



# Oregon

Tina Kotek, Governor

## Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301-3398

**Mailing Address:** PO Box 1088

Salem, OR 97308-1088

503-373-7394

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BY EMAIL

United Telephone Company of the Northwest, dba CenturyLink

Robyn.M.Crichton@centurylink.com

RE: Advice No. 24-003

Staff of the Oregon Public Utility Commission reviewed the sheets in the filing docketed as PL 240. A receipted copy of the acknowledged sheet(s) in your price list filing is attached.

*/s/ Alison Lackey*

Alison Lackey

Chief Administrative Law Judge

Public Utility Commission of Oregon

(503) 400-2861

**MESSAGE TELECOMMUNICATIONS SERVICE**

6.8 DIRECTORY ASSISTANCE SERVICE

1. General

- a. The Company furnishes local, long distance and National Directory Assistance Service whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.
- b. A Directory Assistance Service Charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's HNPA (national directory assistance).
- c. Directory Assistance Call Completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial directory assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the Directory Assistance Call Completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the Directory Assistance call completion announcement prompt. Directory Assistance Call Completion is not available when requesting the name associated with a directory listing. <sup>[1]</sup> (C)

2. Regulations

- a. A maximum of two telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, Directory Assistance Call Completion is available only for the second telephone number provided. <sup>[1]</sup> (C)
- b. Directory Assistance Call Completion service is not available to the following customer groups: <sup>[1]</sup>
  - Hospitals
  - Hotels/Motels
  - Prisons/Inmates
  - Interexchange Carriers
  - Pay Telephone Access Service
- c. Directory Assistance is not available to customers subscribed to Toll and Casual Dialing Restriction Service, Options 1 or 2.

**[1] Effective October 3, 2024, Directory Assistance Call Completion Service is grandfathered and will no longer be available.** (N)  
(N)

**MESSAGE TELECOMMUNICATIONS SERVICE**

6.8 DIRECTORY ASSISTANCE SERVICE (cont'd)

3. Exemptions

There are no call allowances for Directory Assistance customers.

Charges for local and long distance Directory Assistance Service are not applicable to calls placed from hospitals and customers (residence telephone numbers) who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by the Company, and the Company's acceptance of that form. There are no exemptions for national directory assistance calls.

4. Rate Regulations

- a. The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available). <sup>[1]</sup>
- b. In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", Operator Handled Service Charges will apply in addition to the Directory Assistance Service Charge as specified in 5.b following.

(C)

**[1] Effective October 3, 2024, Directory Assistance Call Completion Service is grandfathered and will no longer be available.**

(N)  
(N)