

PSC NY No. 10--COMMUNICATIONS

Verizon New York Inc.

Section 5
Original Page 143NETWORK ELEMENTS

5. Unbundled Network Elements (Cont'd)
5.8 Directory Assistance and Operator Services (Cont'd)
5.8.1 Directory Assistance (DA) Services (Cont'd)
5.8.1.3 Directory Assistance Call Completion (DACC) (Cont'd)
(2) Regulations (Cont'd)

DACC is available with all telephone numbers in the Telephone Company DA database except:

- non-published telephone numbers
- interLATA numbers
- 700, 800 and 900 numbers
- 976, 540, 550, 920, 970, or local pay-per-call numbers

When a caller requests more than one number for Directory Assistance, DACC is offered only for the first eligible listing that was selected by the operator.

The DACC charge applies only to calls actually completed.

The DACC charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission as set forth in Section 5.8.1.4 following.

- (3) Rates and Charges

Rates for requests for DACC will be billed to the TC as set forth in Section 5.8.8(A)(2) following.

5.8.1.4 Directory Assistance Credits

A credit allowance will apply to the TC for directory inaccessibility, wrong numbers, cut-offs or poor transmission. When the TC end user reports to the Telephone Company directory assistance operator such a call and the number requested, the number provided and the reason the number provided is incorrect, the number of calls for which a credit will apply will be developed by the Telephone Company DA operator and credited to the TC identifying the specific TC end user to whom the credit applies.

5.8.1.5 Direct Access to Directory Assistance (DADA)

- (A) General

Direct Access to Directory Assistance (DADA) is a database service that provides for access to Telephone Company listings by a TC's operator. The DADA database is a physically distinct entity from the Telephone Company DA database, populated with identical listing data, and updated from the same source on a daily basis. Access to the DADA database shall also be governed by terms and conditions specified in individual agreements between the Telephone Company and each TC subscribing to DADA. (DADA Agreements)

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