

1. LISTING SERVICE

A. DESCRIPTION

Applicable to listings in the alphabetical (white) section of a Telephone Directory where facilities and operating conditions permit.

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.

1. LISTING SERVICE (cont'd)

B. REGULATIONS (cont'd)

1. General (cont'd)

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.

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.

1. LISTING SERVICE (cont'd)

B. REGULATIONS (cont'd)

1. General (cont'd)

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.

- (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. Limitation of Liability

Limitation of Liability is set forth in Part 2 Section 2 and Schedule Cal.P.U.C. Nos. G2. Rule 14 and A2.1.14.

## 1. LISTING SERVICE (cont'd)

## B. REGULATIONS (cont'd)

## 1. General (cont'd)

## i. 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 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 cross reference/combo listings.

This information, as well as call forwarding information from such unlisted telephone numbers, shall be released by the Company 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 Guidebook 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 Company 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)

i. Non-published Service (cont'd)

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

- All Customer-Owned Pay Telephone Services.
- Wide Area Telecommunications Service and Interexchange Receiving Service.
- Additional lines or trunks arranged for hunting service where the pilot number 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.

j. 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)

k. 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) 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.
- (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) Directory Assistance Listing service does not apply to the following:
  - Wide Area Telecommunications Service, Toll 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.

- 1. LISTING SERVICE (cont'd)
- B. REGULATIONS (cont'd)

- 2. Business Service Listings

- a. Business Service Primary Listings<sup>1</sup>

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

- (1) Name<sup>2</sup>

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.

NOTE 1: Primary listings are generally established by the ILEC.

NOTE 2: 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<sup>1</sup> (cont'd)

(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 (such as a U.S. Post Office Box) 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.
- Where the type of business generally involves the removal of appliances, furniture, computers 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.



1. LISTING SERVICE (cont'd)
  - B. REGULATIONS (cont'd)
    2. Business Service Listings (cont'd)
      - a. Business Service Primary Listings<sup>1</sup> (cont'd)

(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

(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's or joint user's business is conducted under.
- 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 with 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 with 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 (such as a U.S. Post Office Box) 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, computers 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.

- 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.

1 LISTING SERVICE (cont'd)

B. REGULATIONS (cont'd)

2. Business Service Listings (cont'd)

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) 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.

1 LISTING SERVICE (cont'd)

B. REGULATIONS (cont'd)

3. Cross Reference/Combination Listings

Cross reference/combination listings acceptable to the Company may be arranged for at the rate shown in the schedule to include additional telephone numbers to be called. Cross reference combination listing is a combination of a business additional listing and a line of information.

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

4. 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 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<sup>1</sup>

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.

NOTE 1: Primary service listings are generally established by the ILEC.

1 LISTING SERVICE (cont'd)

C. RATES AND CHARGES (cont'd)

	<u>MONTHLY RATE</u>	<u>USOC</u>	
2. Additional Listings <sup>1</sup>			
- Each business listing	\$4.25	CLT	
3. Lines of Information <sup>1</sup>			
- Other information in addition to a listing, - each line:			
- Business	4.25	XLL	
- Cross Reference/Combination Listing, each line:			
- Business	4.25	LLT	
4. Nonpublished Service			
- Each Service	1.75	NPU	
5. Directory Assistance Listing Service (Non-listed Service)			(C)
- Each Business Listing	1.50	DAO	

NOTE 1: Service charges may apply per Part 12 Section 1.



1 LISTING SERVICE (cont'd)

C. RATES AND CHARGES (cont'd)

6. Charges for Access Lines, Labor and Service Enhancements – Business Services

Service Enhancements For Access Lines

a. Directory Services - Business

	<u>SERVICE CHARGE</u>
(1) Each listing added or altered	
Additional Listing	
- All services	\$6.65
Other Listings (Line of Information, Cross Reference/combination)	
- All services	6.65
Non-published Service	
- Each	NO
Out of sequence caption listing	
- Each	6.65
Directory Assistance Listing Service	
- All services	6.65 <sup>1</sup>

NOTE 1: Not applicable to primary, JUL, and OML type listings.

**2. DIRECTORY ASSISTANCE SERVICE**

**A. DESCRIPTION**

(N)

This service provides the calling party with the following type of information from the Company's Directory Assistance records.

(C)

1. The requested telephone number and address information associated with the requested telephone number.

2. Information that the requested telephone number cannot be found.

3. Directory Assistance will furnish up to a maximum of three listings per call.

(C)

(D)

4. IntraLATA Directory Assistance calls originating from LATA 5, non-619 area codes (213, 310, 714, 805, 818, and 909) requesting listings in the 619 area code will be handled by interexchange carriers.

