

ACCESS SERVICE

9. Directory Services

9.1 Directory Assistance Service

9.1.1 General Description

Directory Assistance (DA) Service

(N)

Transport to D.A. location can be provided in one of two ways:
(1) through the Access Tandem, using Feature Group B or D or LISA trunks, hereafter referred to as Tandem Directory Access Service, or (2) at the Utility's option, through direct trunking arrangements to the Utility's Automatic Call Distributor (ACD); hereafter referred to as dedicated Directory Access Service.

Refer to Section 18 of this tariff for a description of and the terms and conditions for ordering LISA trunks.

Nonpublished Number Report Service

In the event of an emergency request by a calling party, a Utility Operator will attempt to reach a nonpublished subscriber with the calling party's name and number, unless the nonpublished subscriber has indicated that in no event should he or she be contacted unless through a direct-dialed call.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 9.

Continued

ACCESS SERVICE

9. Directory Services

9.1 Directory Assistance Service

9.1.1 General Description

Directory Assistance (DA) Service

Transport to D.A. location can be provided in one of two ways: (1) through the Access Tandem, using Feature Group B or D or LISA trunks, hereafter referred to as Tandem Directory Access Service, or (2) at the Utility's option, through direct trunking arrangements to the Utility's Automatic Call Distributor (ACD); hereafter referred to as dedicated Directory Access Service.

Refer to Section 18 of this tariff for a description of and the terms and conditions for ordering LISA trunks.

Nonpublished Number Report Service

In the event of an emergency request by a calling party, a Utility Operator will attempt to reach a nonpublished subscriber with the calling party's name and number, unless the nonpublished subscriber has indicated that in no event should he or she be contacted unless through a direct-dialed call.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

- 9. Directory Services (Cont'd) z
- 9.1 Directory Assistance Service (Cont'd) z
- 9.1.2 Undertaking of the Utility (Cont'd) z

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 9.
z Correction

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

Material omitted now in Guidebook, Part 11, Section 2.

(T)
(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) When Directory Assistance Service is provided by the Utility, Directory Access Service will also be provided between the customer premises and the Directory Assistance Service access location by the Utility at rates and charges as set forth in 9.1.6 following.

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the Directory Assistance Service access location.

When required by the Utility, a separate trunk group will be required for Directory Assistance Service for each NPA. Separate trunk groups will be required when the Utility notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desire Directory Assistance information.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 10.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) When Directory Assistance Service is provided by the Utility, Directory Access Service will also be provided between the customer premises and the Directory Assistance Service access location by the Utility at rates and charges as set forth in 9.1.6 following.

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the Directory Assistance Service access location.

When required by the Utility, a separate trunk group will be required for Directory Assistance Service for each NPA. Separate trunk groups will be required when the Utility notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desire Directory Assistance information.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(H) Nonpublished Number Report Service

(1) When a Utility Operator receives an urgent or emergency request from a caller that the Operator contact a nonpublished number subscriber, the Operator will arrange for a search of the nonpublished number database. If the subscriber's name and number are found in the database, an Operator will make three attempts to contact the nonpublished number subscriber with the calling party's name, number and the message that the caller would like the subscriber to contact him or her.

(N)

(N)

(2) If the subscriber indicates to the Operator that the subscriber will contact the calling party, the Operator will not take any further action. If the subscriber indicates to the Operator that the subscriber will not contact the calling party, the Operator will contact the calling party and inform him or her that the subscriber indicated he or she would not contact the calling party.

(T) (L)

(T) (L)

(N)

(3) The Operator will notify the requesting party of the applicable charges at the time the request for service is made.

(N)

(N)

(L) Formerly on Sheet 568.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved

(T)

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 11.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved (Cont'd)

(T)

9.1.4 Minimum Periods

The minimum period for which Dedicated Directory Access Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous months billing. (T)

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 12.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved (Cont'd)

9.1.4 Payment Arrangements

(A) Minimum Periods

The minimum period for which Dedicated Directory Access Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous months billing.

