

Schedule No. B-7

LOCAL AREA OPERATOR ASSISTANCE SERVICE

APPROVED

APPLICABILITY

Applicable to furnishing a calling party with telephone numbers or other information available from Pacific Bell's Directory Assistance records by dialing 411 and/or 555-1212. (T)

TERRITORY

Within the exchange areas, as said areas are defined on maps filed as part of the Utility's tariff schedules.

RATES

1. Direct Dialed Calls to Directory Assistance exceeding the Allowance: (C)

	<u>Charge</u>
a. Each direct dialed call.....	\$ 0.25

2. Direct Dialed Calls to Directory Assistance Allowance:

a. <u>Residence Service</u>	<u>Call Allowance</u>
1) Individual or key access line, each call.....	5
2) PBX Trunk, each trunk.....	5

b. <u>Business Service</u>	
1) Individual or key access line, each call.....	2
2) PBX Trunk, each trunk.....	2

3. Directory Assistance Call Allowances and Charges (N)

The call allowances and charges only apply to calls to Directory Assistance within the calling party's area code within the Utility's exchange areas. Intrastate interLATA and interstate calls placed to Directory Assistance are covered by the tariffs of the interexchange carrier providing such service. (N)

(To be inserted by utility)
Advice Letter No.: 185
Decision No.:

Issued by
Paul Pederson
NAME
Vice President
TITLE

(To be inserted by Cal.P.U.C.)
Date Filed: ~~May 1, 2000~~ APR 28 2000
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LOCAL AREA OPERATOR ASSISTANCE SERVICE

(Continued)

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SPECIAL CONDITIONS

(N)

1. Service Description:

- a. Directory Assistance Service provides the calling party with the following type of information from Pacific Bell's Directory Assistance records:
 - 1) The requested telephone number and address information associated with the requested telephone number.
 - 2) Information that the requested telephone number cannot be found.
- b. The Directory Assistance operator will furnish up to a maximum of three items of the type of information in (1) preceding, per call.

2. Regulations

a. Exemptions

The following are exempt from the charges shown under the Rates section.

- 1) Physically Impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:
 - a) Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
 - b) An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
 - c) A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.

(N)

(To be inserted by utility)

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Paul Pederson

NAME

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LOCAL AREA OPERATOR ASSISTANCE SERVICE
(Continued)

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SPECIAL CONDITIONS (Continued)

2. Regulations (Continued)

a. Exemptions (Continued)

1) (Continued)

d) A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or credit card. No charge will apply to this type of call.

2) No exemption is applicable to pay telephones.

3) No exemption is applicable to Centrex or PBX services.

3. A Directory Assistance Service call allowance not used in one billing period cannot be transferred to the customer's account for any other billing period or to any other account. For the PBX systems, the call allowance applies to PBX stations that have been assigned seven-digit working telephone numbers.

4. Provisions concerning limitation of liability are set forth in Rule No. 24. Except as otherwise provided in such regulation, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands, or damages that shall or may arise from the use of this service.

(N)

(N)

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