

**1. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE****A. General**

Directory Assistance Call Completion (DACC) Service will provide a customer, who has accessed the local information/directory assistance and has received a number from the Audio Response Unit (ARU), the option of having their call completed.

**B. Regulations**

1. The calling number and the number requested to be dialed must be in the same LATA or the local calling area.
2. In addition to the call completion charge, normal existing directory assistance charges will apply and any toll charges for calls completed to telephone numbers outside of the customer's local calling area will also apply.
3. Only the last provided directory-assisted telephone number will be completed if multiple Directory Assistance requests are made by the customer during the same call.
4. If a call is not completed, no charge for the service is applicable. Only the appropriate charge for the Directory Assistance call will apply.
5. Mobile Telephone Service and Customer-Owned, Coin-Operated Telephone (COCOT) Service customers will only be eligible for DACC service if an alternate billing option is used.<sup>/1</sup> (C)  
(D)
6. Cellular Phone Users will only be eligible for DACC service if an alternate billing option is used, i.e., billed-to-third party, collect and person-to-person special handling, or if the carrier allows for sent-paid billing.

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

(N)  
(N)

**1. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE (cont'd)**

**B. Regulations (cont'd)**

7. The following types of calls will not be eligible for call completion via DACC Service.

- (a) Calls originating from Interexchange Carriers and Independent Telephone Servicing Areas.
- (b) Wide Area Telecommunications Service (WATS).
- (c) Calls for Private Listing Telephone Service.

8. Hospitals, skilled nursing homes and handicapped persons as specified in Part 11, Section 2, are not subject to the DACC Service charges in paragraph 1.C. following.

**C. Charges**

There no longer is an individual charge for a DACC call. The rate has been incorporated into the rate for Directory Assistance Service. However, when such calls are handled by an "0" Operator and where the technical capability exists, the appropriate service charge associated with operator handling will apply as set forth in Part 11, Section 1 of this Guidebook.

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