

ACCESS SERVICE

9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service

9.1 General

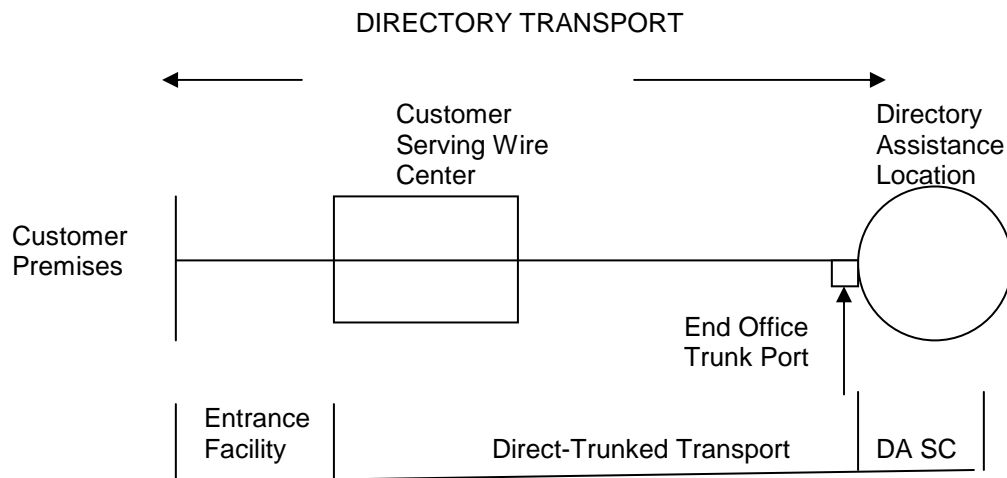
Directory Assistance (DA) Service provides access to DA locations, use of DA location equipment to distribute calls to DA operators, and the use of DA operators to provide telephone listing information.

At the option of the customer, DA Service may be provided for both interstate and intrastate communications. When the customer requests such mixed access, the interstate DA Service charges will be determined by the Telephone Company using the data furnished by the customer as set forth in Section 2.

There are two rate categories which apply to DA Service: a flat DA Service call charge and Directory Transport charges. Directory Transport provides the transmission facilities and terminations to transport calls in the terminating direction from the customer premises to the DA location. Directory Transport can be either flat or usage rated and uses Switched Transport facilities as set forth in Section 6.2.1.

The following diagrams show the rate categories that apply to Directory Assistance Service.

1. Direct-Trunked Transport – DA



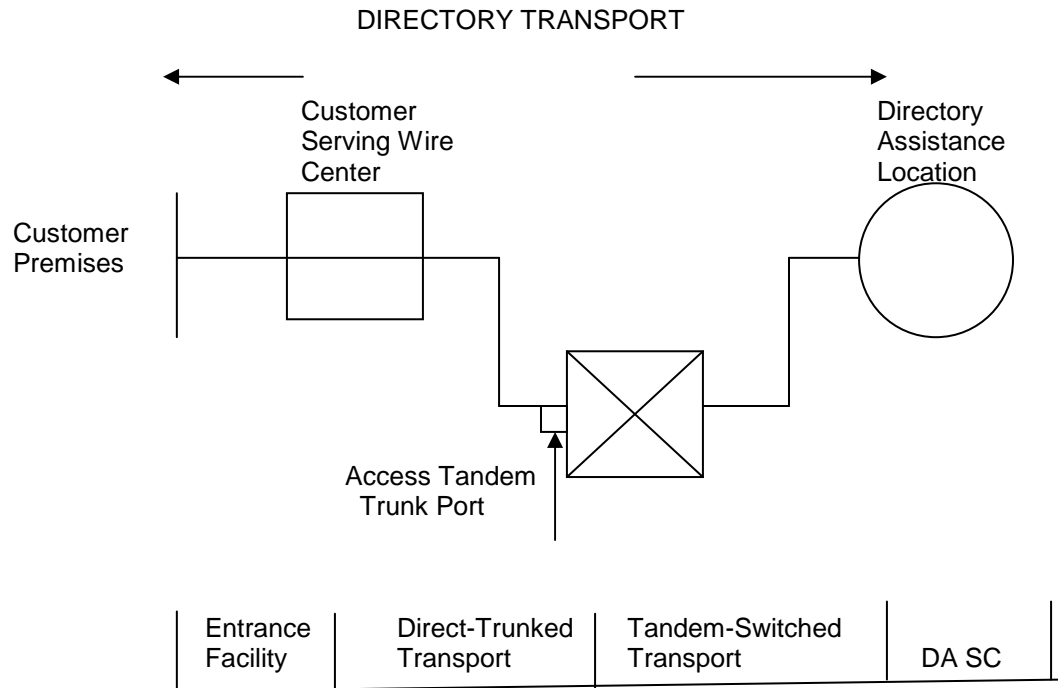
DA SC: Directory Assistance Service Call

