

SECTION 6 - MISCELLANEOUS SERVICES

J. NATIONAL AND REVERSE DIRECTORY ASSISTANCE (M)(T)

1. General (N)

- a. National Directory Assistance is a service whereby customers may dial 1411 and request assistance in determining listing information of subscribers who are located outside the customer's local calling area (exchange).
- b. Reverse Directory Assistance is a reverse search service that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.

2. Conditions

The following conditions and rates apply to all calls from customers who request National Directory Assistance or Reverse Directory Assistance.

- a. The customer will be charged for each call made to National Directory Assistance or Reverse Directory Assistance. Customers may receive one listing per call. The National and/or Reverse Directory Assistance rate applies per call, whether or not a number, name, or address is provided; this includes requests for numbers, names, or address that are non-published or unlisted.
- b. There are no billing exemptions or allowances for National Directory Assistance or Reverse Directory Assistance service requests.
- c. Charges for National Directory Assistance or Reverse Directory Assistance service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- d. National Directory Assistance and Reverse Directory Assistance services will not be available from Hotel/Motel and Pay Telephones.

3. Rates

|    |                               |                    |     |
|----|-------------------------------|--------------------|-----|
|    |                               | <u>Per Request</u> |     |
| a. | National Directory Assistance | \$1.25             |     |
| b. | Reverse Directory Assistance  | \$1.25             | (N) |

(M) Material was previously located on Sheet 15 of this Section.

Issued by: Vice President, State Regulatory Affairs, Little Rock, Arkansas