

CHECK SHEET

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0-1.2	30th	0-1.27	29th	0-10	Original
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0-1.18	23rd	0-1.43	7th	0-24	2nd
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8-495	Original	9-10	3rd *	10-12	Original
8-496	Original	9-11	6th *	10-13	Original
8-497	Original	9-12	2nd	10-14	Original
8-498	Original	9-13	3rd *	10-15	Original
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8-509	Original	9-23	1st	10-26	Original
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8-511	Original	9-24.1	1st	10-28	Original
8-512	Original	9-25	1st	10-29	Original
8-513	Original	9-26	1st	10-30	1st
9-0	6th	10-0	Original	10-31	1st
9-1	4th *	10-1	Original	10-32	1st
9-1.1	1st *	10-2	Original	10-32.1	Original
9-2	7th *	10-3	Original	10-33	Original
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9. DIRECTORY ASSISTANCE SERVICE

9.1 GENERAL DESCRIPTION

Directory Assistance Service, hereinafter called Voice Directory Assistance (Voice DA) Service, provides subscriber listing information to the requesting customer. The listing information is comprised of name, telephone number, address, and/or ZIP code. Voice DA Service provides Directory Access Service to Voice DA locations, use of Voice DA access equipment and use of Voice DA agents to provide listing information on a regional and national basis.

A Company Voice DA operator, when furnished a name and locality, will provide or attempt to provide the telephone number listed in the Company DA records associated with the name given at the rates and charges as set forth in 9.6.1, following. The 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 listing information. The Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of Voice DA Service.

A maximum of two requests for telephone numbers shall be accepted per call to the Voice DA agent. A telephone number that is not listed in DA records will not be available to the customer's end user. Nonpublished subscriber telephone number information is not provided.

Three types of Voice DA Service are available.

9.1.1 REGIONAL VOICE DA (RDA) SERVICE

RDA Service is available for obtaining telephone numbers within the Company's 14 state region on a per Numbering Plan Area (NPA) specific basis. Customers with RDA Service may request Customized Branding as an optional feature. Customized Branding provides for the customer's name to be identified at the beginning and at the end of the call.

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9.1.2 NATIONAL VOICE DA (NDA) SERVICE

NDA Service is available for obtaining telephone numbers from any NPA in the United States, Canada and Puerto Rico. Customers with NDA Service may request Customized Branding as an optional feature. Customized Branding provides for the customer's name to be identified at the beginning and at the end of the call.

9. DIRECTORY ASSISTANCE SERVICE

9.1 GENERAL DESCRIPTION (Cont'd)

9.1.3 NATIONAL VOICE DA (NDA) SERVICE WITH CALL COMPLETION LINK (CCL)

NDA Service, as described above, with InterLATA Call Completion Link (CCL) is an optional service available to Interexchange Carriers (ICs) and Wireless Service Providers (WSPs). This offering allows the Company to connect the end user to the National Directory Assistance (NDA) Database when dialing 1-NPA-555-1212. The Call Completion Link (CCL) feature then returns the end user to their IC's switch so that they can be connected to the requested telephone number over the IC's long distance network.

Call Completion Link (CCL) is available with or without Release to Pivot (RTP) capability. SS7 out of band signaling is required and may be ordered out of Section 6.3.1, preceding. This service must be designed in accordance with Telcordia Technical Reference GR-3016-CORE and Qwest Corporation Technical Publications PUB 77342.

9.1.4 INTERNATIONAL VOICE DA (IDA) SERVICE

IDA Service is available for obtaining telephone numbers outside the Continental United States. Customized Branding in not available.

9.1.5 HIGHLY AUTOMATED DA (HADA) SERVICE

This product provides a high degree of automation for obtaining telephone numbers for any NPA in the United States, Canada, and Puerto Rico.

9.1.6 HIGHLY AUTOMATED DA (HADA) WITH CALL COMPLETION LINK

HADA Service as described above, with InterLATA Call Completion Link (CCL) is an optional service available to Interexchange Carriers (ICs) and Wireless Service Providers (WSPs). This offering allows the Company to connect the end user to the National Directory Assistance (NDA) Database when dialing 1-NPA-555-1212. The Call Completion Link (CCL) feature then returns the end user to their IC's switch so that they can be connected to the requested telephone number over the IC's long distance network.

Call Completion Link (CCL) is available with or without Release to Pivot (RTP) capability. SS7 out of band signaling is required and may be ordered out of Section 6.3.1, preceding. This service must be designed in accordance with Telcordia Technical Reference GR-3016-CORE and Qwest Corporation Technical Publications PUB 77342.

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9. DIRECTORY ASSISTANCE SERVICE

9.2 OPTIONAL FEATURES

9.2.1 CUSTOMIZED BRANDING

Customized Branding is an optional feature available with RDA, NDA, NDA with CCL, HADA, and HADA with CCL.. Customized Branding identifies the customer providing directory assistance to their end users. With Customized Branding, a recorded announcement shall be provided to the calling end user before the Voice DA operator begins handling the Voice DA call and at the conclusion of the call.

