

ACCESS SERVICE

9. Directory Assistance Service

The Telephone Company will provide Directory Assistance (DA) Service to a customer from Directory Assistance Service locations (DA location).

9.1 General Description

DA Service provides Directory Access Service to DA locations, use of DA access equipment, and use of DA operators to provide telephone numbers.

9.2 Manner of Provision9.2.1 Directory Access Service

Transport of Directory Access Service is provided between the customer's premises, multiplexing node or virtual collocation arrangement and a DA location using the Switched Access Service Local Transport facilities set forth in Section 6.5 preceding.

(A) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises, multiplexing node or virtual collocation arrangement.
- Directory Transport between the premises, multiplexing node or virtual collocation arrangement of the ordering customer and the DA location.

The following Switched Access Service Transport facilities are used in the provision of Directory Access Service Transport:

- Entrance Facility for the transport of the DA Access Service call from the customer's premises, multiplexing node or virtual collocation arrangement to the serving wire center of the customer premises, multiplexing node or virtual collocation arrangement.
- Direct Trunked Transport for transport of the DA Access Service call from the serving wire center of the customer premises, wire center with SONET Multiplexing capability, multiplexing node or virtual collocation arrangement to a DA location. (C) (C)
- Tandem Switched Transport for transport of the DA Access Service call from the serving wire center of the customer premises, wire center with SONET multiplexing capability, multiplexing node or virtual collocation arrangement to the DA location where the transport is routed through a tandem before reaching the DA location. Tandem Switched Transport includes the switching functions performed at the access tandem. (C) (C)

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(B) Interface Group and Premises Interface Code

Interface Groups 2, 6, 7* and 9 as set forth in 6.1.3(A)(1) preceding are available for Directory Access Service based on the Entrance Facility over which the Directory Access Service is provided. When only Directory Access Service is provided, only the following Premises Interface Codes are available:

| | | |
|----------|--------|--------|
| 4DS9-15 | 6EA2-E | 4RV2-0 |
| 4DS9-31* | 6EA2-M | |
| 4DS6-44 | 4SF3 | |

Such Premises Interface Codes are described in 6.1.3(A)(1) preceding. When Directory Access Service is combined with Feature Group B, C, D or CST BSA - Option 1, 2 or 3 Switched Access Service, the Premises Interface Code for the combination will be the available Premises Interface Code provided for the Feature Group B, C, D or CST BSA - Option 1, 2 or 3 Switched Access Service ordered by the customer. Except as set forth in 9.4.1 following, the Interface Groups and Premises Interface Codes provided under a Special Order for Directory Access Service are subject to the order conditions as set forth in Section 5. preceding. For purposes of applying the order regulations, a DA location is considered to be a customer end user serving wire center.

(C) Directory Transport

Directory Transport provides the transmission facilities and transport termination between the premises, multiplexing node or virtual collation arrangement of the ordering customer and the DA location.

At the customer's option, DA Access Service may either be provided over trunk groups dedicated to DA Access Service or it may be combined with the customer's FGB, FGC, FGD, CST BSA - Option 1, 2 or 3 Switched Access Service as set forth in (1) and (2) following.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(C) Directory Transport (Cont'd)(1) Dedicated Trunk Groups

When the customer requests trunk groups routed directly to a DA location or an access tandem, a Direct Trunked Transport facility is required to transport the DA Access Service call from the serving wire center of the customer premises, wire center with SONET multiplexing capability, multiplexing node or virtual collocation arrangement to the DA location or access tandem. When Direct Trunked Transport to the access tandem is ordered, common transport will be used to transport the call to the DA location and the Tandem Switched Transport rates will apply for that portion of the call. An Entrance Facility for the dedicated trunk groups is also required for transport of the Directory Access Service call from the customer premises, multiplexing node or virtual collocation arrangement to the serving wire center of the customer premises or multiplexing node. When the dedicated trunk groups are requested, address signaling is not provided on either the Entrance Facility or the Direct Trunked Transport.

