

(19) World Intellectual Property Organization
International Bureau(43) International Publication Date
23 February 2006 (23.02.2006)

PCT

(10) International Publication Number
WO 2006/020973 A3(51) International Patent Classification⁷: **H04M 3/42**(21) International Application Number:
PCT/US2005/028984

(22) International Filing Date: 11 August 2005 (11.08.2005)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/601,158 12 August 2004 (12.08.2004) US(71) Applicant (for all designated States except US): **GRAPE TECHNOLOGY GROUP INC.** [US/US]; 3864 Courtney Street, Suite 411, Bethlehem, PA 18017 (US).(72) Inventors: **BAUMEISTER, Christine**; 2249 Thistle Circle, Schwenksville, PA 19473 (US). **PINES, Robert**; 136 East 79th Street, PH15-A, New York, NY 10021 (US).(74) Agent: **SOFER, Joseph**; Sofer & Haroun, L.L.P., Suite 910, 317 Madison Avenue, New York, NY 10017 (US).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,

CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NG, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SM, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

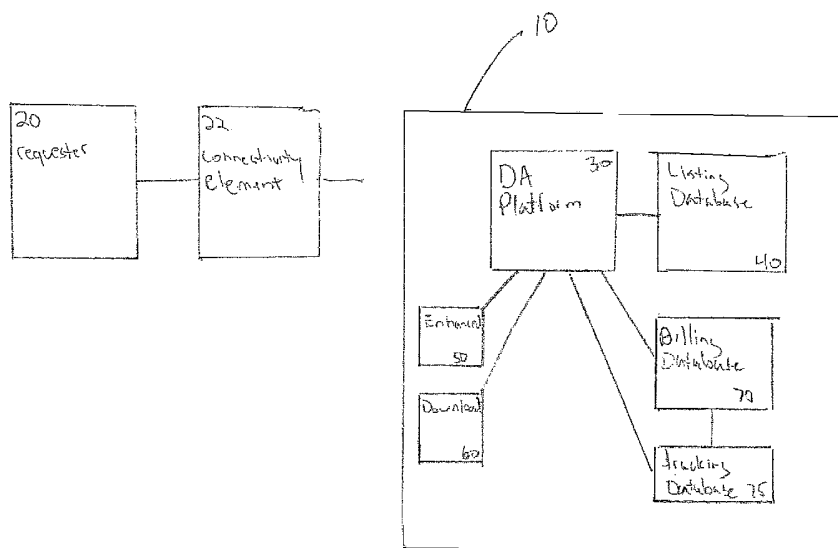
Published:

- with international search report
- before the expiration of the time limit for amending the claims and to be republished in the event of receipt of amendments

(88) Date of publication of the international search report:
20 April 2006

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: SYSTEM AND METHOD FOR PREFERRED PROVIDER SERVICES IN AN ENHANCED DIRECTORY ASSISTANCE SYSTEM



(57) Abstract: An enhanced directory assistance system includes a directory assistance platform (30) configured to receive calls from at least one requester (20) seeking a listing and a listing database (40), coupled to the directory assistance platform configured to store a plurality of listings. At least one listing has a preferred status. When the requester contacts the directory assistance platform seeking the listing, a customer service representative at the directory assistance platform retrieves listings (100) that meet the requester's search requirement, at least one of which is a listing having a preferred status. The at least one listing having a preferred status is given a more prominent display to the customer service representative than the remaining listings among the plurality of listings that do not have a preferred status.

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US05/28984

A. CLASSIFICATION OF SUBJECT MATTER IPC(7) : H04M 3/42 US CL : 379/218.01 According to International Patent Classification (IPC) or to both national classification and IPC		
B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) U.S. : 379/218.01 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) Please See Continuation Sheet		
C. DOCUMENTS CONSIDERED TO BE RELEVANT		
Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6,189,003 B1 (Leal) 13 February 2001 (13.02.2001), column 2, lines 7-21.	1-15
Y	US 6,580,904 B2 (Cox et al) 17 June 2003 (17.06.2003), column 1-2, lines 54-10.	1-15
☐ Further documents are listed in the continuation of Box C. ☐ See patent family annex.		
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"O"	document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family
"P"	document published prior to the international filing date but later than the priority date claimed	
Date of the actual completion of the international search 10 December 2005 (10.12.2005)		Date of mailing of the international search report 09 MAR 2006
Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (571) 273-3201		Authorized officer Ahmad Matar Telephone No. (571) 272-2600

INTERNATIONAL SEARCH REPORT

International application No.
PCT/US05/28984

Continuation of B. FIELDS SEARCHED Item 3:

EAST

search terms: directory; assistance; display; geographic; location; operator; agent