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When the customer requests Customized Branding, the Company and the customer shall mutually agree on the branding information. The Company shall establish the recorded announcement. The recorded announcement may be changed on a subsequent basis when requested by the customer. There is no additional charge for customized branding.

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9.2.2 RESERVED FOR FUTURE USE

9. DIRECTORY ASSISTANCE SERVICE

9.3 UNDERTAKING OF THE COMPANY (Cont'd)

9.3.2 TRANSPORT FACILITIES AND MANNER OF PROVISIONING

When Voice DA Service is ordered, a two-way voice frequency transmission path is provided by the Company to transport calls in the terminating direction (from the premises of the ordering customer to the Voice DA location) utilizing Switched Transport facilities. These facilities include:

- For RDA, NDA, NDA with CCL, HADA, and HADA with CCL, an Entrance Facility for the transport from the customer's premises to the SWC of that premises, as described in A., following, (T)
 - For RDA, NDA, NDA with CCL, HADA, and HADA with CCL, a Direct-Trunked Transport facility between the SWC of the customer's premises and the Voice DA location for direct routed traffic as described in B., following, or (T)
 - For RDA only, a Direct-Trunked Transport facility between the SWC of the customer's premises and the access tandem and Tandem-Switched Transport between the access tandem and the Voice DA location when tandem switching functions are utilized. Tandem-Switched Transport includes the switching functions performed by the access tandem as described in C., following, and
 - Interface Group and Premises Interface Codes as described in H., following.
- A. The Entrance Facility rate category provides the transport between the customer's premises and the SWC of that premises. The Entrance Facility rate is described in 6.1.2, preceding, and the rates for Entrance Facilities are set forth in 6.8, preceding, based on the facility provided, DS3, DS1 or Voice Grade.

9. DIRECTORY ASSISTANCE SERVICE

9.3 UNDERTAKING OF THE COMPANY

9.3.2 TRANSPORT FACILITIES AND MANNER OF PROVISIONING (Cont'd)

- B. For direct-routed RDA, NDA, NDA with CCL, HADA, and HADA with CCL traffic, Direct-Trunked Transport (DTT) provides the transport from the SWC of the customer's premises to a Voice DA location. Direct-Trunked Transport facilities are described in 6.1.2, preceding, and the rates for DTT facilities for Voice DA are set forth in 6.8, preceding, based on the facility provided, DS3, DS1 or Voice Grade. Tandem routing is not available with NDA Service. (T)
- C. For tandem routed RDA traffic only, DTT provides the transport from the SWC of the customer's premises to the access tandem and Tandem-Switched Transport (TST) provides the transmission facilities between the access tandem and the Voice DA location. The DTT rates are as set forth in B., preceding. The TST rate category is comprised of a Transport Fixed per-call rate, Transport Per-Mile, per-call rate, a Tandem Switching per-call rate, a Common Transport Multiplexing per-call rate and an Access Tandem Trunk Port rate. The TST rate elements are described in 6.1.2, preceding. The TST rates for Voice DA are set forth in 9.6.1, following.
- D. For purposes of determining mileage for DTT and TST, distance will be measured to the Voice DA location(s) for Voice DA service based on the mileage measurement rules as set forth in 6.7.11, preceding. The mileage for transport is measured from the serving wire center for the premises of the ordering customer to the Voice DA location. Title Page notwithstanding, these two wire centers may be in different LATAs for RDA. In addition, the premises of the ordering customer must be in the LATA where RDA service is requested or in the LATA where the RDA Voice DA switch is actually located. For NDA, NDA with CCL, HADA, or HADA with CCL, the serving wire center for the premises of the ordering customer shall always be in the same LATA as the NDA Voice DA location. (T)
(T)

9. DIRECTORY ASSISTANCE SERVICE

9.3 UNDERTAKING OF THE COMPANY

9.3.2 TRANSPORT FACILITIES AND MANNER OF PROVISIONING (Cont'd)

- F. For NDA or NDA with CCL on the customer's order for service, the customer shall specify if the Entrance Facility that is going to be utilized is new or existing. Direct routing to the Voice DA location is required. Tandem routing is not available for NDA or NDA with CCL Service. No address signaling is provided for NDA. Trunkside Switched Access Service cannot be combined with NDA or NDA with CCL.
- G. The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Company in a manner similar to Switched Access Service transmission paths as set forth in 6.5.7, preceding.
- H. Interface Group and Premises Interface Codes

Interface Groups 2, 6 and 9 as set forth in 6.1.2.A.3., preceding, are available for RDA Service when combined with Trunkside Switched Access Service. When RDA Service is combined with Trunkside Switched Access Service, via TST, the Premises Interface Code for the combination will be the available Premises Interface Code for the Trunkside Switched Access Service ordered by the customer. When only RDA, NDA, NDA with CCL, HADA, or HADA with CCL Service is provided, only Interface Groups 2 and 6 are available with the following Premises Interface Codes:

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PREMISES INTERFACE CODE	AVAILABILITY
4DS9-15[1]	S
6EA2-E	S
6EA2-M	S

I. Supervisory Signaling

Trunkside switching is provided at the Voice DA Service access location. The Voice DA Service access location will provide trunk answer and disconnect supervisory signaling.