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(D) Moves - Dedicated Directory Access Service

A move involves a change in the physical location of the point of termination at the customer premises. Moves will be treated as set forth in 5.2.9 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 5.2.5 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(E) Directory Assistance Service Rearrangements - Dedicated Directory Access Service

Nonrecurring charges apply to service rearrangements. Service rearrangements are as set forth in 6.7.1 (C) (3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1 (C) (3) preceding for the type of change provided by the Utility.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 13.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(D) Moves - Dedicated Directory Access Service

A move involves a change in the physical location of the point of termination at the customer premises. Moves will be treated as set forth in 5.2.9 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 5.2.5 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(E) Directory Assistance Service Rearrangements - Dedicated Directory Access Service

Nonrecurring charges apply to service rearrangements. Service rearrangements are as set forth in 6.7.1 (C) (3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1 (C) (3) preceding for the type of change provided by the Utility.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(G) Nonpublished Number Report Service

- (1) The Utility will bill the calling party's Local Carrier for the calling party's use of Nonpublished Number Report Service.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 14.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(G) Nonpublished Number Report Service

- (1) The Utility will bill the calling party's Local Carrier for the calling party's use of Nonpublished Number Report Service.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations

(A) Reserved

(T)

(B) For Dedicated Directory Access Service and Tandem Directory Access Service for Feature Groups B and D, the mileage for Directory Transport is measured from the serving wire center of the customer premises to the Directory Assistance Service access location. For Tandem Directory Access Service for LISA, the mileage for Directory Transport is measured from the point of interconnection (POI) with the CLC to the DA location. Title Page notwithstanding, these two locations may be in different LATAs. In addition, the premises of the customer must be in the same LATA as the NPA of the number being requested where DA service is or in the LATA where DA location is located.

(C) The charge per call for Directory Transport, as set forth in 9.1.6 (C) following, applies for each call to a Directory Assistance Service access location.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 15.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations

(A) Reserved

(B) For Dedicated Directory Access Service and Tandem Directory Access Service for Feature Groups B and D, the mileage for Directory Transport is measured from the serving wire center of the customer premises to the Directory Assistance Service access location. For Tandem Directory Access Service for LISA, the mileage for Directory Transport is measured from the point of interconnection (POI) with the CLC to the DA location. Title Page notwithstanding, these two locations may be in different LATAs. In addition, the premises of the customer must be in the same LATA as the NPA of the number being requested where DA service is or in the LATA where DA location is located.

(C) The charge per call for Directory Transport, as set forth in 9.1.6 (C) following, applies for each call to a Directory Assistance Service access location.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(D) Reserved

(T)

(E) Nonpublished Number Report Service

(1) Charges apply when the Utility Operator is successful in contacting the nonpublished subscriber and:

(a) The subscriber indicates to the Operator that the subscriber will contact the calling party;

(b) The subscriber indicates to the Operator that the subscriber will not contact the calling party and the Operator contacts the calling party and inform him or her that the subscriber has indicated he or she would not contact the calling party.

(2) Charges will not apply when:

(a) The Operator is unsuccessful in contacting the nonpublished subscriber in three attempts;

(b) The event described in (E) (1) (b) above occurs and the Operator does not contact the calling party.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 17.

(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(D) Reserved

(E) Nonpublished Number Report Service

(1) Charges apply when the Utility Operator is successful in contacting the nonpublished subscriber and:

(a) The subscriber indicates to the Operator that the subscriber will contact the calling party;

(b) The subscriber indicates to the Operator that the subscriber will not contact the calling party and the Operator contacts the calling party and inform him or her that the subscriber has indicated he or she would not contact the calling party.

(2) Charges will not apply when:

(a) The Operator is unsuccessful in contacting the nonpublished subscriber in three attempts;

(b) The event described in (E) (1) (b) above occurs and the Operator does not contact the calling party.

