

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>
Original	CS A
Original	1
Original	2
Original	3

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A5. DIRECTORY ASSISTANCE SERVICE

5.1 GENERAL INFORMATION

5.1.1 APPLICABILITY

Applicable to furnishing a calling party with published telephone numbers within the United States, or other information associated with the requested telephone number available from Directory Assistance records by dialing 4-1-1.

5.1.2 TERRITORY

Within the exchange areas of all exchanges, as said areas are defined on maps filed as part of the tariff schedules, and within Local Access Transport Areas (LATAs).

5.2 RATES

A. Calls for Local Directory Assistance
 (Requests for numbers within the Utility's local exchange area)

1. Call Allowance per Monthly Billing Period

The following services have an allowance per monthly billing period as set forth for calls to Directory Assistance, at no charge:

<u>Class of Service</u>	<u>Call Allowance</u>	<u>Rate per Call</u>
a. Residence Service - each line	3	-
b. Business Service - each line	0	-

2. Charges

Each call to Directory Assistance exceeding the allowances shown in 5.2.A.1. preceding \$.46

B. Calls for National Directory Assistance
 (Requests for numbers outside the Utility's local exchange area)

Charge per sent paid request .95

(Continued)

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5.3 SPECIAL CONDITIONS

- A. Directory Assistance Service provides the calling party with the following type of listing information:
1. The requested published telephone number, and the published address information associated with the requested published telephone number.
 2. Information that the requested telephone number cannot be found.
- B. The Directory Assistance operator will furnish a maximum of three Local Directory Assistance items and/or two National Directory Assistance items of the type of information listed in Special Conditions 5.3.A, during the 4-1-1 call.
- C. The regulations and rates in Schedule Cal. P.U.C. No. A5, Directory Assistance Service, apply to all calls from customers who request assistance in determining telephone listing information for areas within or outside their local calling area.
- D. Application of Directory Assistance Service Call Allowance
1. Any portion of a Directory Assistance Service call allowance as provided in Rates 5.2.A.1. preceding, which is unused during a billing period, may not be used in another billing period. Billing periods are located in Schedule Cal. P.U.C. No. A2, Rule 9, Rendering and Payment of Bills.
 2. No portion of a Directory Assistance Service call allowance may be transferred from one account to any other account.
 3. After the call allowance in Rates 5.2.A.1. preceding is reached during a billing period, the Directory Assistance rate shown in Rates 5.2.A.2. preceding applies per Local Directory Assistance call.

(Continued)

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5.3 SPECIAL CONDITIONS - Continued

- E. The Utility will not release non-published listings except where a National Directory Assistance listing may already be disclosed in another telephone company's published directory or directory database and it is not designated by the disclosing source as non-published information.
- F. The Utility assumes no responsibility for the accuracy of the information provided. The caller shall indemnify the Utility 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.
- G. The Directory Assistance rate shown in Rates 5.2.B. preceding applies per 4-1-1 National Directory Assistance request. There are no call allowances associated with National Directory Assistance Service.
- H. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit.
- I. The following are exempt from Schedule Cal. P.U.C. No. A5, Directory Assistance Service, charges provided by this Utility:
 - 1. A person with a physical disability which limits use of a telephone directory due to visual or other physical limitations. The Utility must receive a written exemption request, accompanied by the appropriate documentation certifying the applicant's impairment.
 - 2. A residence service is exempt if the service is used by anyone who is certified to have a physical disability which limits using a telephone directory.
 - 3. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 5.3.I.1. preceding, or if the service is provided to an organization established specifically for the purpose of assisting with severe seeing disabilities. Such an organization may employ the services of both certified and non-certified individuals. This exemption does not apply to Centrex or PBX services, or to customers connecting Customer Owned Pay Telephones (COPTs) to the Utility's network.
- J. The Utility customer receiving a Directory Assistance Service exemption must promptly notify the Utility if circumstances surrounding the exemption listed in Special Conditions 5.3.I. preceding no longer apply.

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