J. IDA is provisioned by a 700 number.

(N)

[1] DS can be substituted with DJ or DU for additional interface combinations. See 7.1.6.C., preceding, for explanation.

9. DIRECTORY ASSISTANCE SERVICE

9.4 OBLIGATIONS OF THE CUSTOMER

Following are the obligations of the customer for Voice DA Service:

- The customer shall determine and order the capacity and interface type of Directory Access Services it needs for Voice DA Service.
- The customer facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.
- For RDA Service, when required by the Company, the customer shall order a separate trunk group for Voice DA Service for each NPA. The conditions when the customer will be requested to order a separate trunk group for each NPA are set forth in 9.3.2, preceding.
- The customer shall be responsible for all contacts and arrangements concerning the provision and maintenance of, and the billing and collecting of charges for Voice DA service furnished to their end users.
- The customer understands that Voice DA Operators will respond to at most two requests for telephone numbers per call and will not transfer, forward or redial the call to another location for any purpose other than the provision of Voice DA Service.
- When ordering RDA, NDA, NDA with CCL, HADA, or HADA with CCL, the customer must provide the Company an estimate of the amount of traffic it will generate on a per month basis for a twelve month period. (T)
- When the customer requests NDA, NDA with CCL, HADA, or HADA with CCL with Customized Branding, the Company and the customer shall mutually agree on the branding information. (T)

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9. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS

9.5.1 SWITCHED TRANSPORT

Entrance Facility and Direct-Trunked Transport facility rates are applied as set forth in 6.7.1, preceding.

The TST rates, Tandem Transmission, Tandem Switching, and Common Transport Multiplexing, are assessed for each call to Voice DA Service utilizing tandem routing. The rates are set forth in 9.6.1, following. The Access Tandem Trunk Port (ATTP) charge is applied as set forth in 6.7.1, preceding. If the customer combines Voice DA trunks with Trunkside Switched Access Service, only one ATTP charge per trunk is assessed.

9.5.2 SERVICE CALL

An RDA, NDA, NDA with CCL, IDA, HADA, or HADA with CCL charge applies for each call to Voice DA Service and is in addition to the rates described in 9.5.1., preceding. (Local Switching rates are not assessed to Voice DA Service.) The rates are set forth in 9.6.1, following. All Voice DA calls utilizing an RDA trunk are billed at the RDA per call rate. All Voice DA calls utilizing an NDA trunk are billed at the NDA or NDA with CCL per call rate. A call is a call which has been answered by a Voice DA operator. The charge applies whether or not the Voice DA operator provides the requested telephone number. The number of calls answered by Voice DA operators will be accumulated by Company measuring equipment. A credit for the provision of an incorrect telephone number will be applied as set forth in 9.5.11, following.

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9. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS (Cont'd)

9.5.3 RESERVED FOR FUTURE USE

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9.5.4 RESERVED FOR FUTURE USE

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9. DIRECTORY ASSISTANCE SERVICE

9.5 RATE REGULATIONS (Cont'd)

9.5.7 CANCELLATION OF A VOICE DA ORDER

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

When a customer cancels an order for Voice 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 Company will apply to the customer.

9.5.8 CHANGES TO ORDERS

When a customer requests changes to a pending order for Voice DA Service, such changes will be undertaken if the Company can accommodate them. The appropriate charges as set forth in Section 5, preceding, apply for the Directory Access Service changed. In addition, a charge equal to any other costs incurred by the Company because of the change will apply.

9.5.9 MOVES

A move involves a change in the physical location of the point of termination at the customer premises or of the customer premises. Moves for Voice DA Service will be treated as set forth in 6.7.6, preceding, and all associated nonrecurring charges will apply.

9.5.10 SERVICE REARRANGEMENTS

For RDA, NDA, NDA with CCL, HADA, and HADA with CCL, nonrecurring charges shall apply for service rearrangements. If a customer has existing direct routed Voice DA trunks to an existing NDA, NDA with CCL, HADA, or HADA with CCL Voice DA location and chooses to convert those trunks to NDA, NDA with CCL, HADA, or HADA with CCL Service, service rearrangement charges shall apply to change the existing trunks to NDA trunks. Service rearrangements and applicable charges are as set forth in 6.7.1.C.3., preceding.

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9. DIRECTORY ASSISTANCE SERVICE

9.6 RATES AND CHARGES

9.6.1 VOICE DIRECTORY ASSISTANCE SERVICE (Cont'd)

C. Voice DA Service Call

	RATE	
• RDA Service Call, per call	\$0.28	
• NDA Service Call, per call	0.27	
• NDA Service Call with Call Completion Link, per call	0.28	
• IDA Service Call, per call	1.55	(N)
• HADA Service Call, per call	0.20	
• HADA Service Call with Call Completion Link, per call	0.205	(N)
		(D)

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