

Matrix Telecom, LLC  
d/b/a Excel Telecommunications  
P.S.C No. 3 - Telephone  
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## LOCAL EXCHANGE SERVICES

### SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (Continued)

#### 3.5 LOCAL OPERATOR SERVICES

##### 3.5.1 Directory Assistance

Allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.

##### 3.5.2 Directory Assistance Call Completion Service

Directory Assistance Call Completion (DACC) provides a Customer calling Directory Assistance with the option of having the call to the requested numbers completed. Directory Assistance Call Completion Service is furnished only where facilities are available.

For local calls, charges for DACC are not applicable to Customers with disabilities that qualify for exemptions from Directory Assistance charges. Two types of Directory Assistance Call Completion are offered:

- A. Fully Automated: The Customer receives the requested directory number from an automated voice system. The Customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.
- B. Semi-Automated: The Customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

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Cancelled by supplement No. 1 effective 10/20/2022