Material omitted now in Guidebook, Part 11, Section 2.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges

The rates and charges on a per unit basis are:

	<u>Rates</u>
(A) Reserved	
(B) Nonpublished Number Report Service: Notification to nonpublished subscriber by Utility Operator of calling party's attempt to reach subscriber, per request	\$2.36 (R)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility

(L)

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

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

(B) Directory Assistance-Only Listing Service

(1) Directory Assistance Listings are end-user primary/additional listings available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.

(2) Foreign Exchange Service and Remote Call Forwarding, furnished in connection with Directory Assistance Listing service, may be published in both directory assistance records in which the number is purchased.

(L)

(N)

(3) For directory delivery purposes, a nonpublished listing must be submitted for end-users that do not want to be listed in the directory but do want to receive a local directory.

(N)

(L) Formerly on Sheet 573-G.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.3 Listing Service (Cont'd)

9.3.2 Undertaking of the Utility

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

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

(B) Directory Assistance-Only Listing Service

(1) Directory Assistance Listings are end-user primary/additional listings available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.

(2) A Foreign Exchange Service or Remote Call Forwarding listing, furnished in connection with Directory Assistance Listing service, may be published in directory assistance records serving the Foreign Exchange Service or Remote Call Forwarding telephone number. (T)
(T)
(C)
(T)
(T)

(3) For directory delivery purposes, a nonpublished listing must be submitted for end-users that do not want to be listed in the directory but do want to receive a local directory.

(D)

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(C) Business Service Listings (Cont'd)

(1) (Cont'd)

(c) Address

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

- (i) The end-user may substitute a United States Post Office Box number address within the same local service area at no additional charge. A United States Post Office Box number outside the local service area may be substituted as a line of information at the applicable rate.
- (ii) The address may be omitted where the end-user does not conduct business with the public at their address.
- (iii) The address where the exchange service is located may be omitted and another legitimate address where the end-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.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(a) Name (Cont'd)

The name may be that of: (Cont'd)

- (vi) Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the end-user actually conducts business under the name to be listed. The Utility may require proof that the end-user is authorized to use the name. (T)
- (vii) Additional listings may include a reference to the name shown in a primary or additional listing. (T)
- (viii) Customers that order business service for their end-users' residences may for the residence additional listing rate, arrange for a residence additional listing in the name of an individual residing in the residence. (T)
- (ix) Customers that order business service for their end-users 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 end-user. (T)

Material omitted now on Sheet 573-L-1.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(a) Name (Cont'd)

The name may be that of: (Cont'd)

(x) A school, college, university or hotel 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, guest or other employee residing in living quarters which are owned or leased and operated by the school, college, university or hotel.

(b) Designation

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

(c) Address

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

(i) Where a building has more than one address, an additional listing may bear any one of such addresses.

(L) Formerly on Sheet 573-L.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(d) Telephone Number

Business additional listings shall bear the same telephone number as the primary listing or alternate end-user listing, except: (T)
(T)

(i) Where an end-user 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.

(ii) Where a customer desires listings for its end-users for use after business hours, the telephone number may be that of an off-group trunk associated therewith or a night terminal. (T)
(T)

(D)

(D)

(iii) 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. (N)
(N)

(L)

(L)

(L) Material omitted now on Sheet 573-N-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Business Service Caption Arrangements

(T)

A caption arrangement is defined as a group of listings indented under a common header. Business listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory. (T)

(a) Branches, departments, divisions and individuals of an end-user's business may be listed under a caption, provided that such listings show either addresses or telephone numbers differing from the caption header or from one another where the caption header shows no address or telephone number. The address may be omitted from such listings if the end-user 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 the addresses are shown. (T)

Continued

~~ACCESS SERVICE~~

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Business Service Caption Listings (Cont'd)

(b) Where several end-users operate together as a business group under one name, that name may be shown as a caption with listings of the end-users thereunder.

(c) There is a non-recurring charge for the caption listing, as shown in section 9.3.5.

(N)
(N)

(d) Simple Captions will be ordered by and billed to the customer. Complex captions are available as additional listings and will be billed to the end-user.

