
INTERNATIONAL TELECOMMUNICATIONS SERVICE

8. DIRECTORY ASSISTANCE SERVICE

8.1 Nature of Service

Directory Assistance is a telephone service whereby presubscribed Long Distance Company customers may obtain assistance in determining telephone numbers by calling a Directory Assistance number. Directory Assistance is available for calls made from points within the contiguous United States to International Directory Assistance.

8.2 Dialing Procedure

Long distance direct dialed Directory Assistance, from customers who select INS/Long Distance Company as their 1+ carrier, for NANP countries are obtained by dialing 1+ area code + 555-1212. Calls to Directory Assistance may also be made by use of the Travel Service described in Section 5. of this tariff.

INTERNATIONAL TELECOMMUNICATIONS SERVICE

8. DIRECTORY ASSISTANCE SERVICE (CONTINUED)

8.3 Application of Rates and Charges

8.3.1 Allowance

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

- a. The customer experiences poor transmission or is cut-off during the call to Directory Assistance, or
- b. 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.

8.3.2 Travel Service

Directory Assistance requests placed by using INS/Long Distance Company's Travel Service will result in the application of the appropriate rate specified in Section 5.2 , Section 7.3.1 d. and Section 8.4.

INTERNATIONAL TELECOMMUNICATIONS SERVICE

8. DIRECTORY ASSISTANCE SERVICE (CONTINUED)8.4 Rates and Charges

Each Directory Assistance call will be surcharged the following rate per call (maximum of two requests per call):

| | <u>Charge per Call</u> |
|---|------------------------|
| 8.4.1 Call Completion/Operator Dialed Numbers | |
| This charge applies to any end-user number the Operator has dialed | \$0.50 |
| 8.4.2 Dial Station-to-Station | |
| Data base lookups/call | \$0.80 |
| 8.4.3 Credit Card Station-to-Station | |
| Placed to Directory Assistance | |
| Credit Card Charge | \$0.65 |
| Data base lookups/call | 0.80 |
| Total Cost | \$1.45 |
| 8.4.4 Operator Station-to-Station | |
| Placed to Directory Assistance | |
| Operator Assistance | \$1.25 |
| Data base lookups/call | 0.80 |
| Total Cost | \$2.05 |
| 8.4.5 Travel Card and Operator Assisted | |
| Placed to Directory Assistance, Per call charge | \$0.75 |
| Data base lookups/call | 0.80 |
| Operator Assistance | 1.25 |
| Total Cost | \$2.80 |

Issued: July 20, 2001

Effective: July 22, 2001

By: William P. Bagley
President
4201 Corporate Drive
West Des Moines, Iowa 50266-5906