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.1 General (Cont'd)

2. Tandem-Switched Transport - DA



DA SC: Directory Assistance Service Call

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.2 Undertaking of the Telephone Company

Upon receiving a request for telephone listing information from a customer's end user, a Telephone Company DA operator will access Telephone Company DA records to provide, or attempt to provide, the requested information.

A maximum of two (2) requests for telephone listing information will be accepted per call to the DA operator.

Telephone listing information which is not listed in DA records will not be available to the customer's end user.

The Telephone Company's contact with the customer's end user shall be limited to that effort necessary to process a request for telephone listing information. The Telephone Company will not transfer, forward or redial a customer's end user call to any other location for any purpose other than provision of DA Service.

The Telephone Company will specify the DA location which provides the DA Service for each Numbering Plan Area (NPA) code. When it becomes necessary, as determined by the Telephone Company, to change a DA location, the Telephone Company will notify the involved customers six months prior to the change. The regulations for such changes are set forth in Section 2.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.3 Service Description

9.3.1 General

Directory Assistance Transport is provided between the customer's premises and a particular DA location using Switched Transport facilities as set forth in Section 6.2.1. These facilities include:

- Entrance Facility for the transport of the DA Service call from the customer's premises to the Telephone Company's serving wire center.
- Direct-Trunked Transport for the transport of the DA Service call from the customer's serving wire center to the DA location without aggregating any other type of traffic on the facility. An associated Digital End Office Trunk Port is required for the trunks into DA.
- Tandem-Switched Transport for the transport of the DA Service call utilizing Direct-Trunked Transport to the Telephone Company Access Tandem and Tandem Switched Transport between the Telephone Company Access Tandem and, Directory Assistance location.
- When Tandem routed to the DA location, Directory Common Trunk Port and Directory Common Transport Mux are applicable.

When required by the Telephone Company, a separate DA Service trunk group will be provided for DA Service for each NPA. Separate trunk groups will be required when the Telephone Company notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

When a Telephone Company access tandem is used to provide DA Service, the DA Service will be provided, at the option of the Telephone Company, either as a separate DA Service trunk group or in combination with FGB or FGD Switched Access Service.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.3 Service Description (Cont'd)

9.3.2 Directory Transport

Directory Transport is a two-way voice frequency transmission path comprised of any form or configuration of plant capable of, and typically used in, the telecommunications industry for the transmission of voice and associated telephone signals within the frequency band width of approximately 300 to 3000 Hz.

For purposes of determining mileage, the distance for Direct-Trunked Transport-DA is measured from the customer's SWC to the DA location(s) or the Telephone Company Access Tandem as set forth in National Exchange Carrier Association, Inc. Tariff No. 4 and for Tandem-Switched Transport-DA mileage is calculated from the Telephone Company Access Tandem to the DA location.

The customer may order the DA Service to be routed directly to a DA location or through a Telephone Company access tandem switch appropriately equipped for DA measurement and served by DA trunks to the DA location. The combination of FGB or FGD Switched Access Service with DA Service will only be provided at available and appropriately equipped Telephone Company access tandem switches.

Trunk side switching is provided at the DA access location. The DA access location will provide trunk answer and disconnect supervisory signaling.

When Directory Transport is provided using a direct route to the DA location, no address signaling is provided.

When Directory Transport is provided via a Telephone Company access tandem, wink start pulsing signaling is provided at the Telephone Company access tandem. The customer shall address each call to the DA location using NPA + 555 + 1212 or, when required by the Telephone Company, 555-1212. Only NPA codes handled by the DA location served by the Telephone Company access tandem switch will be processed.

