

1. LISTING SERVICE

A. Description

Applicable to listings in the alphabetical (white) section of a Telephone Directory.

B. Regulations

1. General

a. Purpose

Listings in the alphabetical (white) section of the directory are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.

b. Evidence of Conducting Business

The Company may require the customer to furnish evidence satisfactory to the Company that the business of the customer or joint user is being conducted under the names to be listed. If, upon request of the Company, the customer for any reason does not furnish such evidence, the Company may refuse to list the name or refuse to continue a listing of the name. Such acceptance or refusal of the Company of the listing of a name is subject to review by the California Public Utilities Commission.

c. Authorization

All applications for directory listings shall be made by the customer or authorized agent, and in addition where the telephone number of another customer is included in a listing, the application for the listing shall be made by both customers.

d. Public Telephones

Telephone numbers of public telephones will not be listed in the telephone directory.

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

1. General (cont'd)

e. Establishment of Billing

Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where additional listings are provided other than in conjunction with the installation of exchange service facilities, the charges begin with the day following their entry in the information records.

f. Discontinuance of Billing

When additional listings are included in the directory, charges may not be discontinued until the end of the directory period unless the customer's service is discontinued, (except as shown in (1) below), the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer, or in the case of a guest listing, the listed party either vacates the customer's premises or becomes a subscriber to residence service in his own name in the same exchange.

- (1) Charges for additional listings ordered removed from the directory, by customers requiring caption listing rearrangements, may be discontinued at any time when the orders are completed.

g. Responsibility of Customer

The customer assumes full responsibility concerning the right to use any name or address in a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual or other right to the use of a name or address to be listed in a telephone directory. The customer shall notify the Company of any change of non-service address in writing.

h. Non-published Service

- (1) Primary service listings shown in C.1. following, will be nonpublished at the specific request of the applicant or customer. The customer name, address and telephone number will not be listed in any telephone directory, street address directory or in the directory assistance records available to the general public except that the number may be included in reference listings.

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

1. General (cont'd)

h. Non-published Service (cont'd)

(1) (cont'd)

This information, as well as call forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Schedule Cal.P.U.C.No. A2.1.34 established for the release of nonpublished information.

- (2) Nonpublished service is applicable for a minimum period of one month as set forth in Schedule Cal.P.U.C. No.A2.1.9.
- (3) Incoming calls to nonpublished service will be completed only when the calling party places the call by telephone number.
- (4) Interexchange Receiving Service furnished in connection with nonpublished service may be published.
- (5) Nonpublished service furnished in connection with semipublic telephone service will be treated the same as other individual line services.
- (6) This tariff shall not prohibit the disclosure of non-published, non-listed telephone numbers of Public Safety Answering Points (PSAPs) to certified Competitive Local Carriers (CLCs), upon request, for the purpose of providing emergency operator services. The Utility shall have no liability to the CLC for the accuracy of such numbers.

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

1. General (cont'd)

h. Non-published Service (cont'd)

(6) The rate for nonpublished service does not apply to:

- All Customer-Owned Pay Telephone Services.
- Mobile Telephone Service, Wide Area Telecommunications Service, Toll Station Service, Toll Service - Station Service and Interexchange Receiving Service.
- Additional lines or trunks arranged for hunting service where the pilotnumber of a group of lines or trunks is published.
- Additional lines furnished under a billed telephone number for which there exists a paid, non-published service.

(7) Customers of record as of the effective date of this tariff provision who have been under billed for Non-published Service (NPS) will experience no change in their billing for NPS until such time as that listing service is changed. A change in or move of Non-published Service will terminate such grandfathered status. Supercedures are not allowed.

i. Customer-Owned Pay Telephone Service

Telephone numbers of COPT service will be provided a listing in the telephone directory on an optional basis.

