

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. Directory Assistance Service provides the calling party with available telephone numbers for the party's home numbering plan. Directory Assistance Service will not include numbers for which customers have requested that the number not be provided, or that the requested party has no telephone listing.
2. The Directory Assistance operator will provide telephone numbers or other information as described in paragraph 1, for a maximum of two (2) number requests per call.
3. Charges specified in Section D, apply for Directory Assistance calls with the customer's home numbering plan area with the customer's calls exceed the monthly allowance specified in Section B. Assistance is not available for numbers outside of the customer's home numbering plan area.
4. Hospital services are excluded from the Directory Assistance Service Plan. Services that are suspended will be excluded from the Directory Assistance Service Plan for the period of suspension. (D)
5. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges. The exemption procedures is specified in Section D.

B. CALL ALLOWANCES

1. An allowance (excluding paystation service which receives zero allowance) of three (3) calls per month for each line (not transferable) is provided for the following services: (N)
 - Residence Service lines
 - Business Service lines
2. An allowance of three (3) calls per month for each line is provided for Centrex Service Business station lines.
3. Directory Assistance Service Usage is applied as follows:
 - a. Centrex PBX Service
 - (1) The total usage by all Business Service station lines and normal exchange trunks billed on the Centrex account is applied against the total call allowance for all Business Service Station lines.
 - (2) The usage for each Residence Service station line is applied against the call allowance for the line.
 - b. DID and AIOD Service for station lines in residential quarters, with Special Billing Arrangement.
 - (1) The usage for each station line is computed separately and is applied against the call allowance for the line.
 - (2) When a customer has lines in 2 or more classes of service, the usage for each class is applied against the call allowance for the service which originated the calls.

Issued: April 23, 1997

Effective: April 23, 1997

Issued under the authority of the Michigan Public Service Commission Order dated December 22, 1992, in Case No. U-10064.

By: David LaRocca, General Manager

Petersburg, Michigan