

# 4027



Theresa L. O'Brien  
Vice President – Regulatory Affairs

234 Washington Street  
Providence, RI 02903

Phone 401 525-3060  
Fax 401 525-3064  
theresa.obrien@verizon.com

December 23, 2008

Ms. Luly Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, Rhode Island 02888

RECEIVED  
2008 DEC 23 PM 4: 58

Dear Ms. Massaro:

We are filing, herewith, for effect January 22, 2009, tariff material consisting of:

PUC RI No. 15

Part/Section	Revision of Pages	Original of Pages
A/5	21	N/A

With this filing, Verizon Rhode Island (“Verizon RI”) is proposing to introduce a new feature for Directory Assistance Service. The new feature enables a customer to request a business listing by business category and location (e.g., “a plumber in Westerly”). This feature enables customers who do not have the listed name of a business to still obtain a listed number.

If you have any questions regarding this filing, please contact Frances O’Neill-Cunha of my staff at 401 525-3560.

Enclosed are an original and nine copies of the tariff material. Please return a copy of this letter with your stamp of receipt.

Respectfully submitted,

Theresa L. O'Brien

Attachment

Verizon New England Inc.

**5. Exchange Service**  
**5.6 Directory Assistance Service**

<b>5.6.1 Description</b>	
<b>A.</b>	The Telephone Company furnishes directory assistance service to aid customers in determining telephone numbers. Directory assistance service provides the following types of information: 1. The requested telephone number when the customer furnishes a city, state and listed name. 2. The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).
<b>B.</b>	Rates apply to calls originated in Rhode Island that are placed to appropriate telephone numbers associated with the provision of directory assistance service for Rhode Island. Certain calls as described in Section 5.6.3 are exempt from the applicable rates.
<b>C.</b>	No more than two telephone numbers may be requested per call to directory assistance service for requested telephone numbers when the customer furnishes a city, state and listed name.  No more than two business category searches may be requested per call to directory assistance service. For each business category search request, the operator may respond with up to three random listings. A listing is the name and telephone number. A request can be for either a local or a national business. Each request for a business category search is considered one call to directory assistance service for billing purposes.
<b>D.</b>	A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance, unless otherwise stated as an exemption in Section 5.6.3.

(C)  
 (C)  
 (C)  
 (C)

<b>5.6.2 Call Allowance</b>	
<b>A.</b>	In order to make allowance for a reasonable need for directory assistance service including newly assigned numbers not yet found in the directory, directory inaccessibility, and other similar conditions, an allowance consisting of a number of directly dialed calls is provided as follows: 1. Three calls for each residence exchange line, residence PBX trunk line, residence DCS line, or Student Centrex line per billing period. If the customer has two or more of such lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved. 2. A call allowance does not apply for each business exchange line, or business PBX trunk line per billing period. 3. A call allowance does not apply for each Centrex station line, per billing period.
<b>B.</b>	Calls to directory assistance via a local or MTS operator are not included in the customer's call allowance and are billed at the applicable rate.