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

1. General (cont'd)

j. Directory Assistance Listing Service (Non-listed Service)

(C)

- (1) Directory Assistance Listings are customer primary/additional listing(s) available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.
- (2) Directory Assistance Listing service is applicable for a minimum period of one month as set forth in Schedule Cal.P.U.C. No. A2.1.9.
- (3) A Foreign Exchange Service and Remote Call Forwarding listing, furnished in connection with Directory Assistance Listing service, may be published in the directory assistance records serving the Foreign Exchange Service or Remote Call Forwarding telephone number.
- (4) The address shall be that of a premises on which any portion of the customer's exchange service is located, except:
 - The address may be omitted on request of the customer.
 - The customer may not substitute the address.
- (5) Reserved
- (6) Directory Assistance Listing service does not apply to the following:
 - Mobile Telephone Service, Wide Area Telecommunications Service, Toll Station Service, Toll Service - Station Service and Interexchange Receiving Service.
 - Other separate service furnished to the same customer (see definition) of the same directory area, of the same class (business or residence) located on the same premises as any portion (on or off-premises) of a published service.
 - Caption listings arrangements.

2. Business Service Listings

a. Business Service Primary Listings (Including Joint User Service Listings)

Business service primary listings shall consist of a name, designation, address and telephone number in accordance with the following:

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

2. Business Service Listings (cont'd)

a. Business Service Primary Listings (cont'd)

(1) Name^{/1/}

The name must be the name under which the customer or joint user is conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization, or association. A fictitious name may be used when the customer's or joint user's business is conducted under that name.

(2) Designation

A designation descriptive of the business or profession may be included in the listing only if the name does not indicate the nature of the business.

(3) Address

The address shall be that of a premises on which any portion of the customer's exchange service is located, except:

- The customer or joint user may substitute an obvious mailing address within the same local service area at no additional charge or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.
- The address may be omitted where the customer does not conduct business with the public at their address.
- The address where the exchange service is located may be omitted and another legitimate address where the customer or joint user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as office, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement.

/1/ Acceptable titles are those by which a person is commonly addressed or recognized by the general public.

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

2. Business Service Listings (cont'd)

a. Business Service Primary Listings (cont'd)

(3) (cont'd)

- Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owner's premises, the address at which the telephone service is rendered must be included in a business listing.
- Joint user listings shall bear the address at which joint user service is rendered, except, the address may be omitted where the joint users do not conduct business with the public at their address.

(4) Telephone Number

The listed telephone number shall be that assigned to the telephone service. Joint user listings shall bear the same telephone number as the listed service of the customer at the address where joint user service is rendered, except:

- Where a customer is furnished separate lines or trunks or groups of lines or trunks, joint user listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.

b. Alphabetical Section Business Service Additional Listings

Business service additional listings shall consist of a name, designation, address and telephone number in accordance with the following:

(1) Name

The name may be that of:

- An individual engaged in a business or profession,
- An employee, officer or member of a firm, company, corporation or association,
- A branch, department or division of the same business,

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

2. Business Service Listings (cont'd)

b. Alphabetical Section Business Service Additional Listings (cont'd)

(1) Name (cont'd)

- Another individual, firm, company, corporation or association represented by the customer when the use of the name to be listed is authorized by the owner of the name or,
- A fictitious name by which the customer or joint user is known or desires to be known.
- Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the customer or joint user actually conducts business under the name to be listed.
- Additional listings may include a reference to the name shown in a primary, additional or joint user service listing.

Customers to business service in their residences may for the residence additional listing rate, arrange for a residence additional listing in the name of an individual residing in the residence.

A customer to business service may for the residence additional listing rate, arrange for a residence additional listing in the name of a member of the firm, company, corporation, association or an employee thereof, residing on the premises of the customer.

A school, college or university which subscribes to Centrex Service may, for the residence additional listing rate, arrange for a residence additional listing in the name of a student, faculty member or other employee residing in living quarters which are owned or leased and operated by the school, college or university.

(2) Designation

The same designation may be included as that used in the primary listing or descriptive designation of the business connection.