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When dedicated trunk groups are requested, the Telephone Company may require the customer to order a separate trunk group for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

(2) Combined Trunk Groups

Trunks routed through a tandem to a DA location may be ordered as Tandem Switched Transport. At the customer's option, tandem switched Directory Access service will be provided either as a separate Directory Access Service trunk group or in combination with the customer's other Feature Group B, C, D or CST BSA - Option 1, 2 or 3 Switched Access Service. An Entrance Facility for the trunk groups combining the trunk side Switched Access Service and the DA Access Service is also required for transport of the DA Access Service call from the customer premises, multiplexing node or virtual collocation arrangement to the serving wire center of the customer premises, multiplexing node or virtual collocation arrangement.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(C) Directory Transport (Cont'd)(2) Combined Trunk Groups (Cont'd)

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DA Access Service using combined trunk groups allows for transport of the DA Access Service call (555-1212 or NPA-555-1212) from the customer's premises or multiplexing node to the access tandem to the DA location. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

Directory Transport is a two-way voice frequency transmission path which transports calls in the terminating direction (from the premises, multiplexing node or virtual collocation arrangement of the ordering customer to the DA location). The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hz.

The Directory Transport rate category, when provided as Tandem Switched Transport (dedicated transport to an access tandem and common transport from the access tandem to the DA location), is comprised of Channel Mileage and Dedicated Tandem Trunk Port rates as set forth in Section 6. preceding, a Directory Transport Termination rate, a Directory Transport Facility rate, a Tandem Switching rate, a DA Transport Multiplexing rate and an Interconnection Charge. The Directory Transport Termination rate provides for the termination of the voice frequency transmission path at the DA location or at the access tandem. The Directory Transport Facility rate provides for that portion of the voice frequency transmission path between the DA location and the access tandem. The DA Transport Multiplexing rate provides for the use of common DS3 to DS1 multiplexers in conjunction with traffic that is switched at an access tandem.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(C) Directory Transport (Cont'd)

The Direct Trunked Directory Transport rate element is comprised of fixed and per mile Channel Mileage as set forth in Section 6. preceding, and, when ordered directly to the DA location Dedicated Tandem Trunk Port rates and an Interconnection Charge. The Channel Mileage rates provide for that portion of the voice frequency transmission path at the DA location and the serving wire center of the customer premises, multiplexing node or virtual collocation arrangement. DS3 to DS1 Multiplexing charges will apply, as appropriate.

The application of Directory Transport rates is as set forth in 9.6.2 following.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(C) Directory Transport (Cont'd)

The customer will instruct the Telephone Company as to whether the Directory Access Service is to be routed directly to a DA location or through an access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location when such an access tandem switch is available. The combination of Feature Group B, C, D or CST BSA - Option 1, 2 or 3 Switched Access Service with DA Service will only be provided at such available and appropriately equipped access tandem switches.

When Direct Trunked Directory Transport is provided to the DA location, no address signaling is provided. When Tandem Switched Directory Transport is provided, wink start-start pulsing signaling is provided at the access tandem switch. The customer shall address each call to the DA location using NPA+555+1212 or when required by the Telephone Company, 555-1212.

The number of Directory Transport transmission paths provided is based on the customer's order.

Directory Transport may, at the option of the customer, be provided for both interstate and intrastate communications. When the customer requests such mixed access, the interstate Directory Transport charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.10 preceding.

Except as set forth in 9.5.1 following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in Section 5. preceding.

Directory Transport is provided with a Local Transport Interface Group as set forth in 6.1.3(A)(1) preceding. Only Local Transport Interface Groups 2, 6, 7* and 9 will be provided.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.1 Directory Access Service (Cont'd)(D) Special Facilities Routing

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance Diversity and Cable only) are as set forth in Section II. Following.

