

COMPETITIVE LOCAL CARRIER TARIFF

G12. DIRECTORY SERVICES

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>
5th	CS A
6th <sup>1</sup>	CS A
2nd	ToC A
2nd	1
2nd	2
Original	3
1st	4
Original	5
1st <sup>1</sup>	6
Original	7
1st <sup>1</sup>	8

NOTE 1: Issued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

TABLE OF CONTENTS

	<u>Sheet No.</u>	
12.1 DIRECTORY SERVICE .....	1	
12.1.1 RATES .....	1	
12.2 NATIONAL DIRECTORY ASSISTANCE .....	3	
12.2.1 DESCRIPTION .....	3	
12.2.2 GENERAL REGULATIONS .....	3	
12.2.3 RATES AND CHARGES .....	4	
12.3 REVERSE DIRECTORY ASSISTANCE SERVICE .....	5	
12.3.1 DESCRIPTION .....	5	
12.3.2 GENERAL REGULATIONS .....	5	
12.2.3 RATES AND CHARGES .....	6	
12.4 BUSINESS CATEGORY SEARCH.....	7	(N)
12.4.1 DESCRIPTION.....	7	
12.4.2 GENERAL REGULATIONS.....	7	
12.4.3 RATES AND CHARGES.....	8	(N)

Continued

FACILITIES BASED LOCAL SERVICES IN OTHER LEC EXCHANGES

G12. DIRECTORY SERVICES

z

12.1 DIRECTORY SERVICES

z

A. DIRECTORY ASSISTANCE SERVICE

(T)

This service provides the calling party with the following type of information from Pacific Bell's Directory Assistance records:

(N)  
(N)

1. The requested telephone number and address information associated with the requested telephone number.

(T)  
(T)

2. Information that the requested telephone number cannot be found.

(N)

B. The Directory Assistance operator will furnish up to a maximum of three items of the type of information in 1. preceding, per call.

(T)

C. IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818, and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

(N)  
|  
(N)

(D)

(D)

Material omitted now found on sheet 2.

z Correction - Material inadvertently omitted on Advice Letter No. 18042 effective February 7, 1996.

Continued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.1 DIRECTORY SERVICES (Cont'd)

12.1.1 RATES AND CHARGES

A. DIRECT DIALED CALLS TO DIRECTORY ASSISTANCE

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$0.46	z
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each operator assisted call	\$0.46	z
Plus the amount of the service charge for an operator assisted station message set forth in G10.1.2,C preceding, this charge does not cover the completion of a message toll call.		
b. From services not provided with Direct Dial Access		
Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, no operator assisted service charge applies.		
- Each call	\$0.46	z
c. Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		

z Correction - Material inadvertently omitted on Advice Letter No. 18042 effective February 7, 1996.

Continued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.2 NATIONAL DIRECTORY ASSISTANCE

(N)

12.2.1 DESCRIPTION

National Directory Assistance (NDA) is a service whereby customers may request telephone listing information anywhere in the nation, by dialing 411.

12.2.2 GENERAL REGULATIONS

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA).

National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.

The customer will be charged for each listing request made during the call. The National Directory Assistance rate shown in 12.2.3 following, applies per listing request whether or not a number is provided.<sup>1</sup>

There are no exemptions from billing for requests for National Directory Assistance.

There are no call allowances associated with National Directory Assistance requests.

Requests for Local Directory Assistance are billed at the rates and regulations set forth in Schedule Cal.P.U.C. No. A5.

Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Schedule Cal.P.U.C. No. G12.3.

The Utility assumes no responsibility for the accuracy of the information provided.

NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.2 NATIONAL DIRECTORY ASSISTANCE (Cont'd)

12.2.3 RATES AND CHARGES

Charge per sent paid request <sup>1</sup>	\$1.99 (I)
---	------------

NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

Continued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.3 REVERSE DIRECTORY ASSISTANCE SERVICE

(N)

12.3.1 DESCRIPTION

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis.<sup>1</sup>

12.3.2 GENERAL REGULATIONS

The customer will be charged for each request made during the call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in printed directories, unless the customer has authorized listing their information in the directory assistance database.

There are no billing exemptions or call allowances for Reverse DA calls.

Reverse DA is available to business and residence customers where facilities and operating conditions permit.

The Utility assumes no responsibility for the accuracy of the information provided.

Requests for Local Directory Assistance are billed at the rates and regulations set forth in Schedule Cal.P.U.C. No. A5.

The liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.

The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Utility harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

NOTE 1: See Schedule Cal.P.U.C. No. G12.2.

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF

G12. DIRECTORY SERVICES

12.3 REVERSE DIRECTORY ASSISTANCE SERVICE (Cont'd)

12.3.3 RATES AND CHARGES

Charge per sent paid request	\$1.99	(I)
------------------------------	--------	-----

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.4 BUSINESS CATEGORY SEARCH

(N)

12.4.1 DESCRIPTION

1. Business Category Search (BCS) provides customers with the ability to request business listings, by city, address, street, intersection, or specific business location for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.
2. Method of Provisioning - SBC Pacific Bell Telephone Company searches and retrieves listings, randomly, on a geographic basis, such as an address, street, intersection, or specific business location. SBC Pacific Bell Telephone Company will suggest three business names to the customer, unless fewer listings are available, in which case only those listings retrieved will be suggested. If the suggested listings do not satisfy the customer, additional searches can be requested. SBC Pacific Bell Telephone Company's operators will provide the business address(es), along with the telephone number, if requested by the customer.
3. SBC Pacific Bell Telephone Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service. Permanent removal of a listing is available with non-published service.

12.4.2 GENERAL REGULATIONS

1. The regulations and rates set forth below apply to each customer request for assistance in determining the telephone number information of a Business as defined in 5.1.1,A., preceding, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.
2. The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If none of the suggested listings satisfy the customer's request, the customer will be charged a single charge for each requested business search, at the applicable rate specified in 5.1.1,C., following. The BCS rate applies whether or not a number is available, including requests for numbers, which are non-published, non-listed, or not found.

(N)

Continued

COMPETITIVE LOCAL CARRIER TARIFF  
G12. DIRECTORY SERVICES

12.4 BUSINESS CATEGORY SEARCH (Cont'd)

12.4.2 GENERAL REGULATIONS (Cont'd)

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.

With respect to any claim or suit, by a customer or others, the Utility shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Utility's liability, if any, for its gross negligence or willful misconduct shall not be limited by this tariff.

(T)  
(D)  
(T)  
(T)

12.4.3 RATES AND CHARGES

Sent Paid Request	\$1.99	(I)
-------------------	--------	-----