

FRONTIER MIDSTATES INC.

SCHEDULE OF CHARGES AND  
REGULATIONS GOVERNING

DIRECTORY ASSISTANCE SERVICE

Applying to Intrastate Service in Michigan

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DIRECTORY ASSISTANCE SERVICE  
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A. TABLE OF CONTENTS

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DIRECTORY ASSISTANCE SERVICE

SUBJECT INDEX

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GENERAL

A. APPLICATION OF TARIFF

This Tariff applies to Directory Assistance Service furnished in Michigan by Frontier Midstates Inc., hereinafter referred to as the Company.

B. EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate or new treatment resulting in an increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate of new treatment resulting in reduced rate.

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**DIRECTORY ASSISTANCE SERVICE**

**A. GENERAL**

1. Directory Assistance Service provides the calling party with available telephone numbers for the party's home numbering plan. Directory Information Assistance will not include numbers for which customers have requested that the number not be provided, or that the requested party has no telephone listing.
2. The Directory Assistance will provide telephone numbers or other information as described in paragraph 1, for a maximum of two (2) number requests per call.
3. Charges specified in Section D, apply for Directory Assistance calls with the customer's home number plan area. Assistance is not available for numbers outside of the customer's home numbering plan area.
4. Services that are suspended will be excluded from the Directory Assistance Service Plan for the period of suspension.
5. A customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges. The exemption procedure is specified in Section D.
6. Business telephone numbers or listings can be obtained when the calling party furnishes a city, state, and either a listed name or a category or type of business designation. The directory assistance operator, upon request, will search up to a maximum of two business categories or designations per call, using Business Category Search. Up to three business names are furnished from this random type of search, per category or designation. With each type of business search, the caller is billed for each business category or designation searched. Charges apply even if the numbers are non-published or no numbers are found.

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**DIRECTORY ASSISTANCE SERVICE**

**B. CALL ALLOWANCES**

1. Directory Assistance Service usage is applied as follows:
  - a. Centrex PBX Service
    - (1) The total usage by all Business Service station lines and normal exchange trunks billed on the Centrex account is applied against the total call allowance for all Business Service station lines.
    - (2) The usage for each Residence Service station line is applied against the call allowance for the line.
  - b. DID and AIOD Service lines in residential quarters, with Special Billing Arrangement.
    - (1) The usage for each station line is computed against the total call allowance for all of the lines in that class of service billed to the same account.
    - (2) When a customer has lines in 2 or more classes of service, the usage for each class is applied against the call allowance for the service which originated the calls.

**C. CHARGES**

1. Customer dialed calls to Directory Assistance Service for numbers within the home numbering plan area.

	<u>Call Charge</u>
Per call, for those exchanges homing in on AT&T - Michigan (see Appendix)	\$1.50
Per call, for those exchanges homing on on Frontier (see Appendix)	\$1.50

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DIRECTORY ASSISTANCE SERVICE

C. CHARGES (Continued)

2. Operator handled calls to Directory Assistance Service
  - a. When the customer places a call to Directory Assistance Service via another Company operator the Directory Assistance Service charge applies but the Assisted Call Charge specified in the Directory Assistance Provider's Tariff M.P.S.C. No. 3 does not apply. The allowance specified in Section B does not apply.
  - b. When the customer requests that the Directory Assistance Service charge be billed to a Third party or Credit (Calling) Card, the Assisted Call charge for Station calls specified in the Directory Assistance Provider's Tariff M.P.S.C. No. 3 also applies. The allowance specified in Section B does not apply.

D. EXEMPTIONS

1. Residence and business service (including a Centrex or AIOD equipped PBX station) are exempt from the charge and allowance portions of the Directory Assistance Service plan when a user (or the principal user of a business service) is unable to use a telephone directory because of physical or mental limitations.
2. To obtain an exemption the customer provides the name, address, telephone number and nature of the limitation for the individual requiring the exemption. A certificate of Directory Assistance Charge Exemption is required for each residence or business line to be exempted.
3. Information contained on the exemption certificate will be treated as confidential by the Company.
4. The customer shall notify the Company when the need for an exemption no longer exists.

## DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

### A. GENERAL

#### 1. GENERAL

DACC Allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

#### 2. REGULATIONS

The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

DACC will only be furnished where facilities and operating conditions permit.

The calling party will incur a \$.10 per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the Customer.

#### 3. RATES AND CHARGES

Directory Assistance Call Completion, per call \$1.00



**NATIONAL DIRECTORY ASSISTANCE SERVICE**

**A. GENERAL**

**1. GENERAL**

National Directory Assistance (NDA) will provide the customer with directory listings from the Telephone Company's directory assistance database. This database will make all the Telephone Company listings available to any operator workstation along with national listings from other provider database(s). The Telephone Company will provide listings for residential, business, government, Telephone Company 1-800, and Telephone Company local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

**2. REGULATIONS**

The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.

The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Telephone Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.

Charges for National Directory Assistance/Customer Name and Address Service are applicable to calls placed from hospitals that equip patient rooms for telephone service or from hotel/motels that equip guest rooms for telephone service.

Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

National Directory Assistance and Customer Name and Address Service will be available where technology permits.

**3. RATES AND CHARGES**

For each call to the National Directory Assistance/

Customer Name and Address Service . . . . . \$1.50

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APPENDIX

Exchanges Homing in on AT&T - Michigan

Addison	547
Alger	836
Baroda	422
Bridgman	465/466
Fitchburg	565
Gregory	498
Homer	568
Lambertville	856/854
Lupton	473
Munith	596
Onondaga	628
Parma	531
Prescott	873
Rives Junction	569
Rose City	685
Sawyer	426
Sterling	654
Stockbridge	851
Webberville	521

Exchanges homing in on GTE

Burlington	765
Glenn	277
Lacota	253
Lawrence	674
Morenci	458
Pullman	236
Tekonsha	767