9.2.2 Transmission Specifications

Directory Access Service is provided with either Type A or B Transmission Specification. The specifications associated with the parameters are guaranteed to the DA location, whether routed directly or via an access tandem. Type B Transmission Specification is provided with the Interface Group 2, 6, 7* and 9 when routed via an access tandem switch.

When DA Service is combined with Feature Group D or CST BSA - Option 3 Switched Access Service, Type A Transmission Specifications is provided. When DA Service is combined with Feature Group B or CST BSA - Option 1 Switched Access Service, Type B Transmission Specification is provided for Interface Groups 2, 6, 7* and 9. When DA Service is combined with Feature Group C or CST BSA - Option 2 Switched Access Service, Type B Transmission Specification is provided.

Type A and B Transmission Specifications are set forth in 6.4.1 preceding.

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9. Directory Assistance Service (Cont'd)9.2 Manner of Provision (Cont'd)9.2.3 Acceptance Testing and Testing Capabilities

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group B, C, D or CST BSA - Option 1, 2 or 3 end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the DA location will be as set forth in 6.1.6 preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in separate trunk group through an access tandem to the DA location will be as set forth for cooperative scheduled testing or manual scheduled testing in Section 13. Following.

9.3 Undertaking of the Telephone Company

- 9.3.1 A Telephone Company DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Telephone Company DA records associated with the name given at the rates and charges as set forth in 31.9 following. The Telephone Company's contact with the customer's end user shall be limited to that effort necessary to process a customer's end user's request for a telephone number; and the Telephone Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of DA Service.

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9. Directory Assistance Service (Cont'd)9.3 Undertaking of the Telephone Company (Cont'd)

9.3.2 A maximum of two (2) requests for telephone numbers will be accepted for call to the DA operator.

9.3.3 A telephone number which is not listed in DA records will not be available to the customer's end user. (Z)

9.3.4 The Telephone Company will specify the DA location which provides the DA service for each numbering plan area code (NPA). The DA locations are as shown in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C NO. 4. (Z)

When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the involved customers six months prior to the change. For such changes, the regulations as set forth in 2.1.7 preceding apply.

9.3.5 Trunk side switching is provided at the DA Service access location. The DA Service access locations will provide trunk answer and disconnect supervisory signaling.

9.3.6 The Telephone Company will distribute the calls received over the Directory Access Services to the DA operators using the DA location access equipment.

9.3.7 Design Layout Report

The Telephone Company will provide to the customer the makeup of the facilities and services provided under this section as Directory Access service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 6.1.5. Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed. (Z)

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9. Directory Assistance Service (Cont'd)9.3 Undertaking of the Telephone Company (Cont'd)

9.3.8 In the event that the telephone number is unavailable to the DA operator, no credit applies for the charge for the call to the DA operator. When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company failure or an incorrect number is provided, a credit as set forth in 9.5.7 following will apply.

9.3.9 DA Service may, at the option of the customer, be provided for interstate and intrastate communications. When the customer requests such mixed access, the interstate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in 2.3.10 preceding.

9.4 Obligations of the Customer

9.4.1 The customer shall determine and order the quantity of trunks and interface type of Directory Access Services it needs for DA service.

For Tandem Switched Transport, the customer may order in either trunk quantities or busy hour minutes of capacity. The customer shall specify the interface type of Directory Access Services it need for DA Service.

