
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

- (AT) DA Service provides automated Directory Access Service to DA locations and use of DA
(AT) access equipment and use of automated DA service.

9.2 Undertaking of the Telephone Company

- (AT) 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
(CT) 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 lo-
cation for any purpose other than provision of DA Service. Telephone Company
DA Service is not available for 800-555-traffic.

- (AT) B. A maximum of three (3) requests for telephone numbers will be accepted per call
to automated DA.

- 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).

- (CT) 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.

- (CT) 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)

9.2 Undertaking of the Telephone Company-(Continued)

E. (Continued)

7. Acceptance Testing and Testing Capabilities

(CT) The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated FGD or BSA-D end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth in Section 6 of Tariff FCC No. 73. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section 13.

F. Trunk-side switching is provided at the DA Service access location. The DA Service access location will provide trunk-answer and disconnect supervisory signaling.

G. The Telephone Company will distribute the calls received over the Directory Access Services to the DA automation using the DA location access equipment.

(AT) H. In the event that the telephone number is unavailable to automated DA, no charge applies if the automated DA is unable to provide the requested telephone number. When the DA location or DA equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided, a credit as set forth in Paragraph 9.4, H., will apply.

(AT) I. DA Service may, at the option of the IC, be provided for interstate and intrastate communications. When the IC requests such mixed access, the intrastate DA Service charges will be determined by the Telephone Company using the reports furnished by the IC as set forth in Section 2, Paragraph 2.3.12, preceding.

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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.
(CT)
- 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.
(CT)
- 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.
(CT)
- (AT) F. The customer understands that automated DA will respond to three (3) requests per call only and will not transfer, forward or redial the call to another
(AT) location for any purpose other than the provision of automated DA Service.

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9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.4 Payment Arrangements-(Continued)

H. Credit Allowance for DA Service

- (AT) 1. When the DA location or DA equipment or terminals are out of
service due to a Telephone Company equipment failure or an incorrect
number is provided and an IC DA call has been answered or forwarded to
(AT) a automated DA, a credit allowance for a call answered or forwarded to
(AT) the automated DA equal to the rate for a Directory Assistance Service
(CT) Call as set forth in Paragraph 9.6, plus the rate for a
Directory Transport call will be applied to the IC's charges. The
(CT) rate for a Directory Transport call will be the average of the
Directory Transport rates per call as set forth in Paragraph 9.6.
- (CT) 2. In addition to the credit as set forth in Paragraph 9.4.H.1.,
(AT) when a automated DA or DA equipment provides an incorrect number for
a call and the customer reports such occurrences to the Telephone
(AT) Company, a credit allowance for such automated DA call will apply. The credit
(CT) will be as set forth in Paragraph 9.4.H.3. When the customer
reports such a call, 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 Telephone
Company in cooperation with the customer.
- (AT) 3. When an automated DA call is not completed due to the failure of automated Directory
(AT) Access Service to DA locations, DA access equipment or automated DA
activities, a credit allowance for the Switched Access Service portion in the
originating LATA of such DA call will apply. When the customer reports
(AT) such a call and DA number dialed, time of the call and the date of the
call, the number of calls for which a credit will apply will be developed by the
(CT) Telephone Company in cooperation with the customer. The credit will be as set forth:

P.S.C. Mo. - No. 36
ACCESS SERVICES TARIFF

Southwestern Bell Telephone
Company d/b/a AT&T Missouri

Section 9
4th Revised Sheet 9.1
Replacing 3rd Revised Sheet 9.1

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9. DIRECTORY ASSISTANCE SERVICE-(Continued)

9.4 Payment Arrangements-(Continued)

H. Credit Allowance for DA Service-(Continued)

3. (Continued)

a) Credit per call when FGA and/or B Switched
Access Service is billed \$0.0253

b) Credit per call when BSA-A or BSA-B Switched
Access Service is billed \$0.025284

d) Credit per call when BSA-C or BSA-D Switched
Access Service is billed \$0.025616

4. Credit allowances for other service interruptions will be provided as
set forth in Section 2, Paragraph 2.4.4, preceding.

9.5 Rate Regulations

- (AT) A. The Directory Assistance service call charge as set forth in Paragraph 9.6, A., applies for each call to
(AT) automated DA Service. A call is a call which has been answered by or forwarded to an automated DA.
(AT) The number of calls answered or forwarded to automated DA will be accumulated by Telephone
(CT) Company measuring equipment. A credit for the provision of an incorrect telephone number will be
applied as set forth in Paragraph 9.4, H.
- B. The mileage for Directory Transport is measured from the serving wire to the DA location. Title page
notwithstanding, these two wire centers may be in different LATA's. In addition, the premises of the
ordering customer must be in the LATA where DA service is requested or in the LATA where the DA
location is located. However, the IC terminal location must be in a LATA served by the DA location.
The measurement will be performed as set forth in Section 6 of Tariff FCC No. 73.
- (AT) C. The charge per call for Directory Transport, as set forth in Paragraph 9.6, B., applies for each call to DA
(AT) Service. A call is asset forth in Paragraph 9.5, A. The number of calls will be accumulated as set forth
(AT) in Paragraph 9.5, A.