(N)
|
(N)

(D) Residence Service Listings

(1) Residence Service Primary Listings and Additional Listings

(a) Name

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. The name(s) may consist of a surname and a given name or names.

(T)

The Utility may require proof that the name requested is the name that the individual commonly uses and is known by:

Material omitted now on Sheet 573-O-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(D) Residence Service Listings (Cont'd)

The name(s) may be:

- (i) That of an individual
- (ii) A combination of names and/or initials of two persons with the same surname.
- (iii) Another given name and/or initials for a person known by more than one name.
- (iv) Professional Titles: For the purpose of identification, a residence listing of a professional end-user may include an abbreviation indicating a professional title, title of lineage (e.g., Jr., Sr., etc.) or scholastic degree.

(L)

(T)

(L)

(L) Formerly on Sheet 573-O.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(1) Residence Service Primary Listings and
Additional Listings (Cont'd)

(b) Address

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

(i) The end-user may substitute a United States (T)
Post Office Box number within the same local
service area at no additional charge. A
United States Post Office Box number located
outside the local service area may be
substituted as a line of information at the
applicable rate. (T)

(ii) The address may be omitted on request of the
end-user.

(iii) The address where the end-user's exchange
service is located may be omitted and
another legitimate address where the end-
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 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.

(c) Telephone Number

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

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(F) Listings In Different Directories

- (1) Additional listings acceptable to the Utility may be arranged for at the additional listing rate, to show an end-user's business or residence listing in a different alphabetical section of the same directory or in a separate directory.

(G) Reference Listings

(N)

A reference listing is a combination of additional listing/line-of-information all on one line. The extra 36 characters of text may run over to a second line, but, unlike a standard line-of-information, it is not treated as an indent. This type of listing is available for business subscribers, only, and is used to provide a cross-reference to another listing when a business has changed names or merged with another business.

- (1) Reference listings acceptable to the Utility 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 end-user's station.
- (2) The reference listing telephone number may be the telephone number of a service of the same end-user or of a service of another end-user.

(N)

Material omitted now on Sheet 573-S-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(I) Nonpublished Service (Cont'd)

(2) 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.

(J) 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 addition, customers are also provided with the same directory listing in the alphabetical (white) section of the local directory without additional charge in connection with foreign exchange service, other than farmer line service, for each foreign exchange primary station and first trunk and each joint user service furnished with foreign exchange service.

(N)

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.3 Listing Service (Cont'd)

9.3.2 Undertaking of the Utility (Cont'd)

(I) Nonpublished Service (Cont'd)

(2) 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.

(3) Incoming calls to subscribers to nonpublished service will be completed only when the caller places the call to the nonpublished telephone number.

(L)

(a) Subscribers to nonpublished service may specify that a Utility Operator refuse any request by a caller to contact the nonpublished subscriber through the Nonpublished Number Report Service, as described in section 9.1. of this tariff.

(4) Non-published service furnished in connection with semi-public telephone service will be treated the same as other individual line service.

(L)

(J) Foreign Exchange Service

A directory listing in connection with foreign exchange service is provided in the directory for the foreign exchange without charge.

(D)

(D)

(L) Material formerly located on Sheet 573-T.

Continued

~~ACCESS SERVICE~~

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)_

(I) Nonpublished Service (Cont'd)

(3) Incoming calls to subscribers to nonpublished service will be completed only when the caller places the call to the nonpublished telephone number.

(a) Subscribers to nonpublished service may specify that a Utility Operator refuse any request by a caller to contact the nonpublished subscriber through the Nonpublished Number Report Service, as described in section 9.1. of this tariff.

(4) Non-published service furnished in connection with semi-public telephone service will be treated the same as other individual line service. (N)

(J) Alternate User Service

Alternate User Service is an arrangement whereby an individual, other than an employee, member or officer of the concern which is the end-user or a firm, corporation or association shares in the use of an end-user's business telephone service. The alternate user is not required to occupy the same premises as that occupied by the end-user.

