

Commonwealth Office of Technology Rated Service Description

Directory Service / Information / 411	Rate
VC30 Per-call COT serves as the custodian of this service. This service is for 411 directory assistance calls made on a Centrex line, or PRI circuit. Centrex services are available in Ashland, Bowling Green, Covington, Danville, E-town, Frankfort, Hazard, Hopkinsville, Lexington, Louisville, London, Madisonville, Owensboro, Paducah, Paintsville, Pikeville, Prestonsburg, Somerset, Winchester.	\$13.00
VC30 Includes the following HARDWARE NONE	
VC30 Includes the following SOFTWARE NONE	
VC30 Includes the following SERVICES Applicable costs are paid by COT and recovered from Agencies via the VC30 rate.	
VC30 To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434· Via e-mail CommonwealthServiceDesk@ky.gov Agency will need to provide a valid billing number to the Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.	
VC30 Additional Service Clarifications Directory Assistance service is available on Centrex and PRI lines	