

## DIRECTORY ASSISTANCE SERVICE

### 1.0 Definition of Service

- 1.1 Directory Assistance is available for all Company voice services.
- 1.2 Directory Assistance calls will not count toward, or be calculated as part of, the Customer's service volume discounts unless otherwise specified in the Customer's Agreement.
- 1.3 Directory Assistance calls may be placed with the assistance of an operator, and the rates for such calls will depend upon how they are placed.
- 1.4 Additional applicable definitions may be accessed and viewed under "Additional Definitions."

### 2.0 Domestic Directory Assistance

- 2.1 A Directory Assistance charge will be applied to each call for information regarding any telephone number that is part of the North American Numbering Plan. The Directory Assistance charge will be applied to each call regardless of whether the requested Directory Assistance information is furnished.
- 2.2 A credit allowance may be granted, or the charge that would otherwise apply may be waived, if the Company furnishes Customer with an incorrect telephone number. To obtain such credit allowance or waiver, Customer must notify a Company representative within twenty-four hours of its furnishing an incorrect telephone number.

### 3.0 International Directory Assistance

- 3.1 Customer may obtain an International Directory Assistance to acquire telephone numbers within its local calling area by calling the Directory Assistance operator. Customer may request one telephone number per call.
- 3.2 Call completion is not available for International calls.
- 3.3 A credit allowance will be given for calls to International Directory Assistance if Customer: (a) experiences poor transmission quality or is cut off during the call; or (b) is given an incorrect telephone number or address. To obtain a credit, the Customer must notify a Company representative within twenty-four hours of its furnishing an incorrect telephone number.

### 4.0 Credits

- 4.1 Credit for Customers Unable to Use or Access Manual Directories. Customers who are presubscribed to VTX Service and have been certified in writing to be unable to access or use a manual directory because of a visual or other physical impairment are eligible to receive credits that will be applied against per-call charges and any applicable operator-assistance surcharges for domestic Directory Assistance calls.
- 4.2 Certification Requirements. A certification must be made by a licensed physician, optometrist, appropriate federal or state agency, or appropriate approved private agency. The written certification of visual or other physical impairment must be provided to a Company Customer Service Representative or, at the Company's election, proof of certification, as defined above, may be provided to, and maintained on file with, the Customer's serving Local Exchange Carrier.
- 4.3 Eligibility for Credits. Credits may be used by:
  - a. visually or otherwise physically impaired customers;
  - b. organizations established specifically for the purpose of assisting the visually or otherwise physically impaired; or
  - c. businesses where all owner(s) and/or employees of the business on the premises at which a call originates have been certified as visually or otherwise physically impaired.
- 4.4 Limitations on Credits. Credits will apply only to Directory Assistance calls made by dialing NPA-555-1212 and originated from, and are billed to, a telephone number of the certified visually or otherwise physically impaired person or organization. Only one telephone number per location is entitled to this credit. A maximum of fifty (50) Directory Assistance calls, including operator assistance surcharges, per monthly billing period will be eligible for credits.