

SCHEDULE OF CHARGES AND
REGULATIONS GOVERNING

DIRECTORY ASSISTANCE SERVICE

Applying to Intrastate Service in Michigan

DIRECTORY ASSISTANCE SERVICE

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By: Wayne TerHaar, General Manager

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DIRECTORY ASSISTANCE SERVICE

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By: Wayne TerHaar, General Manager

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DIRECTORY ASSISTANCE SERVICE

A. APPLICATION OF TARIFF

This Tariff applies to Directory Assistance Service furnished in Michigan by the Drenthe 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 increased 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 which results 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 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 with the customer's home numbering plan area with the customer's calls exceed the monthly allowance specified in Section B. Assistance is not available for numbers outside of the customer's home numbering plan area.
4. Hospital services are excluded from the Directory Assistance Service Plan. 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 procedures is specified in Section D.

B. CALL ALLOWANCES

1. An allowance (excluding paystation service which receives zero allowance) of three (3) calls (N) per month for each Line (not transferable) is provided for the following services:
 - Residence Service times
 - Business service times
2. An allowance of three (3) calls per month for each Line is provided for Centrex Service Business station times.
3. Directory Assistance Service Usage is applied as follows:
 - a. Centrex PBX Service
 - (1) The total usage by all Business Service station times 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 for station Lines in residential quarters, with Special Billing Arrangement.
 - (1) The usage for each station Line is computed separately and is applied against the call allowance for the line.
 - (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.

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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.

Call Charge

Per call in excess of the allowance for the calling
service specified in Section B. .92¢

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 Charges specified in the Directory Assistance Provider's Tariff M.P.S.C. No. 3 does not apply. The allowance specified in Section 8 does not apply.
 - b. When the customer requests that the Directory Assistance Service charged 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 preceding does not apply.

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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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