

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

1. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining directory information in the same local calling area or in the same Long Distance Numbering Plan Area.
2. A customer request for directory assistance is any call to the directory assistance platform.
3. Charges apply for each directory assistance call. Exemptions are pursuant to Section A.5 and A.6, below.
4. A maximum of three telephone numbers may be requested per call to directory assistance.
5. 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 service charges will not be charged to 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. 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 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.
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 persons.

**B. Rates**

1. For customer direct dialed sent paid calls to directory assistance or for directory assistance calls from Payphone Exchange Access Service (PEAS or SmartCoin Service), the following charge is applicable:

	<u>Charge</u>	
Per call .....	\$2.49	(I)

2. For all directory assistance calls from Payphone Exchange Access Service (PEAS or SmartCoin Service) which are placed to directory assistance via an "0-" Operator, the following transfer charge is applicable in addition to the directory assistance charge:

	<u>Charge</u>	
Per call .....	\$0.50	

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

National Directory Assistance Service (National DA) is a service whereby customers may request assistance in determining telephone-listing information for areas outside of their local calling scope (LATA).

Requests for listings that are within the customer's local calling area or within the customer's Home Numbering Plan Area (HNPA) are billed under the Directory Assistance charges as described in 'Directory Assistance Service' found 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 nationwide telephone subscribers who are located outside of their HNPA or, alternatively, their LATA if the LATA has two or more HNPAs.

1. Customers can receive a maximum of three listings per National DA call. The National DA rate applies whether or not a number is provided, including requests for numbers that are non-published or non-listed. There are no allowances associated with National DA 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**

	<b>Charge Per Listing</b>	
	<u>Residence</u>	<u>Business</u>
Sent Paid Call	\$2.49	\$2.49 (I)

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

Business Category Search (BCS) will provide customers with the ability to request business listings, by city, address, intersection or business location, for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.

Callers access BCS by dialing 411, 1+411 or 0+411.

**Method of Provisioning**

The Company searches and retrieves listings from one or more directory publishers 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 telephone number information of a business as defined in 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. A maximum of three requested telephone number listings will be provided for each Business Category Search call.

The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published or non-listed.

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.

**BUSINESS CATEGORY SEARCH (cont'd)****C. Rates**

<u>Description</u>	<u>Charge Per</u>	<u>Listing</u> <sup>/1/</sup>	
Sent Paid Call .....	\$2.49		(I)

<sup>/1/</sup> The customer can obtain up to three business telephone numbers on a call. The customer will be charged for each call. If none of the suggested business names satisfy the customer's request, the customer will be charged a single charge at the applicable rate shown. The BCS rate applies whether or not a number is available; including requests for numbers, which are non-published or non-listed.

**AT&T OKLAHOMA GUIDEBOOK**

**PART 11 - Operator Services**

**SECTION 2 - Directory Assistance (DA) Service**

**1st Revised Sheet 5**  
**Replacing Original Sheet 5**

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