

TC Systems, Inc.  
P.S.C. No. 4 -- Telephone  
Local Exchange Services  
Effective Date: October 21, 2010

Section 6  
Leaf No. 15  
Revision: 0

## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.5 Directory Assistance Service

#### 6.5.1 General

A customer may obtain assistance, for a charge, in determining and obtaining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

#### 6.5.2 Regulations

A 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 coin telephones, including COCOTS.
- 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 2.15 of this Tariff, up to a maximum of 50 requests per month.

#### 6.5.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Directory Assistance:

Minimum:	\$0.01
Maximum:	\$1.60

Directory Listings

	<u>Monthly Charge</u>		<u>Non-recurring</u>	
	Min	Max.	<u>Installation/Change Charge</u>	
			<u>Per Change – Max.</u>	
Additional Listing	\$0.01	\$ 5.00		
Non-Published Listing	\$0.01	\$ 5.00	\$0.01	\$ 16.00
Non-Listed Listing	\$0.01	\$ 5.00	\$0.01	\$ 16.00

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Issued by: Carol E. Paulsen, Director Regulatory, Dallas, Texas 75202