

CenturyLink Communications, LLC d/b/a Lumen Technologies Group
PSC NO. 1 - TELEPHONE
Interexchange Services
Effective Date: May 17, 2021

Section 9
Leaf 24
Revision: 0
Superseding Revision:

9. OPERATOR SERVICES

9.4 DIRECTORY ASSISTANCE SERVICE

A. Directory Assistance (service provided by CenturyLink Communications, LLC f/k/a Qwest Communications Company, LLC)

1. Description

- a. Directory Assistance service allows customers to obtain listing information comprised of a name, ZIP code and/or address and telephone number.
- b. Customers may access this service by dialing the area code (NPA) for the telephone number(s) desired plus 555-1212.

2. Terms and Conditions

- a. A caller may request a maximum of two listings for each call to Directory Assistance. When two listings are requested from Directory Assistance, only the second listing can be completed. However, intraLATA or interLATA long distance message charges apply if applicable.
- b. In some locations where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted call, an appropriate usage/surcharge charges applies in addition to the Directory Assistance charge.
- c. The rate applies whether or not the customer secures any requested information.

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