

TelCove Operations, LLC  
NY P.S.C. Tariff No. 1  
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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

5.7.3 Directory Assistance Call Completion

5.7.3.1 General

- a. The Telephone Company provides Directory Assistance Call Completion (DACC) Service to customers who have accessed local Directory Assistance. Directory Assistance Call Completion service provides Directory Assistance customers the option of having their calls to the requested directory number completed automatically by the Operator Services System (OSS).

Directory Assistance Call Completion is activated by the customer when the customer depresses a specific digit on a touch-tone telephone after the DACC announcement prompt. The DACC announcement prompt will be given after the customer receives the requested directory number from the automated Directory Assistance System (DAS).

5.7.3.2 Regulations

- a. The calling number and the number requested to be completed must be in the same Numbering Plan Area designation, or for points in a contiguous Numbering Plan Areas which are Local Service to any exchange in the originating Numbering Plan Area.
- b. Only the second provided Directory Assistance telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.
- c. In addition to the Call Completion charge, normal existing Directory Assistance charges will apply. All toll, message, or local measured usage charges are also applicable.
- d. If a call is not completed, i.e. busy or no answer, no charge for the Directory Assistance Call Completion Service is applicable. However, the appropriate charge for the Directory Assistance call will apply.

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By: General Counsel – Regulatory Policy  
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Cancelled effective 03/11/2021.