9.4.2 When DA Service is initially ordered, the customer shall order the service for at least six months. Thereafter, additional service may be ordered for a minimum of six months. Not later than three months prior to the end of the six month period, the customer shall notify the Telephone Company if the service is to be discontinued at the end of the six month period. If no notice is received from the customer, the Telephone Company will automatically extend the service for another six months and all appropriate charges as set forth in 31.9 following for another six months will apply. (Z)

9.4.3 The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

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9. Directory Assistance Service (Cont'd)9.4 Obligations of the Customer (Cont'd)

- 9.4.4 When requested by the Telephone Company, the customer shall order a separate trunk group for DA Service for each NPA. The conditions when the customer will be requested to order separate trunk groups for each NPA are set forth in 9.2.1(C) preceding.
- 9.4.5 When the customer bills its end users, the customer shall be responsible for all contacts and arrangements with end users concerning the provision and maintenance of, and the billing and collecting of charges for, DA Service furnished to its end users.
- 9.4.6 The customer understands that DA operators will respond to only two (2) telephone number requests per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of DA Service.

9.5 Payment Arrangement9.5.1 Minimum Period

The minimum period for which DA Service and the Directory Access Service is provided and for which charges apply is six months. A minimum period of six months applies for each additional period of service ordered or extended.

If DA Service is discontinued prior to the end of each six month period, the charges that apply for the remaining months are the nonrecoverable costs. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs engineering, labor, supervision, transportation, right-of-way and other associated cost less estimated net salvage.

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9. Directory Assistance Service (Cont'd)9.5 Payment Arrangement (Cont'd)9.5.2 Minimum Monthly Charge

DA service is subject to a minimum monthly charge.

The minimum monthly charge for Directory Assistance Service calls and the rate elements for Directory Transport (whether Tandem Switched or Direct Trunked) is the sum of the monthly charges as set forth in 31.6 following and the sum of the Directory Assistance Service calls and Inteconnection Charge as set forth in 31.9 following for the actual usage for the month.

9.5.3 Cancellation of a Special Order

A customer may cancel a Special Order for DA Service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.

When a customer cancels a Special order for DA Service after the order date but prior to the start of service, the appropriate charges as set forth in Section 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any unrecoverable capital costs incurred by the Telephone Company will apply to the customer. (Z)

9.5.4 Changes to Special Orders

When a customer requests changes to a pending order for DA Service, such changes will be undertaken if they can be accommodated by the Telephone Company. The appropriate charges as set forth in Section 5. preceding apply for the Directory Access Service cancelled. In addition, a charge equal to any other cost incurred by the Telephone Company because of the change will apply. (Z)

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2980 Fairview Park Drive, Falls Church, VA 22042

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9. Directory Assistance Service (Cont'd)9.5 Payment Arrangement (Cont'd)9.5.5 Moves

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. (Z)
Moves will be treated as set forth in 6.7.5 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 6.7.5 preceding. The customer will also remain responsible for satisfying all outstanding minimum period of charges for the discontinued service.

9.5.6 DA Service Rearrangements

Nonrecurring charges apply for service arrangement. Service rearrangements are as set forth in 6.7.1(C)(3) preceding. The Service Rearrangement Charges are set forth in 6.7.1 for the type of change provided by the Telephone Company.

9.5.7 Credit Allowance for DA Service

- (A) When the DA location or DA operator equipment or terminals are out of service due to a Telephone Company equipment failure or an incorrect number is provided and a customer DA call has been answered or forwarded to a DA operator, a credit allowance for a call answered or forwarded to the DA operator equal to the rate for Directory Assistance Service call, as set forth in 31.9 following plus the rate for a Tandem Switched Directory Transport call, if applicable, will be applied to the customer's charges.

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9. Directory Assistance Service (Cont'd)9.5 Payment Arrangements (Cont'd)9.5.7 Credit Allowance for DA Service (Cont'd)

- (B) In addition to the credit as set forth in (A) preceding, when a DA operator or DA equipment provides an incorrect number for a call and the customer reports such occurrences to the Telephone Company, a credit allowance for such DA call will apply. The credit will be as set forth in (C) following. When the customer reports such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer.
- (C) When a DA call is not completed due to the failure of Directory Access Service to DA locations, DA access equipment or DA operator activities, a credit allowance for the Switched Access Service portion in the originating LATA of such DA call will apply. When the customer reports such a call and DA number dialed, time of the call and the date of the call, the number of calls for which a credit will apply will be developed by the Telephone Company in cooperation with the customer. The credit will be as set forth in 31.9 following.
- (D) Credit allowances for other service interruption will be provided as set forth in 2.4.4 preceding.