(1) Alternate User listings have the same rules and restrictions as Business Primary listings. (N)

(2) Alternate User Service is not provided with residential service.

Material omitted now on Sheet 573-T-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.3 Obligations of the Customer and End-User

(L)

(A) The Utility may require the Carrier to furnish evidence satisfactory to the Utility that the business of the Carrier's end-user is being conducted under the names to be listed. If, upon request to the Utility, the Carrier for any reason does not furnish such evidence, the Utility may refuse to list the end-user's name or refuse to continue a listing of the end-user's name. Such acceptance or refusal of the Utility of the listing of an end-user's name is subject to review by the California Public Utilities Commission.

(B) The Customer assumes full responsibility concerning the right to use any name or address in a directory listing and agrees to hold the Utility free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Utility 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 Utility of any change to a non-service address in writing.

(T)

(T)

(C) The customer shall notify the Utility when the customer reterminates its end-user's service that is on the end-user's side of the demarcation point to another part of a building or to another building on continuous property. The customer should send a request for a listing change for this purpose. Once notified, the Utility will update the end-user's directory listing. The service charge for a listing, as given in section 9.3.5, applies to such a retermination.

(T)

(T) (L)

(L) Formerly on Sheets 573-T and 573-U.

Continued

ACCESS SERVICE

9. Directory Servicex

9.3 Listing Service

9.3.3 Obligations of the Carrier and End-User (Cont'd)

(D) The Carrier must submit orders for White Page listings to Pacific Bell by means of electronic data transmission using an approved data format and transmission protocol. (N)
(N)

(F) Nonpublished Service

(1) The customer will provide its nonpublished end-user's listing information and Pacific will include this listing in Pacific's database to provide: (T)
(T)

(a) Nonpublished Number Report Service, as described in section 9.1 of this tariff.

(b) Directory delivery.

9.3.4 Rate Regulations

(A) Carriers will be billed for all Carrier-provided end-user's listings. It will be the responsibility of the Carrier to bill its end-user. (T)

(B) Billing will be effective on the date the Utility establishes the listing in its Directory Assistance database. (T)
(T)

(C) Subsequent listing activity charges will be charged on a per-transaction basis for adds and changes.

(D) A bill will be rendered once per month. Charges will be prorated for a partial month, except that a one-month minimum billing applies. (T)
(T)

Material omitted now on Sheet 573-T-1.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.5 Rates and Charges

(A) Primary Service Listings

(1) Service in Local Exchange

End-user's are entitled to one listing in the
alphabetical (white) section for the local service
listed as follows without additional monthly charge:

(a) Each regular business or residential line.

(b) One listing per Centrex or PBX system.

(c) Additional listing charges apply to extensions off
the primary number of a Centrex or PBX system.

(d) Each separate interexchange receiving service:

(i) Exchange in which the service is subscribed
for.

(ii) Exchange in which the customer's primary
service is located.

(iii) 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.

(e) Each airport intercommunicating mechanized station
system.

(L)

(T)

(T)

(T)

(T) (L)

(N)

(D)

(D)

(N)

(N)

(L) Formerly on Sheet 573-V.

Continued

ACCESS SERVICE

9. Directory Service (Cont'd)

9.3 Listing Service (Cont'd)

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly Rates</u>		<u>Service Charge</u>	<u>USOC</u>	
(B) Additional Listings					
Each business listing	\$2.25 (I)		\$ 6.62	LTGAB	(T)
Any individual residing at a residence, listed at the residence or listing of guest of hotel (temporary housing), each listing	1.50 (I)		4.73	LTGAR	(T)
Business Reference Listing					
- Each listing	3.31		6.62	LTGXR	
(C) Lines of Information					
Other information in addition to a listing, each line					
- Business	2.25 (I)		6.62	LTGEB	(T)
- Residence	1.50 (I)		4.73	LTGER	(T)
(D) Directory Assistance					
Listing Service, Each Listing					
- Business wholesale	1.00		6.62	LTGDB	
- Residence wholesale	1.00		4.73	LTGDR	
- Business resale	.83				
- Residence resale	.83				
(E) Caption Listing					
- Business			6.62	LTGCB	
- Residence			4.73	LTGCR	