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

2. Business Service Listings (cont'd)

b. Alphabetical Section Business Service Additional Listings (cont'd)

(3) Address

The address shall be the same as the primary listing, except:

- Where a building has more than one address, an additional listing may bear any one of such addresses.
- The customer or joint user may substitute an obvious mailing address within the same local service area at no additional charge, or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.
- Listings may show the address at which any portion of the customer's exchange service is located.
- The address may be omitted where the customers or joint users do not conduct business with the public at their address.
- The address where the exchange service is located may be omitted and another legitimate address where the customer or joint user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as office, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement.
- Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owners' premises, the address at which the telephone service is rendered must be included in a business listing.
- The address may be omitted from listings of night service telephone numbers.

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

2. Business Service Listings (cont'd)

b. Alphabetical Section Business Service Additional Listings (cont'd)

(4) Telephone Number

Business additional listings shall bear the same telephone number as the primary listing, except:

- Where a customer is furnished separate lines or trunks or groups of lines or trunks, additional listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.
- Where a customer desires listings for use after business hours, the telephone number may be that of an off-group trunk associated therewith or a night terminal.
- Where a customer to mechanized switching system service so desires, the telephone number may be that assigned to a mechanized switching system station.
- Where a customer to Airport Intercommunicating Service mechanized station service so desires, the telephone number may be that assigned to a mechanized station.
- Where a customer to Centrex Service or Centrex Trunk Line Service for United States Departments of the Army, Navy and Air Force so desires, the telephone number may be that assigned to a Centrex system station.

c. Business Service Caption Listings

Business listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory.

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

2. Business Service Listings (cont'd)

c. Business Service Caption Listings (cont'd)

- (1) Branches, departments, divisions and individuals of a customer's business may be listed under a caption, provided that such listings show either addresses or telephone numbers differing from the caption or from one another where the caption shows no address or telephone number. The address may be omitted from such listings if the customer does not conduct business with the public at the address at which the service is furnished and where such listing is furnished under a caption, provided the caption includes other listings where addresses are shown.
- (2) Where several customers or joint users operate together as a business group under one name, that name may be shown as a caption with listings of the customers or joint users thereunder.

- d. A Business Customer may list a different telephone number in Company's Directory Assistance Records than the number listed in the Directory; provided the Business Customer or its representative: 1) has entered into a separate agreement with the Company to list a different telephone number in the Company's Directory Assistance records; 2) complies with the Company's rules for such listings; and 3) has a local telephone number that the Business Customer will continue to answer. The Company reserves the right to reject such requests or remove such numbers from its Directory Assistance Records at Company's reasonable discretion. Business Customer or its representative may not list a different telephone number in the Company's Directory Assistance Records, if in the Company's reasonable opinion: the use of such number could potentially mislead or deceive the public; the Business Customer does not have the right to use such number; or, use of the number by the Business Customer does not comply with applicable law or regulations. Business Customer assumes full responsibility concerning the right to use the telephone number and the Company does not undertake to determine the Customer's legal, contractual or other right to use the telephone number. Business Customer will indemnify, defend, and hold harmless Company from any claims, lawsuits, costs, damages, judgments, liabilities, losses or expenses, including reasonable attorney fees, that arise from Business Customer not having the right to use the telephone number, not complying with applicable law and regulations, or misleading or deceiving the public in any manner.

/1/
(N)
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(N)

/1/ Material now appears on Sheet 11.1

(N)

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

3. Residence Service Listings

/2/

a. Residence Service Primary Listings and Additional Listings

Residence service primary listings or additional listings shall consist of name(s), address and telephone number in accordance with the following:

(1) Name^{/1/}

Individual(s) listed must reside on the premises at which the service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally the name(s) will consist of a surname and a given name or names. The name(s) may be:

- That of an individual
- A combination of names and/or initials of two persons with the same surname.
- Another given name and/or initials for a person known by more than one name.
- Professional Titles:

/2/

/3/

For the purpose of identification, a residence listing of a professional customer may include an abbreviation indicating a professional title or scholastic degree.

