

**MAINTENANCE OF SERVICE CHARGE**

A non-recurring Service Charge of \$65.00 may apply for each customer requested visit to a customer's premises where the service difficulty or trouble results from the use of Customer Provided Equipment or Facilities. (l)

**OPERATOR SERVICES**

**Directory Assistance Service**

**A. General Regulations**

Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this tariff apply when a customer within Missouri request the telephone numbers of other customers within the same LATA.

**B. Conditions**

- 1. Call allowances are not transferable between accounts. (D)
- 2. For the purposes of administering this tariff the full allowance will apply for service on record as of the customer's billing date.
- 3. Rates specified in C.1. below are not applicable to:
  - Calls placed from hotels and motels.
  - Calls placed from hospitals.
  - Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, ophthalmologists, optometrists, registered nurses, therapists, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.
  - Calls from certified exempt customers and charged to their Calling Card.

**C. Residence and Business Rates**

- 1. Customer originated calls (maximum of two requests per call), each.....\$.50