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(54) Title: METHOD OF AND SYSTEM FOR AUTOMATICALLY SWITCHING BETWEEN FREE DIRECTORY ASSISTANCE SERVICE AND CHARGEABLE DIRECTORY ASSISTANCE SERVICE

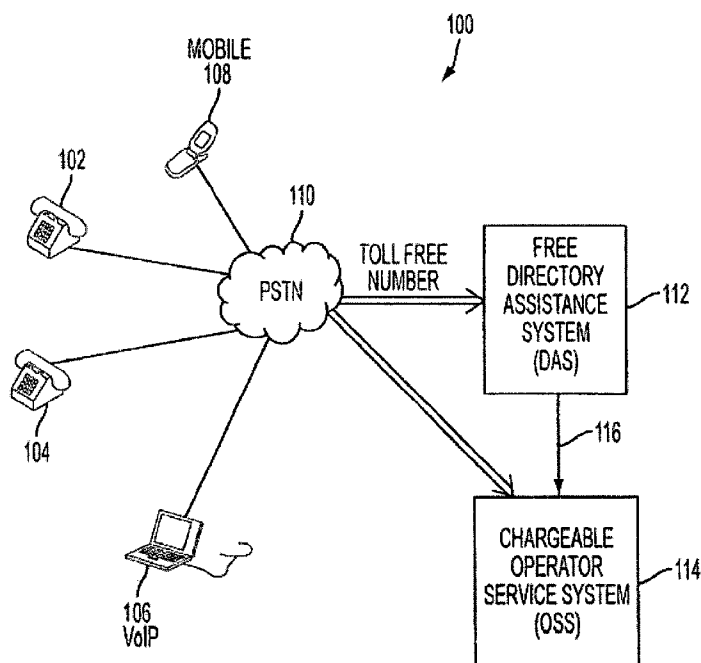


FIG. 1A

(57) Abstract: A method of redirecting a directory-assistance call includes receiving a directory-assistance request from a caller, determining via a free directory-assistance service whether information corresponding to the directory-assistance request is available, responsive to a determination that the information is available, presenting, to the caller, the information free of charge to the caller and, responsive to a determination that the information is not available, redirecting the directory-assistance call to a chargeable directory-assistance service.