

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

A directory assistance charge applies when:

- (a) the SaskTel operator gives a customer a local telephone number, a new listing telephone number or verifies a local telephone number that is listed in the current edition of the customer's telephone directory,
- (b) the SaskTel operator gives a customer a long distance telephone number within Saskatchewan,
- (c) the SaskTel operator provides a customer with telephone numbers, addresses or status for a written list of names,
- (d) the customer is connected to an operator in Canada, the United States, or overseas.

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.

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2. Conditions of Service – Continued

2. The directory assistance charge applies when requests:
 - (a) originate and terminate within Saskatchewan, or
 - (b) originate from:
 - Cellular Access Carriers
 - GMTS customers
 - other types of mobile customers.
3. For telephone number requests outside Saskatchewan, the directory assistance charge applies whether a listing is obtained or not.
4. The Directory Assistance Charge may be alternately billed to a Calling Card or to a third number.
 - Certain applicable Automated Billing System (ABS) surcharges and operator-assisted surcharges related to message toll calls may apply.

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3. Rates

The Customer shall pay to SaskTel the following rates and charges for Directory Assistance Charge. Such rates and charges are in addition to any other rates and charges that may be applicable.

For ...	The rate is ...
the following types of number requested from Directory Assistance: <ul style="list-style-type: none"> • local • long distance within Saskatchewan • long distance within Canada and the US • long distance overseas 	<ul style="list-style-type: none"> • \$0.75 per number found or verified • \$0.75 per all new Listings • \$0.75 per number found or verified • \$0.75 per access • \$3.00 per access
Directory Assistance list service <ul style="list-style-type: none"> • telephone numbers • addresses 	<ul style="list-style-type: none"> • \$0.40 per listing checked* • \$0.40 per address checked*

* minimum charge is \$15.00 per list