

AT&T MICHIGAN GUIDEBOOK

PART 11 - Operator Services

SECTION 2 - Directory Assistance (DA) Service

1st Revised Sheet 1

(D)

(D)

DIRECTORY ASSISTANCE (DA) FOR 313 NPA AND 810 NPA

1. For the purpose of the DA charging plan, the new 810 NPA and the previously existing 313 NPA will be treated as one, i. e., customers in the 313 and 810 Numbering Plan Areas (NPAs) will retain both NPAs as their home NPA.
2. Calls to directory assistance from a 313 NPA or an 810 NPA for a number in either the 313 or the 810 NPA will be treated as local directory assistance. The calls will be counted and be additive for the purposes of assessing the billing over the allowance; i.e., any combination of calls for these two NPAs will be treated as though they are within the caller's NPA.

Example:

A caller in the 313 NPA or the 810 NPA could get, at no charge, numbers for customers in the 313 NPA up to the total allowance, with none in the 810 NPA; numbers for customers in the 810 NPA up to the total allowance, with none in the 313 NPA; or any combination of calls for numbers in the 313 and 810 NPAs up to the total allowance, before the per call charge is assessed.

Refer to M.P.S.C. Tariff No. 20R, Part 11, Section 2 for specifications on additional General Provisions, Call Allowances, Special Billing Arrangements For Educational Institutions, Charges, and Exemptions.

Material originally appeared in INFORMATION LINK No. 6, on Original Sheet 5

NATIONAL DIRECTORY ASSISTANCE CALL SERVICE

A. Description

1. National Directory Assistance Call Service is available only to customers located in the Ameritech serving area, where facilities permit. It provides customers with listed telephone numbers that are located outside their local/intraLATA and/or Home Area Code for residential, business and government accounts throughout the 50 states. Directory Assistance Call Completion is not offered with National Directory Assistance Call Service.
2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU).
3. A maximum of three requested telephone number listings will be provided for each National Directory Assistance call.
4. The prices in Paragraph B. following apply for all calls to National Directory Assistance transported solely by the Company.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
6. There are no exemptions or call allowances for National Directory Assistance Call Service requests. (N)
(N)

2. NATIONAL DIRECTORY ASSISTANCE CALL SERVICE (cont'd)***B. PRICES***

1. The following charges for each call to National Directory Assistance apply:

Class of Service	Residence	Business	
National Directory Assistance, per call ^{/1, 2/}	\$2.49	\$2.49	(I)

2. Where a customer requests services via the "0" Operator to place a call to National Directory Assistance, the surcharge as shown in Part 11, Section 1 of this Guidebook, as appropriate, is applicable in addition to the price specified in Paragraph B.1. above.
3. National Directory Assistance is not provided on WATS service, Feature Group A service (as described in M.P.S.C. No. 20R, Part 21, Section 1), Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.^{/3/}

/1/ Direct dialed DA rates for IPPs are specified in M.P.S.C. Tariff No. 20R, Part 13, Section 2.

Alternate billed calls are charged as specified above.

/2/ Hotel/Motel and Hospital services direct dialed and alternate billed calls are charged as specified above.

/3/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.

DIRECTORY ASSISTANCE SERVICE**A. General**

1. Directory Assistance Service provides the calling party with telephone numbers available from the Company's Directory Assistance records with information that a customer has requested; that the customer's number not be provided; or that the requested party has no telephone listing.

Local DA consists of providing subscriber listing information (address, and published telephone number or an indication of "non-published status") for the home Area Code and/or the local/intraLATA serving area where available to end users who dial 555-1212, or 1/-+NPA-555-1212 or other dialing arrangement. 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.

2. Directory Assistance will provide a maximum of three telephone number listings per call.
3. Charges specified in D. following, apply to Directory Assistance calls within the customer's home numbering plan area.
4. Services that are suspended will be excluded from the Directory Assistance Service plan for the period of suspension.
5. A customer who cannot use telephone directories because of a disability may obtain an exemption from Directory Assistance Service charges. The exemption procedure is specified in E. following. (C)

B. Reserved

(N)

C. Reserved

(N)

DIRECTORY ASSISTANCE SERVICE (cont'd)**D. CHARGES**

1. Customer dialed calls to Directory Assistance Service for numbers within the home numbering plan area.

	<u>Residence</u>	<u>Business</u>	
Per call to directory assistance	\$2.49	\$2.49	(I)

2. Operator handled calls to Directory Assistance Service

- a. When the customer places a call to Directory Assistance Service via another Company operator the Directory Assistance Service charge applies but the unregulated Assisted Call Charge does not apply.
- b. When the customer requests that the Directory Assistance Service charge be billed to a Third party the unregulated Assisted Call Charge for Station calls also applies.

E. EXEMPTIONS

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.

BUSINESS CATEGORY SEARCH**A. Description**

1. Business Category Search will provide 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 in the local calling area, as described in Part 4, Sections 1 and 2 or outside the customer's home numbering plan area (HNPA), as described Part 9, Section 4. 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.

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.

2. Telephone calls by customers for telephone number listings will be answered and numbers given by an Audio Response Unit (ARU).
3. A maximum of three requested telephone number listings will be provided for each Business Category Search call.
4. The PRICES in Paragraph B. following apply for all calls for Business Category Search.
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and reasonable attorneys' fees) that may arise from the use of such information.
6. There are no exemptions or call allowances for Business Category Search service requests. (C)

3. BUSINESS CATEGORY SEARCH (cont'd)***B. PRICES***

Description	Rates Direct Dialed Calls	
1. Business Category Search, per call	\$2.49	(I)
2. Where a customer requests operator services via the "0" Operator to place a call for Business Category Search, the surcharge as shown in Part 11, Section 1, is applicable in addition to the price specified in Paragraph B.1. above.		
3. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction. ^{/1/}		

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