The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Telephone Company in the same manner as Switched Access Service transmission paths as set forth in Section 6.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)9.3 Service Description (Cont'd)9.3.3 Transmission Specifications

DA Service is provided with either Type A or B Transmission Specification parameters which are guaranteed to the DA location, whether routed directly or via an Telephone Company access tandem. Type B Transmission Specification is provided with Voice Grade (4-wire), DS1 or DS3 when routed direct to a DA location. Type A Transmission Specification is provided with Voice Grade (4-wire), DS1 or DS3 when routed via an Telephone Company access tandem switch.

When DA Service is combined with FGD Switched Access Service, Type A Transmission Specification is provided. When DA Service is combined with FGB, Type B Transmission Specification is provided for Voice Grade (4-wire, DS1 or DS3).

Type A and B Transmission Specifications are set forth in Technical Reference TR-NPL-000334.

9.3.4 Directory Transport Interface Groups and Customer Premises Interface Codes

Switched Access Service Voice Grade (4-wire, DS1 or DS3), as set forth in Section 6, are also available for DA Service.

9.3.5 Network Channel Interface (NCI) Codes

When DA Service alone is provided, the following customer premises Network Channel Interface (NCI) codes, are available:

4DS9-15	6EA2-E	4RV2-0
4DS9-31	6EA2-M	4AH5-B
4DS0-63	4SF3	4AH6-C
4DS6-44		4AH6-D
4DS6-27		

When DA Service is combined with FGB or FGD Switched Access Service, the interface code will be the interface code provided for the FGB or FGD ordered by the customer.

Additional information regarding these NCI codes may be found in Section 6.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.4 Obligations of the Customer

The customer shall order DA Service as defined in 5.6.4. When DA Service is initially ordered, the customer shall order the service for at least three months.

The necessary on-hook and off-hook supervision shall be provided by the customer's equipment.

When separate DA trunk groups are required, as set forth in Section 9.3.1, the customer shall order a separate DA Service trunk group for each NPA.

9.5 Rate Regulations

9.5.1 Charges

There are three rate categories which apply to Directory Assistance service:

- DA Service Call
- DA Transport
- DA Interconnection Charge

In addition, Switched Access nonrecurring charges may apply as specified in 6.3.1.

(A) DA Service Call

The DA Service call charge applies for each DA call which is answered by, or forwarded to a DA operator. The number of calls answered by or forwarded to DA operators will be accumulated by Telephone Company measuring equipment.

A credit for the provision of an incorrect telephone number will be applied as set forth in Section 2.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.5 Rate Regulations (Cont'd)

9.5.1 Charges (Cont'd)

(B) Directory Transport

The Directory Transport rate category provides for the transmission facilities and transport termination used for DA Access Service in transporting a call between the customer's premises and the DA location.

The Directory Transport charge is composed of three subcategories:

- Entrance Facilities, and
- Direct-Trunked Transport including End Office Trunk Ports, or
- Direct-Trunked Transport to a Telephone Company Access Tandem, Access Tandem Trunk Ports, and Tandem-Switched Directory Transport (which is composed of a Tandem Switched Transmission rate, Directory rate)

Rates for Directory Transport are specific to the subcategory being provided and are described below:

(1) Entrance Facility

A monthly rate applies to each Entrance Facility provided for DA Access Service based on capacity (Voice Grade, DS1 or DS3).

The monthly rate for the Entrance Facility applies only when the Entrance Facility is dedicated to DA Access Service. When DA Access Service is provided over a Switched Transport Entrance Facility that combines both DA Access Service and Switched Access Service, only one Entrance Facility charge applies.



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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.5 Rate Regulations (Cont'd)

9.5.1 Charges (Cont'd)

(B) Directory Transport (Cont'd)

(2) Direct-Trunked Transport

For each Direct-Trunked Transport facility provided for DA Access Service, a fixed monthly rate and a monthly rate per mile based on capacity apply.

The monthly rates for Direct-Trunked Transport apply only when the Direct-Trunked Transport facility is dedicated to DA Access Service. When DA Access Service is provided over a Switched Transport Direct-Trunked Transport facility to a Telephone Company Access Tandem that combines both DA Access Service and Switched Access Service (i.e., some of the channels in the facility transport only DA Access Service and other channels in the facility transport only Switched Access Services), only one Direct-Trunked Transport rate applies.

