



Need a phone number?

Tips:

- ◆ Be careful if you are using the 10-10 numbers to access directory services. Operators may ask to place the call for you “at no extra cost.” The charge per minute may be assessed at their highest rate.
- ◆ Don’t dial “0” for directory assistance. They will charge very high rates for this service.
- ◆ Compare directory assistance rates to get the best deal.

South Dakota Public Utilities Commission

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FREE SERVICES

Avoid all of the charges associated with calling directory assistance by using the following resources:

The Internet: Many websites sponsor free directory services as well as reverse look-up. To look up local and long distance numbers via the Internet, try one of these websites:

- www.411locate.com
- www.555-1212.com
- www.altavista.com
- www.anywho.com
- www.aol.com/netfind
- www.att.com/directory
- www.bigfoot.com
- www.bigbook.com
- www.inter800.com
- www.mobiledigits.com
- www.nanpa.com
- www.payphone_directory.com
- www.people.yahoo.com
- www.realwhitepages.com
- www.searchbug.com/peoplefinder
- www.smartpages.com
- www.switchboard.com
- www.superpages.com
- www.whowhere.lycos.com
- www.zip2.com

The library: Most local libraries have software for phone numbers. They may also have a collection of “hard copy” telephone books.

Call friends or family who may have the number.

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Directory Assistance

Costs and confusion concerning directory assistance systems



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Directory assistance systems provide valuable services. Most telecommunications services, including directory assistance, have experienced substantial changes in recent years. **Most local and long distance companies can now provide directory services and may charge you for the service.** Knowing which service to call can be confusing and costly. The purpose of this brochure is to explain the various services available.

Local Directory Service

Most local telephone companies provide directory services which are typically lower than the long distance companies' rates.

By dialing 411 (for local phone numbers) or 1411 (for long distance phone numbers), you are contacting your local company for this information. Local rates for this service may range from 25¢ to 95¢ per call. Long distance companies' directory assistance rates are typically much higher.

Long Distance Directory



Dialing 1 – (Area Code) - 555-1212

If your telephone line is subscribed to a long distance carrier that provides directory assistance service, you will reach that carrier's service when you dial 1-area code-555-1212. Usually this service is much higher than calling your local directory service.

To use this service you must know the area code of the person you are calling. Since many places have recently changed area codes, there is a great chance of obtaining a wrong number through this service.

(See chart below to compare long distance directory rates.)

Directories for toll free numbers

You may get directory assistance for toll free numbers by dialing 800-555-1212 or 888-555-1212. Most companies provide this as a free service.

“00” and “10-10” Services

Some long distance companies, such as AT&T, Sprint, and MCI allow **their customers** to dial “00” to access directory numbers.

Consumers who are not subscribed to AT&T can dial 10-10-ATT-0 for directory services. MCI may be contacted by dialing 10-10-9000. *(See chart below to compare rates.)*

	AT&T	Excel	Global Crossing	Qwest	Matrix	MCI	Sprint	Local (411)
Long distance Directory charge 555-1212	\$1.99 per call	\$1.60 per call	\$1.49 per call	\$1.40 per call	\$1.50 per call	\$1.49 per call	\$1.50 per call	85¢ to 95¢ per call
Additional Services: “00” or “10-10”	\$1.49 per call “00” or 10-100-ATT-00	Not Available	Variable	Not Available	Variable	99¢ per call for 10-10-9000	\$1.45 per call for “00”	Call local company
To get credit for wrong numbers	800-222-0300	800-875-9235	800-482-4848	800-860-2255	800-282-0242 or dial “00”	800-444-3333 or dial “00”	800-877-4646 or dial “00”	Call local company
Free if disability?	Yes with documentation	No	Yes with documentation	Yes	Yes with documentation	Yes with documentation	No	Call local company