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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS (CONT'D)**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

A. Directory Assistance Service

1. Description

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers within or outside this state.

2. Terms and Conditions

- a. If a customer abuses or fraudulently uses Directory Assistance Service, the appropriate directory assistance charges may be assessed on that customer's telephone account.
- b. A caller may request a maximum of two telephone numbers for each call to Directory Assistance.
- c. There are no call allowances for Directory Assistance Service.
- d. Charges do not apply to Directory Assistance calls from requests originating from telephone services the Company has determined are used on a regular basis by a person certified incapable of using a published telephone directory.
- e. A nonrecurring charge does not apply to establish or remove Directory Assistance Service exemption.
- f. Call completion<sup>[1]</sup> is provided without additional charge for calls within the \_\_\_\_\_ (C)  
LATA. However, intraLATA long distance or local message charges apply if  
applicable. Call completion<sup>[1]</sup> is provided on Public Access Lines where \_\_\_\_\_ (C)  
facilities permit.

[1] Effective October 1, 2024, Directory Assistance Call Completion Service is \_\_\_\_\_ (N)  
grandfathered and will no longer be available. \_\_\_\_\_ (N)