9.6 Rate Regulations9.6.0 Rate Categories

There are two rate categories which apply to Directory Access Service:

- Directory Transport (described in (A) following)
- Directory Assistance Service Call (described in (B) following).

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9. Directory Assistance Service (Cont'd)9.6 Rate Regulations (Cont'd)9.6.1 Rate Categories (Cont'd)(A) Directory Transport

The Directory Transport rate category provides for the transmission facilities and transport termination used for Directory Access Service in transporting a call between the customer's premises, multiplexing node or virtual collocation arrangement and the DA location. Directory Transport provides a two-way voice frequency transmission path using facilities set forth in Section 6.5 preceding.

(B) Directory Assistance Service Call

The DA Service call rate category provides for the use of Telephone Company DA equipment and DA operators.

9.6.2 Application of Rates and Charges

- (A) The Directory Transport rate is dependent on the type of Directory Transport chosen by the customer. Entrance Facilities, Direct Trunked DA Transport and Dedicated Tandem Trunk Ports apply on a monthly basis. The regulations pertaining to Entrance Facilities, Direct Trunked Transport and Dedicated Tandem Trunk Ports are set forth in Section 6. preceding.

Tandem Switched DA Transport as described in 9.2.1(C)(2) preceding is comprised of a Termination per call rate, a Facility per mile per call rate, a Tandem Switching and a DA Transport Multiplexing per call rate. The Tandem Switched DA Transport rates apply per call answered by or forwarded to a DA operator. Mileage measurement is set forth in 9.6.3 following.

In the states where Expanded Interconnection has become operational, usage rates for Tandem Switched Directory Transport Service and Credit Allowances for DA Service are arranged in pricing zones. The pricing zone for each serving wire center in the states where Expanded Interconnection has become operational is specified in the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

When a customer's designated premises is served by a serving wire center located in a state other than the state in which the customer's designated premises is located, the rates for Switched Access Services for such customer shall be the Switched Access Service rates then in effect for the serving wire center from which the customer is served.

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9. Directory Assistance Service (Cont'd)

9.6 Rate Regulations (Cont'd)

9.6.2 Application of Rates and Charges (Cont'd)

(A) (Cont'd)

In addition, a Directory Assistance Interconnection Charge applies per call answered by or forwarded to a DA operator. The number of calls to be billed an Interconnection Charge will be accumulated by Telephone Company measuring equipment. The charge applies whether or not the DA operator provides the requested number.

(B) The charge per call for Directory Assistance Service Calls, applies for each call which has been answered by or forwarded to a DA operator. The number of calls will be accumulated by Telephone Company measuring equipment.

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9. Directory Assistance Service (Cont'd)9.6 Rate Regulations (Cont'd)9.6.3 Mileage Measurement

The mileage for the Direct Trunked Transport Channel Mileage rate is measured from the serving wire center for the premises, wire center with SONET multiplexing capability, multiplexing node or virtual collocation arrangement of the ordering customer to the access tandem or DA location. The mileage for the Directory Transport Facility is measured from the access tandem to the DA location. Title Page notwithstanding, these two wire centers may be in different LATAs. In addition, the premises, multiplexing node or virtual collocation arrangement of the ordering customer must be in the LATA where DA service is requested or in the LATA where the DA location is located. The measurement will be performed as set forth in 6.7.11 preceding.

When the Channel Mileage is zero (i.e., the DA location and the serving wire center for the premises, multiplexing node or virtual collocation arrangement of the ordering customer are located in the same building), the Channel Mileage fixed and per mile rate does not apply.

9.7 Rates and Charges

Rates and charges are found in Section 31.9 following.

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