

**VENDOR NAME: FRONTIER (SBC SNET)**

**SERVICE/PRODUCT NAME: Long Distance Service: Intrastate Directory Assistance**

**SERVICE/PRODUCT DESCRIPTION:**

FRONTIER (SBC SNET) Directory Assistance operators provide intrastate telephone listing information, zip codes, area codes, reverse search by telephone number, and process credit requests.

Directory Assistance Service provides the calling party with telephone number listing information. A customer calling 411:

- May provide a name and locality to the directory assistance operator and request the associated listed telephone number
- May provide a Connecticut telephone number to the directory assistance operator and request the associated listing information

A single directory assistance request consists of any or all information relative to (2) two telephone listings, i.e. telephone number, name, address, and or zip code. A call to Directory Assistance is considered complete and will be billed when the directory assistance operator is reached, whether or not the listing requested is obtained. Information pertaining to non-published or non-listed telephone numbers is not available from Directory Assistance Service. Directory Assistance charges appear under Summary Billing.

**SERVICE LEVELS:**

**Routine Repair Intervals**

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

**Repair Service Level Definitions:**

Repair Response is the time elapsed between when FRONTIER (SBC SNET) receives a report of a problem or otherwise becomes aware of a problem, and the time that FRONTIER (SBC SNET) responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies FRONTIER (SBC SNET) of a problem, and the time that FRONTIER (SBC SNET) restores service and such service is acceptable to the State.

**SERVICE AVAILABILITY/LIMITATIONS:**

**SERVICE AVAILABILITY**

See Service Availability spreadsheet

**PRODUCT SCHEDULE**

1/21/03

MASTER AGREEMENT NUMBER: <b>B-03-006</b>	DAS APPROVAL DATE: <b>2/10/2016</b>
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A 2% credit will be issued monthly against the items ordered from this Product Schedule per the FRONTIER (SBC SNET) Master Agreement

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DAS	Item	Item Code	Description of Service/Equipment	Unit			Recurring Unit Cost Per Call
Add	09/10/15	02/10/16	1		Intrastate Directory Assistance	call			\$0.75

**NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.**