/3/

/1/ The Company may require proof that the name requested is the name that the individual commonly uses and is known by.

/2/ Material formerly located on Sheet 11.

(N)

/3/ Material formerly located on Sheet 12.

(N)

1. LISTING SERVICE (cont'd)

B. Regulations (cont'd)

3. Residence Service Listings (cont'd)

a. Residence Service Primary Listings and Additional Listings (cont'd)

/1/
|
/1/

(2) Address

The address shall be that of a premises on which any portion of the customer's exchange service is located, except:

- The customer may substitute an obvious mailing address within the same local service area at no additional charge or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.
- The address may be omitted on request of the customer.
- The address where the customer's exchange service is located may be omitted and another legitimate address where the customer can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as residence. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement.

(3) Telephone Number

The listed number shall be that assigned to the telephone service.

/1/ Material now appears on Sheet 11.1

(N)

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

3. Residence Service Listings (cont'd)

b. Residence Service Caption Listings

Residence listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory.

- (1) Separate services or off-premises station services of the customer may be listed under a caption, provided that such services show either addresses or telephone numbers differing from the caption or from one another when the caption shows no address or telephone number.
- (2) The service provided for use of the customer's domestic employees may be listed in terms commonly used to designate employees of a domestic establishment or in the domestic employee's name.

4. Hotel Guest Listings

Hotel guest listings shall consist of name(s), address and telephone number in accordance with the following:

a. Name

Hotel guest listings may be those of individuals occupying rooms let for living quarters on the premises at which the customer is furnished hotel private branch exchange service or semipublic service. Such name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally, the name(s) will consist of a surname and a given name or names. Listings may also include options as shown in 3.a.(1) preceding.

b. Address

The address shall be in accordance with 3.a.(2) preceding.

c. Telephone Number

The listed number shall be that assigned to the telephone service.

1. LISTING SERVICE (cont'd)**B. Regulations (cont'd)**

5. Duplicate Listings

Customers may arrange for additional listings, similar to the primary listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the customer is commonly known (see also 3.a.(l)preceding). All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name contained in the primary listing at the lines of information rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

- Business customers who have listings arranged under a caption and desire a duplicate listing with lines of information referring to the caption listing may arrange to have the address and telephone number omitted from such duplicate listing.

6. Listings In Different Directories

Additional listings acceptable to the Company may be arranged for at the additional listing rate, to show a customer's business or residence listing in a different alphabetical section of the same directory or in a separate directory.

7. Reference Listings

Reference listings acceptable to the Company may be arranged for at the rate shown in the schedule to include additional telephone numbers to be called in the event there is no answer from the customer's station.

- The reference listing telephone number may be the telephone number of a service of the same customer or of a service of another customer.

8. Lines Of Information

Lines of information acceptable to the Company may be arranged for at the rate shown in the schedule to appear in addition to a regular listing for the purpose of facilitating the use of the service.

Customers may for the reference listings and lines of information rates arrange to include informational lines with a listing of the telephone number of a service of the same customer or of another customer.

1. LISTING SERVICE (cont'd)**C. Rates and Charges**

1. Primary Service Listings

a. Service in Normal Exchange

Customers are entitled to one listing in the alphabetical (white) section for the primary services listed as follows without additional charge:

- (1) Each individual line or party line primary station.
 - (2) Each answering line service.
 - (3) Each joint user service.
 - (4) Each cord-operated telephone answering system.
 - (5) Each automatic call distributing services, not operated as auxiliary to a private branch exchange.
 - (6) Each separate interexchange receiving service:
 - Exchange in which the service is subscribed for.
 - Exchange in which the customer's primary service is located.
- One listing identifying all services in a group will be given for each separate group of services having the same prefix and call number where groups of services are furnished a customer.
- (7) Each airport intercommunicating mechanized station system.

1. LISTING SERVICE (cont'd)

C. Rates and Charges (cont'd)

1. Primary Service Listings (cont'd)

b. Foreign Exchange Service

A directory listing in connection with foreign exchange service is provided in the directory for the foreign exchange without additional charge in accordance with 1.a. preceding.

