
ITEM **Directory Assistance Charge**
160.20**1. Service Description**

Note: Local and Long Distance Directory Assistance and Directory Assistance Call Completion (DACC) Service is forborne from regulation effective February 1, 2010, as per Telecom Regulatory Policy 2009-243 and 2009-717. SaskTel does not charge for access to Local and Long Distance Directory Assistance and DACC Service.

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-**2. Conditions of Service**

1. The directory assistance charge does not apply when requests originate from:
 - (a) coin telephones, when the customer requests a local number or a number within Saskatchewan,
 - (b) customers requesting emergency numbers,
 - (c) customers registered with SaskTel as being unable to use the directory due to their physical disability. In order to qualify for Directory Assistance Exemption for Special Needs, customer would have to submit SaskTel Special Needs Application (Form 2359). On the application, Speech Pathologist, Audiologist, Doctor, Occupational Therapist, CNIB Representative must certify that the applicant has the disability described which would prevent them from using a standard telephone, using the telephone directory, or recording a number for future use. The limit is 50 free requests from the home telephone number per customer's monthly billing period,
 - (d) customers requesting SaskTel general business numbers,
 - (e) customers calling from phones that are DA restricted.