

## **TARIFF DISTRIBUTION**

FILE PACKAGE NO.: LA-18-0009

DATE: January 3, 2018

STATE: LOUISIANA

EFFECTIVE DATE: 01/01/2018

TYPE OF DISTRIBUTION: Approved

PURPOSE: Increase business & residence Directory Assistance (DA) Service  
charge

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## A3. BASIC LOCAL EXCHANGE SERVICE

### **A3.13 Directory Assistance Service**

#### **A3.13.1 General**

- A. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
- B. The charging application and rates set forth in A3.13.2. and A3.13.3. apply to customer requests for Directory Assistance.
- C. Basic and Expanded Local Calling Area Directory Assistance Service allow a subscriber to get telephone number, ZIP code, and/or address.

#### **A3.13.2 Application Of Charges And Allowances**

- A. There will be a charge for all customer calls to Directory Assistance except as noted in B. and C. following.
- B. Charges are not applicable to the following customers that request listing information within their basic and expanded local calling area:
  - 1. hotel/motel guests and hospital patients;
  - 2. 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 requests for numbers outside of the Company's local calling and LATA/NPA serving areas for 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. Local Directory Assistance exemption is valid for a two-year period and must be renewed. Failure to provide the required documentation may result in loss of the exemption. Directory Assistance usage will be monitored by the Company 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 the Company that may be terminated at any time.
  - 3. The Directory Assistance disabled exemption may be obtained from the Company for a reseller's disabled end user upon proper certification. The reseller is responsible for informing their disabled end users of the Directory Assistance exemption. The reseller is obligated to obtain from their end users the appropriate certification forms confirming end user disability. Reseller lines will not receive the Directory Assistance disabled exemption absent this certification provided to the Company by the reseller.
- C. An Operator Dialed Surcharge, as described in A3.14.C.2, will be applicable to all calls to Directory Assistance service handled by the "0" operator, provided that the "0" operator is not the only means of reaching Directory Assistance.

#### **A3.13.3 Rates**

- A. Directory Assistance Service - request of a listing - (maximum of three requests per call)

	Rate	USOC	
1. Within the Company's basic and expanded local calling and LATA/NPA serving areas for the originating line	\$2.49	NA	(I)
(a) Per call	\$2.49	NA	(I)
2. Outside the Company's basic and expanded local calling and LATA/NPA serving areas for the originating line <sup>1</sup>	2.49	NA	(I)
(a) Per call	.36	NA	
B. Directory Assistance Service to Payphone Service Providers			
1. All calls			
(a) Per call	.36	NA	

**Note 1:** No allowances, exemptions, or exceptions apply. This service is available where technically feasible.

**A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE****A18.7 Directory Assistance Service (Cont'd)****A18.7.3 Rates**

A. Directory Assistance Service - request of a listing - (maximum of three requests per call)

	<b>Rate</b>	<b>USOC</b>
1. Outside the Company's basic and expanded local calling areas but within the Company's LATA/NPA serving area for the originating line		
(a) Per call	<b>\$2.49</b>	NA (I)
2. Outside the Company's basic and expanded local calling areas and LATA/NPA serving area for the originating line <sup>1</sup>		
(a) Per call	<b>2.49</b>	NA (I)
B. Directory Assistance Service to Payphone Service Providers		
1. All calls		
(a) Per call	<b>.43</b>	NA

**A18.8 (DELETED)**

**Note 1:** No allowances, exemptions, or exceptions apply. This service is available where technically feasible.

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## N14. REVERSE SEARCH

### N14.1 Reverse Search

#### N14.1.1 General

- A. The Company furnishes Reverse Search for the purpose of aiding customers in obtaining the name and address associated with a listed telephone number.
- B. When a caller reaches Directory Assistance, opts for Reverse Search and provides a listed telephone number, the Company's Directory Assistance system will return the name and address associated with the listed telephone number provided.

#### N14.1.2 Application of Rates and Charges

- A. Rates and charges described in N14.1.3, following, will apply to each Reverse Search call.

#### N14.1.3 Rates and Charges

- A. Reverse Search for listings (maximum of three requests per call)

- 1. Within the Company's basic or expanded local calling and LATA/NPA serving areas for the originating line

	Rate	USOC	
(a) Per call	\$2.49	NA	(I)
2. Outside the Company's basic and expanded local calling areas but within the Company's LATA/NPA serving area for the originating line	2.49	NA	(I)
(a) Per call	2.49	NA	(I)
3. Outside the Company's basic and expanded local calling and LATA/NPA serving areas for the originating line	2.49	NA	(I)