(C)

5. Express Call Completion for one listing is included in the Directory Assistance service charge.

(C)

Express Call Completion allows call completion to a desired intraLATA number for customers calling Directory Assistance. Usage charges may also apply.

(C)

**12. DIRECTORY ASSISTANCES SERVICES (cont'd)**

**B. RATES AND CHARGES**

	<u>Charge</u>	
1. Each direct dialed call to Directory Assistance	\$2.49	(l)
2. Operator assisted calls to Directory Assistance		
a. From services provided with Direct Dial Access		
- Each "0" operator assisted call	\$2.49	(l)
<p>Plus the amount of the service charge for an operator assisted station message Part 9 Section 1, this charge does not cover the completion of a message toll call.</p> <p>From services not provided with Direct Dial Access</p> <p>Toll stations, Marine Telephone Service, etc., will be treated as direct dialed calls, no operator assisted service charge applies.</p>		
- Each call	\$2.49	(l)
b. "0" Operator assisted sent paid calls to Directory Assistance from a Customer-Owned Pay Telephone (COPT) are denied.		

**3. NATIONAL DIRECTORY ASSISTANCE****3.1 DESCRIPTION**

National Directory Assistance (NDA) is a service whereby customers may request telephone listing information anywhere in the nation, by dialing 411.

**3.2 GENERAL REGULATIONS**

1. The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone listing information for areas outside of their local calling area or Local Access and Transport Area (LATA). (C)
2. National Directory Assistance is available to business and residence customers where facilities and operating conditions permit. (C)
3. The customer will be charged for each call. The customer can obtain up to three listings on a call. The National Directory Assistance rate shown in 3.3 following, applies per call request whether or not a number is provided.<sup>/1/</sup> (C)
4. There are no exemptions from billing for requests for National Directory Assistance. (C)
5. There are no call allowances associated with National Directory Assistance requests. (C)
6. Requests for Local Directory Assistance are billed at the rates and regulations set forth in Part 11 Section 2. (C)
7. Reverse Directory Assistance available with National Directory Assistance at the rates and regulations shown in Part 11 Section 2. (C)
8. The Company assumes no responsibility for the accuracy of the information provided. (C)

/1/ Includes requests for numbers which are determined to be non-published, non-listed or not found. (C)

3. NATIONAL DIRECTORY ASSISTANCE (cont'd)

3.3 RATES AND CHARGES

Charge per sent paid request <sup>1</sup>	\$2.49	(l)
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NOTE 1: Includes requests for numbers which are determined to be non-published, non-listed or not found.

**4. REVERSE DIRECTORY ASSISTANCE SERVICE**

**4.1 DESCRIPTION**

Reverse Directory Assistance Service (Reverse DA) is a service whereby customers may request assistance in determining name and address information associated with a telephone number the caller provides. This information will be available on a local and national basis.<sup>/1/</sup>

(C)

**4.2 GENERAL REGULATIONS**

1. The customer will be charged for each call. The customer can obtain up to three listings on a call. The Reverse DA rate applies whether or not name and address information is provided. Information is not provided in response to requests for information that is not available in the directory assistance database.
2. There are no billing exemptions or call allowances for Reverse DA calls.
3. Reverse DA is available to business and residence customers where facilities and operating conditions permit.
4. The Company assumes no responsibility for the accuracy of the information provided.
5. Requests for Local Directory Assistance are billed at the rates and regulations set forth in the California Guidebook Part 9 Section 1.
6. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the service, shall in no event exceed an amount equal to the charge paid by the customer for the service. See Schedule Cal.P.U.C. No. A2.1.14.
7. The customer assumes full responsibility concerning the right to use and the use of any name or address provided through the service and agrees to hold the Company harmless from any and all claims, loss damage, or liability of whatever kind which may result in any manner from the customer's use of the information.

(C)  
|  
(C)

/1/ See Part 11 Section 2.

(C)

4. REVERSE DIRECTORY ASSISTANCE SERVICE (cont'd)

4.3 RATES AND CHARGES

Charge per sent paid request	\$2.49	(l)
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**5. BUSINESS CATEGORY SEARCH (cont'd)**

**5.2 GENERAL REGULATIONS (cont'd)**

- 3. There are no billing exemptions or call allowances for BCS service requests.
- 4. Business Category Search is not currently available from Pay Telephones.
- 5. Business Category Search is not provided on WATS service, Feature Group A service, Alternate Billed Collect-Inmate (Operator Assisted Calls from a correctional institution), or to customers that have Toll Restriction.<sup>/1/</sup>

With respect to any claim or suit, by a customer or others, the Company shall not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this guidebook.

**5.3 RATES AND CHARGES**

Sent Paid Request	\$2.49	(l)
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/1/ Effective March 19, 2016, Collect, Person-to-Person, Bill to Third Number calls and Busy Line Verification/Interruption services are discontinued.