

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 within the customer's home numbering plan area, and where available for numbers outside the customers home number plan area. (C)
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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.
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 are specified in Section D. (C)

(D)



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