.99 per listing request. (CR)  
This charge is applicable for each listing requested on the call.
- B. Directory Assistance Service Charges billed to a third number; a special billing number; or a calling card, will be billed \$1.72 for the initial listing request. Additional listing requests, which are billed in the same manner as the initial request, will be billed at \$1.99 for each listing request, (CR)  
subsequent to the initial request, on the same call.

(1) Customer includes residence customers and business customers. It is not intended that the exemption in a business environment be extended to non-handicapped individuals.