

SCHEDULE OF CHARGES AND  
REGULATIONS GOVERNING

DIRECTORY ASSISTANCE SERVICE

Applying to Intrastate Service in Michigan

DIRECTORY ASSISTANCE SERVICE  
TABLE OF CONTENTS AND CHECK LIST

	<u>Sheet No.</u>	<u>Revision No.</u>
Title Page	1	Original
Table of Contents and Check List	2	*1st
Subject Index	3	Original
Application of Tariff	4	Original
Regulations	5	*1st
Charges	6	Original
Exemptions	7	Original

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Issued: April 23, 1997

By: Thomas Beltz, General Manager

Bloomington, Michigan

DIRECTORY ASSISTANCE SERVICE

SUBJECT INDEX

<u>Sheet</u>	<u>Subject</u>
5	Call Allowances
6	Charges
7	Exemptions

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Issued: March 12, 1993

By: Thomas Beltz, General Manager

Bloomington, Michigan

DIRECTORY ASSISTANCE SERVICE

A. APPLICATION OF TARIFF

This Tariff applies to Directory Assistance Service furnished in Michigan by the Telephone Company, hereinafter referred to as the Company.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increase rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate or new treatment resulting in a reduced rate.

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Issued: March 12, 1993

Issued under the authority of the Michigan Public Service  
Commission Order dated January 12, 1993 in Case No. U-10218/10064.

By: Thomas Beltz, General Manager

Bloomington, Michigan

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.

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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: Thomas Beltz, General Manager

Bloomington, Michigan

DIRECTORY ASSISTANCE SERVICE

C. CHARGES

1. Customer dialed calls to Directory Assistance Service for numbers within the home numbering plan area.

Call Charge

Per call, in excess of the allowance for the calling service specified in Section B. .74¢

2. Operator handled calls to Directory Assistance Service
  - a. When the customer places a call to Directory Assistance Service via another Company operator the Directory Assistance Service Charge applies but the Assisted Call Charges specified in the Directory Assistance Provider's Tariff M.P.S.C. No. 3 does not apply. The allowance specified in Section B does not apply.
  - b. When the customer requests that the Directory Assistance Service charged be billed to a Third Party or Credit (Calling) Card, the Assisted Call Charge for Station calls specified in the Directory Assistance Provider's Tariff M.P.S.C. No. 3 also applies. The allowance specified in Section B preceding does not apply.

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Issued: March 12, 1993

Effective: June 11, 1993

Issued under the authority of the Michigan Public Service Commission Order dated January 12, 1993, in Case No. U-10218/10064.

By: Thomas Beltz, General Manager

Bloomington, Michigan

DIRECTORY ASSISTANCE SERVICE

D. EXEMPTIONS

1. Residence and Business service (including a Centrex or AIOD equipped PBX station) are exempt from the charge and allowance portion of the Directory Assistance Service plan when a user (or the principal user of a business service) is unable to use a telephone directory because of physical or mental limitations.
2. To obtain an exemption the customer provides the name, address, telephone number and nature of the limitation for the individual requiring exemption. A certificate of Directory Assistance Charge Exemption is required for each residence or business line to be exempted.
3. Information contained on the exemption certificate will be treated as confidential by the Company.
4. The customer shall notify the Company when the need for an exemption no longer exists.

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Issued: March 12, 1993

Effective: June 11, 1993

Issued under the authority of the Michigan Public Service  
Commission Order dated January 12, 1993, in Case No. U-10218/10064.

By: Thomas Beltz, General Manager

Bloomington, Michigan