An End Office Trunk Port is required for the trunk terminations for DA. The End Office Trunk Port for DA is Digital and has the bandwidth to accommodate twenty-four DA trunks.

(3) Tandem-Switched Directory Transport

For each Tandem-Switched Transport facility provided for DA Access Service, a Directory Tandem Transmission Charge and a Directory Tandem-Switching charge applies except for terminating Feature Group A where the Directory Tandem-Switching charge does not apply.

Directory Tandem Transmission

A per call rate and a per call per mile rate applies to each DA call which has been answered by or forwarded to a DA operator when the transport was provided using a Tandem-Switched Transport facility.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.5 Rate Regulations (Cont'd)

9.5.1 Charges (Cont'd)

(B) Directory Transport (Cont'd)

(3) Tandem-Switched Directory Transport (Cont'd)

Directory Tandem-Switching

A rate per call applies to each DA call which has been answered by or forwarded to a DA operator when the transport was provided using a Tandem-Switched Transport facility.

Directory Common Transport Mux

A rate per call applies to each DA call which has been answered by or forwarded to a DA operator when the transport was provided using a Tandem-Switched Transport facility.

Directory Common Trunk Port

A rate per call applies to each DA call which has been answered by or forwarded to a DA operator when the transport was provided using a Tandem-Switched Transport facility.

Access Tandem Trunk Port

A monthly rate applies to each Access Tandem Port provided at the Access Tandem. When DA Access Service is provided over an Access Tandem Trunk Port that combines both DA Access Service and Switched Access Service, only one Access Tandem Trunk Port charge applies.

(C) DA Interconnection Charge

The DA Interconnection Charge is assessed to all customers who interconnect with the Telephone Company's DA locations and is applied on a per DA call basis.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)9.6 Rates and Charges

		<u>Rate</u>
(A)	<u>DA Call, each</u>	\$0.29
(B)	<u>DA Transport</u>	
(1)	Direct-Trunked Transport - DA	Charges are the same as those for Switched Access Service, Entrance Facilities, Direct-Trunked Transport, End Office Trunk Ports, and Trunks as set forth in Section 6.
(2)	Tandem-Switched Transport - DA	Charges are the same as those for Switched Access Service as set forth in Section 6.
		<u>Rate</u>
a)	Directory Tandem Transport Termination - per call	\$.000062
b)	Directory Tandem Transport Facility - per call per mile	\$.000007
c)	Directory Tandem-Switching - per call	\$.001109
d)	Directory Common Transport Mux - per call	\$.000167
e)	Directory Common Trunk Port - per call	\$.000490
(C)	<u>DA Interconnection Charge</u>	
	- per call	\$.000

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.7 Electronic Directory Assistance (EDA) Service

9.7.1 General Description

Electronic Directory Assistance (EDA) Service allows customers to obtain direct on-line electronic access to the Telephone Company's directory listings without the involvement of a Directory Assistance (DA) operator. EDA Service is separate and distinct from Directory Assistance Service set forth in 9.1 through 9.6 preceding.

The EDA database or Host Computer provides the EDA customer with directory listing information for residential, business and government listings when a name search by location is initiated. The details include name, address (when available) and telephone number for telephone company customers, except customers who have nonpublished telephone company service.

EDA customers and/or EDA customers' end users will not have the capability to make additions, deletions, or modifications to the EDA database. The EDA database is and shall remain the sole property of the Telephone Company.

9.7.2 Undertaking of the Telephone Company

- (A) The Telephone Company will provide telephone directory listing information for the Connecticut area codes, which includes telephone numbers of subscribers of other local exchange companies in Connecticut.
- (B) The Telephone Company will provide EDA service from its database location in New Haven, as specified in National Exchange Carrier Association (NECA) Tariff FCC No. 4.
- (C) The EDA database will be accessed through a dedicated 9.6 kbps or 56 kbps circuit or through any other arrangement mutually agreeable to the Telephone Company and the EDA access customer.
- (D) Transmission of listing information from the EDA database will be formatted as described in AT&T Technical Reference TR 41454.
- (E) Nonpublished telephone numbers and addresses will not be available with EDA access service.
- (F) Data transmitted from the EDA database will be unformatted.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.7 Electronic Directory Assistance (EDA) Service (Cont'd)

