

SCHEDULE OF CHARGES AND  
REGULATIONS GOVERNING

DIRECTORY ASSISTANCE SERVICE

Applying to Intrastate Service in Michigan

DIRECTORY ASSISTANCE SERVICE  
TABLE OF CONTENTS AND CHECK LIST

	<u>Sheet No.</u>	<u>Revision No.</u>
Title Page	1	Original
Table of Contents and Check List	2	*2nd
Subject Index	3	*1st
Application of Tariff	4	*1st
Regulations	5	*2nd
Charges	6	*1st
Exemptions	7	Original

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Issued: February 28, 2012

Effective: March 1, 2012

Issued under the authority of the Michigan Public Service Commission Order dated  
January 12, 1993, in Case No. U-10218/10064.

By: David LaRocca, General Manager

**RECEIVED**

Petersburg, Michigan

**By Patti Witte at 4:36 pm, Mar 14, 2012**

DIRECTORY ASSISTANCE SERVICE

SUBJECT INDEX

<u>Sheet</u>	<u>Subject</u>	
5	General	(C)
6	Charges	
7	Exemptions	

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DIRECTORY ASSISTANCE SERVICE

A. APPLICATION OF TARIFF

This Tariff applies to Directory Assistance Service furnished in Michigan by the Telephone Company, 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 increase rate or new treatment resulting in an increased rate.

(N) Signifies a new rate, treatment or regulation.

(R) Signifies a reduced rate or new treatment resulting in a reduced rate.

(T) Signifies a change in text but no change in rate or regulation.

(N)

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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 Assistance Service 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 operator 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 within the customer's home Numbering plan area. Directory Assistance Service is available for numbers outside the customer's home numbering plan area at the same rate as Non-Local numbers within the customers home numbering plan area. (C)  
(C)  
(C)  
(C)
4. Hospital services are excluded from the Directory Assistance Service charges. Services that are suspended will be excluded from the Directory Assistance Service charges for the period of suspension (C)  
(C)  
(C)
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 procedures are specified in Section D. (T)

(D)



(D)

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DIRECTORY ASSISTANCE SERVICE

C. CHARGES

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

	<u>Call Charge</u>	
Numbers within the Customer's Local Calling Area – per call	\$1.00	(C/I) (D)
Non-Local numbers within the home numbering plan area – per call	\$1.25	(N)

2. Operator handled calls to Directory Assistance Service

- a. Customers requesting operator assistance in order to complete a call to Directory Assistance Service will incur the appropriate charges for a Local Operator Assisted call in addition to the Directory Assistance Service charge. (C)  
(C)  
(C)  
(D)
- b. Customers requesting that the Directory Assistance Service charge be billed to a Third Party or Credit (Calling) Card, will incur the appropriate Bill-to-Third or Credit (Calling) Card Call Charge in addition to the Directory Assistance Service charge. (C)  
(C)  
(C)  
(D)

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Effective: March 1, 2012

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D. EXEMPTIONS

1. Residence and Business service (including a Centrex or AIOD equipped PBX station) are exempt from the charge and allowance portion 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 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.

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Issued: March 12, 1993

Effective: June 11, 1993

Issued under the authority of the Michigan Public Service Commission Order dated January 12, 1993, in Case No. U-10218/10064.

By: David LaRocca, General Manager

Petersburg, Michigan