

INTRASTATE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

6. DIRECTORY ASSISTANCE SERVICE

6.1 Nature of Service

Directory Assistance is a telephone service whereby INS customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. The Directory Assistance charge specified in Section 7.4 of this tariff applies when a customer within Iowa requests the telephone number of other customers within Iowa.

6.2 Dialing Procedure

Long distance direct dialed Directory Assistance, from customers who select INS as their 1+ carrier, is obtained by dialing 1+ area code + 555-1212; where the area code is different from the one in which the customer places the call.

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6. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

6.3 Application of Rates and Charges

6.3.1 Allowance

A credit allowance will be given, i.e., the charge that would otherwise apply will be waived, when:

- (1) The customer experiences poor transmission or is cut-off during the call to Directory Assistance,
- (2) The customer is given an incorrect telephone number by the Directory Assistance operator, or
- (3) The customer has inadvertently misdialed and has reached Directory Assistance for the wrong area code.

To obtain such a credit/waiver, the customer must promptly notify his or her customer Service Representative (Local Exchange Telephone Company).

6.3.2 Non-transferable

Call Allowances are not transferable between accounts.

6.4 Rates

Dialed calls over which INS facilities are used (maximum of two requests per call):

<u>Rate per Call</u>	\$0.80
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