9.7.2 Undertaking of the Telephone Company (Cont'd)

- (G) The Telephone Company will update the EDA database six days per week, excluding holidays.
- (H) The Telephone Company will provide a Host Computer that consists of system control units, interprocessor coordination controller, and disk mass storage units.
- (I) The Telephone Company will provide the following EDA customer support functions to ensure database integrity and to coordinate customer billing:
  - (1) Establish initial User ID and change the User ID(s) and/or associated password(s) at the EDA customer's request.
  - (2) Add/remove User IDs and/or associated passwords through individual EDA access account maintenance records.
  - (3) Maintain files in the EDA database, including modifications of User IDs and passwords as necessary.
  - (4) Perform daily backup of customer files and the entire disk system.
- (J) The Telephone Company will terminate connection to the EDA database during a session in which no requests are initiated for ten minutes.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.7 Electronic Directory Assistance (EDA) Service (Cont'd)

9.7.3 Obligations of the Customer

In addition to the regulations set forth in Section 2 and 5 preceding, the customer has certain specific obligations associated with the use of EDA service:

- (A) The EDA customer is responsible for ordering a 9.6 kbps or 56 kbps interface as set forth in section 7 preceding or for making alternate arrangements to access the Telephone Company's EDA Host Computer which are mutually agreeable to the Telephone Company and the EDA customer.
- (B) A minimum of one User ID and one password are required for each of the EDA customer's end users to connect to the EDA database. The customer shall be liable for all charges incurred for all User IDs assigned to its end users.
- (C) Data transmitted from the EDA database does not include screen formatting. The EDA customer and/or its end user is responsible for providing the software interface required to format EDA information if formatting is required.
- (D) The EDA customer is responsible for all contacts and arrangements with its end user(s) concerning the provision and maintenance of EDA service and the billing and collection of charges for EDA service that it provides to its end users.
- (E) If the Telephone Company terminates an EDA session due to customer inactivity for ten minutes, the EDA customer or its end user must initiate a new session by logging on for a new session by logging on for a new session.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)

9.7 Electronic Directory Assistance (EDA) Service (Cont'd)

9.7.4 Optional Features

At the option of the EDA customer, Usage Detail Reports are available in conjunction with EDA Service in magnetic tape format or by electronic transmission as set forth in Section 9.7.6 following. Usage Detail Reports provide the following information: User ID, NPA accessed (i.e., 203), date, number of inquiries made, and number of screens accessed. Usage Detail Reports are available on a current basis only and are not available for prior or historical EDA usage detail.

9.7.5 Rate Regulations

- (A) The EDA Service Establishment Charge is charged at the time the access customer orders EDA Service and applies per customer billing account. The customer may select Usage Detail Reports coincident with the order for EDA service or at some later date.
- (B) User Identification (ID) numbers will be provided by the Telephone Company to the EDA customer for reassignment to its end users. User ID charges apply upon activation or change by the Telephone Company as requested by the EDA customer. Activation, change, or deactivation of User IDs will be performed by the Telephone Company within 24 hours of the EDA customer's request.
- (C) The Per Screen Charge applies for each screen of directory listing information and/or each message screen returned to the EDA customer for display on its end user's terminal. A screen may contain up to ten subscriber listings. A subscriber listing will include name, address (when available), and telephone number.

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9. Directory Assistance Service And Electronic Directory Assistance (EDA) Service (Cont'd)9.7 Electronic Directory Assistance (EDA) Service (Cont'd)9.7.6 Rates and Charges

Following are the rates and charges that apply to EDA service. These rates and charges are in addition to Special Access rates and charges associated with connection to the EDA interface as set forth in Section 7 preceding.

EDA charges apply for connection to the EDA database whether or not the information requested is available.

	<u>Nonrecurring Charge</u>
Service Establishment Charge Per Customer Per Account	\$200.00
User ID Charge Per User ID/Password Activated or Changed	\$11.00
	<u>Monthly Usage Charge</u>
Screen Charge per screen provided	
0 to 25,000	\$ 0.17
25,001 to 50,000	0.13
50,001 to 100,000	0.10
Over 100,000	0.07
Monthly Usage Detail Reports per report, per month	
- Magnetic Tape, per tape	Charges are the same as those
- Electronic Transmission per record transmitted using Network Data Mover (NDM) system	for additional copies of bills as set forth in Section 13.1.2