

Frontier Communications of America, Inc.
P.S.C. No. 4
Effective Date: 12/30/2020

Section 5
Leaf: 1
Revision: 0
Superseding Revision:

OPERATOR SERVICES

A. DIRECTORY ASSISTANCE (DA)

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance (DA) Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

1. Regulations

Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from pay telephones.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 7, up to a maximum of 50 requests per month.

2. Rates and Charges

The directory assistance charge applies after the call allowance of two calls per line.

	<u>Per Call Charge</u>
Local, per request, per call	\$0.45

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B. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

Directory Assistance Call Completion (DACC) allows end users the option to have their local calls completed to a requested number either the directory assistance operator or the directory assistance audio response system that provides the requested directory number.

1. Regulations

The regulations and charges apply to calls placed to directory assistance from within the Company's serving area. These regulations and charges are in addition to the regulations, rules and charges found elsewhere in the Company's applicable tariffs.

- a. The charges will apply only to completed calls.
- b. There are no free calls or allowances for directory assistance call completion.
- c. Directory assistance calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.
- d. Calls from COCOTs will be the standard directory assistance announcement and directory assistance will not be offered.

2. Rates and Charges

	<u>Per Call Charge</u>
Directory Assistance Call Completion (DACC)	\$0.50

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C. OPERATOR ASSISTED LOCAL CALLING

Local calls may be completed or billed with live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

The following surcharges will be applied on a per call basis:

	<u>Per Call</u>
Third Number Billing	\$1.25
Collect Calling	\$1.25
Person to Person	\$3.00