

**DIRECTORY ASSISTANCE SERVICE****A. General**

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory listing information. Directory Assistance Listing Information provided is from Company's Directory Assistance records, other companies and in some circumstances specific numbers provided by a Business Customer or its representative.

The rates set forth below apply to calls from customers who request assistance in determining directory listing information for customers who are located in the same local calling area, the same Home Numbering Plan Area (HNPA), or the same intraLATA calling area unless the call is placed by dialing 1+Foreign NPA+555-1212.

**B. Rates**

1. Where the customer places a non-coin sent paid direct dialed call to Directory Assistance, the charge for each listing request is \$2.49. The customer can obtain a maximum of three requested listings per call. (I)
2. For all directory assistance requests placed to directory assistance via an "O" operator, a charge of \$2.49 is applicable. (I)
3. Directory Assistance calls from a Payphone Exchange Access Service (PEAS) phone that are billed to a telephone credit card or a telephone number other than the originating number will be billed at the alternately billed rate of \$2.49.<sup>/1/</sup> (I)
4. No credit will be given for requested listing information that is not found in the directory.
5. 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.
6. Charges for Directory Assistance Service are not applicable to calls placed from a hospital which has as its principal undertaking the in-patient medical or surgical care of the sick or disabled.

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

**AT&T ARKANSAS GUIDEBOOK**

PART 11 - Operator Services

SECTION 2 - Directory Assistance (DA) Service

1st Revised Sheet 2  
Replacing Original Sheet 2

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**NATIONAL DIRECTORY ASSISTANCE SERVICE****A. Service Description**

National Directory Assistance (National DA) is a service whereby customers may request assistance in determining telephone listing information outside of their Home Numbering Plan Area (HNPA) or LATA. Requests for local and intraLATA listings are billed under the Directory Assistance charges as described in Part 11, Section 2.

**B. General Regulations**

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of subscribers who are located outside their LATA and HNPA i.e., interLATA/interHNPA).

1. The National Directory Assistance listing rate applies per call to Directory Assistance whether or not a number is provided including requests for numbers which are non-published, non-listed, or not found. There are no allowances associated with National DA listing requests.
2. There are no exemptions or call allowances for National DA service requests.
3. Where facilities permit, National DA listings will be available from Hotel/Motel and Pay Telephones.

**C. Rates**

A sent paid direct-dialed call to Directory Assistance is \$2.49 per listing request. The customer can (I) obtain a maximum of three requested listings per call.

Where a customer requests operator assistance to place a call to Directory Assistance, the surcharge as shown in Part 11, Section 1 is applicable in addition to the price specified above.

**BUSINESS CATEGORY SEARCH****A. Service Description**

Business Category Search (BCS) and BCS Proximity 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.

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.

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.

**B. General Regulations**

The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number information of a business as defined in paragraph A., above, 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.

1. The customer can obtain a maximum of three requested listings per call. The BCS rate applies whether or not a number is available; including requests for numbers, which are non-published, non-listed, or not found. 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 in paragraph C., *Rates*, below.
2. There are no exemptions or call allowances for BCS service requests. (C)
3. Business Category Search is not currently available from Hotel/Motel and Pay Telephones.
4. 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.

## AT&T ARKANSAS GUIDEBOOK

PART 11 - Operator Services  
SECTION 2 - Directory Assistance (DA) Service

4th Revised Sheet 5  
Replacing 3rd Revised Sheet 5

### BUSINESS CATEGORY SEARCH (cont'd)

#### C. Rates

	<u>Charge Per Request</u>	
Business Category Search (maximum of three requested listings per call)	\$2.49	(I)