

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

Section 9
Leaf 27
Revision: 0
Superseding Revision:

9. OPERATOR SERVICES

9.4 DIRECTORY ASSISTANCE SERVICE (Cont'd)

- C. Directory Assistance (service provided by CenturyLink Communications, LLC f/k/a Embarq Communications, Inc. d/b/a CenturyLink Communications)

1. Description

The Company provides the service of connecting customers to a nationwide Directory Assistance operator for a per-call charge for intrastate information requests. Customers can receive up to two numbers per request. In order to obtain two numbers, the customer must request two numbers once the customer reaches the live operator. The fee applies whether or not the Directory Assistance operator furnishes the requested telephone number(s), e.g., the requested telephone number is unlisted, non-published or no record can be found. Requests for information other than telephone numbers will be charged for as requests for telephone numbers.

National Directory Assistance Service gives a customer the option of completing a call to the called station telephone number received from the Directory Assistance operator without hanging up and originating a new call. National Directory Assistance Service is offered when a customer requests intrastate Directory Assistance. A call completion charge applies in addition to the Directory Assistance per-call charge if the customer accepts the offer. When two numbers are requested from Directory Assistance only the second call can be completed. The call completion fee will not apply if the call cannot be completed.

When a Company Operator assists with a Directory Assistance call the appropriate operator handling charges will apply in addition to the Directory Assistance charge.

Requests will be limited to two (2) per call.

A credit allowance for Directory Assistance will be provided upon request if the Subscriber experiences poor transmission quality, is cut off, receives an incorrect telephone number or misdials the intended Directory Assistance number.

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Issued by: Chantel Bosworth

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