Continued

ACCESS SERVICE

9. Directory Service (Cont'd)

9.3 Listing Service (Cont'd)

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly Rates</u>	<u>Service Charge</u>	<u>USOC</u>	
(B) Additional Listings				
Each business listing	RR*	\$ 6.62	LTGAB	(T)
Any individual residing at a residence, listed at the residence or listing of guest of hotel (temporary housing), each listing	RR*	4.73	LTGAR	(T)
Business Reference Listing				
- Each listing	\$3.31	6.62	LTGXR	(T)
(C) Lines of Information				
Other information in addition to a listing, each line				
- Business	RR*	6.62	LTGEB	(T)
- Residence	RR*	4.73	LTGER	(T)
(D) Directory Assistance				
Listing Service, Each Listing				
- Business wholesale	RR*	6.62	LTGDB	(T)
- Residence wholesale	RR*	4.73	LTGDR	
- Business resale	RR*#			
- Residence resale	RR*#			(T)
(E) Caption Listing				
- Business		6.62	LTGCB	
- Residence		4.73	LTGCR	

*: See AT&T Guidebook, Part 12, Section 1, 1.C for applicable rates. (N)
 #: Resale discount applies, see (175-T) Section 18. (N)

Continued

ACCESS SERVICE

9. Directory Service (Cont'd)

9.3 Listing Service (Cont'd)

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly</u> <u>Rates</u>	<u>Service</u> <u>Charge</u>	<u>USOC</u>	
(F) Directory Assistance Special Handling, per listing				
- Business	None	None		LTGSH
- Residence	None	None		LTGSH
(G) Alternate user Listing				
- Each listing	\$1.42	\$6.62		LTGXB
(H) Nonpublished Service,				
- Each service				
- Business resale	\$1.04	(I)		(T)
- Business wholesale	1.25	(I)		(T)
- Residence resale	1.04			
- Residence wholesale	1.25			

Continued

ACCESS SERVICE

9. Directory Service (Cont'd)

9.3 Listing Service (Cont'd)

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly Rates</u>	<u>Service Charge</u>	<u>USOC</u>	
(F) Directory Assistance Special Handling, per listing				
- Business	None	None		LTGSH
- Residence	None	None		LTGSH
(G) Alternate user Listing				
- Each listing	\$1.42	\$6.62		LTGXB
(H) Nonpublished Service,				
- Each service				
- Business wholesale	RR*			(T)
- Residence wholesale	RR*			
- Business resale	RR*#			
- Residence resale	RR*#			(T)

*: See AT&T Guidebook, Part 12, Section 1, 1.C for applicable rates. (N)
 #: Resale discount applies, see (175-T) Section 18. (N)

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly</u> <u>Rates</u>	<u>Service</u> <u>Charge</u>	<u>USOC</u>	
(B) Additional Listings				
Each business listing	\$1.66	\$ 6.62	LTGAB	
Any individual residing at a residence, listed at the residence or listing of guest of hotel (temporary housing), each listing	.80	\$4.73	LTGAR	
Business Reference Listing				
- Each listing	3.31	6.62	LTGXR	
(C) Lines of Information				
Other information in addition to a listing, each line				
- Business	1.66	6.62	LTGEB	
- Residence	.80	4.73	LTGER	
(D) Directory Assistance				
Listing Service, Each Listing				
- Business wholesale	1.00	6.62	LTGDB	
- Residence wholesale	1.00 (I)	4.73	LTGDR	(T)
- Business resale	.83			
- Residence resale	.83 (I)			(T)
(E) Caption Listing				
- Business		6.62	LTGCB	
- Residence		4.73	LTGCR	

Continued