

---

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE

The Telephone Company will provide Directory Assistance (DA) Service to an IC from Directory Assistance Service locations (DA location).

9.1 General Description

DA Service provides automated Directory Access Service to DA locations and use of DA access equipment and use of automated DA service.

9.2 Undertaking of the Telephone Company

A. A Telephone Company automated DA service, when furnished a city, state and name, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in Paragraph 9.6. The Telephone Company's contact with the IC's End User shall be limited to that effort necessary to process an IC's End User's request for a telephone number; and the Telephone Company will not transfer, forward or redial an IC's end user call to any other location for any purpose other than provision of DA Service. Telephone Company DA Service is not available for 800-555-traffic.

B. [Deleted]

(RT)  
(RT)

C. A telephone number which is not listed in DA records will not be available to the IC's End User.

D. The Telephone Company will specify the DA location which provides the DA Service for each Numbering Plan Area Code (NPA).

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the IC's involved six months prior to the change. For such changes, the regulations as set forth in Section 2, Paragraph 2.1.4, apply.

E. When DA Service is ordered, Directory Access Service will be provided between the IC terminal location and the DA location by the Telephone Company at rates and charges as set forth in Paragraph 9.6.

---

ACCESS SERVICES

9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.3 Obligations of the IC

- A. The IC shall determine and order the busy-hour minutes of capacity and interface type of Directory Access Services it needs for DA Service.
- B. When DA Service is initially ordered, the IC shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six-month period, the IC shall notify the Telephone Company if the service is to be discontinued at the end of the six-month period. If no notice is received from the IC, the Telephone Company will automatically extend the service for another six months, and all appropriate charges as set forth in Paragraph 9.6, for another six months will apply.
- C. The IC facilities at the IC terminal location shall provide the necessary on-hook and off-hook supervision.
- D. When requested by the Telephone Company, the IC shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in Paragraph 9.2, E.I.
- E. When the IC bills its End Users, the IC 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 DA services furnished to its End Users. When the Telephone Company bills the IC End Users at the request of the IC, contacts and arrangements with IC End Users concerning the billing and collecting of charges will be as set forth in Section 8, Paragraph 8.1.
- F. [Deleted]

(RT)  
|  
(RT)