	Monthly Rate	USOC
2. Additional Listings ^{/1/}		
- Each business listing	\$4.25	CLT
- Any individual residing at a residence, listed at the residence or listing of guest of hotel, each listing	2.50	RLT
- Reference to service of same customer, each listing	.47	NAB
- Reference to service of another customer, each listing	1.00	FNA
3. Lines of Information ^{/1/}		
- Other information in addition to a listing, each line: business	4.25	XLL
residence	2.50	XLL
4. Nonpublished Service		
- Each Residential Service	1.75	NPU
- Each Business Service	1.75	NPU
5. Directory Assistance Listing Service (Non-listed Service)		(C)
- Each Residential Listing	1.50	DAO
- Each Business Listing	1.50	DAO
6. Combined Additional Listing and Line of Information and/or Cross Reference Listing ^{/1/}	4.25	LLT

/1/ Service charges may apply per Guidebook, Part 3, Section 1.

2. LOCAL SERVICE OPTIONS**A. Personalized Telephone Number Service**

1. Description

Personalized Telephone Number Service (PTN) provides the customer with a seven digit telephone number that the customer specifically requests or with a number which is different than the original customer choice of six (6) numbers, assigned either through a mechanized system or the Network Administration Center (NAC). A prefix only request does not constitute a Personalized Telephone Number (PTN). If a customer requests additional searching for available Telephone Numbers (including requests for Telephone Numbers with specific prefixes or specific digits), Personalized Telephone Number Service (PTN) will be offered. Personalized Telephone Number Service (PTN) will only be offered on a customer demand basis.

2. Regulations

- a. PTN service is subject to Schedule Cal.P.U.C. No. A2.1.17 which states, "the customer has no proprietary right in the number, and the Company may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand."
- b. If the Company finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the Service Charge^{/1/}.
- c. All customer requested telephone numbers are subject to availability, and provided at the discretion of the Company.
- d. Existing customers prior to July 20, 1985 who have a specific number will not be charged for PTN service.
- e. RESERVED

/1/ See Guidebook, Part 3, Section 1.

2. LOCAL SERVICE OPTIONS (cont'd)

A. Personalized Telephone Number Service (cont'd)

2. Regulations (cont'd)

f. RESERVED

g. PTN will not be offered to the following business service:

(1) (900)^{/1/} service (N)

(2)

(3)

(4) (800) service

h. Existing customers, prior to July 19, 1986, who established service at a lesser rate will continue to receive service at that rate. Existing customers, prior to July 19, 1986, who established service at a higher rate will have their rate lowered to the rate for USOC PZN as shown in 4., following. If existing customers terminate and then reinstate service, the prevailing rate will apply.

i. RESERVED

/1/ California 900 service withdrawn effective November 1, 2010. (N)

2. LOCAL SERVICE OPTIONS (cont'd)

A. Personalized Telephone Number Service (cont'd)

3. Territory

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the Guidebook schedules.

4. Rates and Charges

	<u>Monthly Rate</u>	<u>USOC</u>
Residence ¹		
Each number ²	NO	CTZN1
Each number	NO	PZN
Business ¹		
Each number ²	NO	CTZN1
Each number	NO	PZN

B. International Direct Distance Dialing (IDDD) Blocking

1. Description

IDDD Blocking is available for individual measured rate business line service (1MB). IDDD Blocking will restrict direct dialed calls in the following way:

Block all: 10XXX+011+, 101XXXX+011+, 011+

2. Regulations

There are no recurring or non-recurring charges for IDDD Blocking service when installed with new service or with other features. If IDDD Blocking is being added to existing service and no other changes are made at that time, a standard service order change charge will apply, as given in the Guidebook, Part 3, Section 1.

/1/ Service charges are as set forth in Guidebook, Part 3, Section 1.

/2/ See 2.h. preceding.