

GENERAL TARIFF - BASIC SERVICES

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ITEM Directory Assistance Call Completion 160.30

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.

1. Service Description

Directory Assistance Call Completion (DACC) is a service offered to eligible customers who contact SaskTel Directory Assistance to request a number. If DACC is desired, the customer can follow the prompts to have the call completed automatically without placing a second call.

2. Conditions of Service

1. DACC is <u>not</u> available:

- (a) for calls originating and terminating outside Saskatchewan,
- (b) for calls to selected help agency numbers requested in an emergency,
- (c) from access lines which are Directory Assistance and/or toll restricted,
- (d) from rotary dial telephones,
- (e) from GMTS, ERTS or NRTS customers,
- (f) to customers who have blocked their line from receiving DACC calls,
- (g) to cellular customers,
- (h) to 800/877/888 or to Toll Free numbers,
- (i) for calls originated from hotels / motels.

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3. Rates

- **Note 1:** If registered with SaskTel, special needs customers will receive DACC for no charge by asking for a specific operator number that is obtained by calling the business office.
- **Note 2:** The Directory Assistance Call Completion charge may be alternately billed to a Calling Card, a third number, or collect.
 - The Directory Assistance Call Completion charge will be charged to the terminating customer whenever the calling customer chooses a 'collect' alternate billing choice. The customer accepting the collect call will be permitted to apply those charges to a calling card, a third number or in some cases a special billing number. Applicable Automated Billing System (ABS) surcharges and operator-assisted surcharges may apply.

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