

ALPHABETICAL LISTINGS

(T)

A. General

1. Alphabetical Listing service provides a listing in the Company's Listing Information System containing the regular alphabetical list of customer's names. The service is classified as neither local exchange nor interexchange service. (T)

2. Alphabetical Listing service is provided solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use customers' service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate the use of the Company's Listing Information System or is otherwise objectionable or unnecessary for purposes of identification. (T)

Company shall have the right to remove any business listing that does not comply with the provisions of this guidebook and shall have the right to suspend and/or disconnect business telephone service where the listing is likely to mislead or deceive the public, the listing contains an address where the business entity is not conducting business, or the listing contains a name under which the business entity is not conducting business. Company shall also have the right to refuse future business listing requests where the Company previously removed a customer listing because the listing was likely to mislead or deceive the public, the listing contained an address where the business entity was not conducting business, or the listing contained a name under which the business entity was not conducting business.

3. Listings shall be limited to the following:
 - a. In connection with business service:
 1. The individual name of the customer or joint user.
 2. The name under which the customer or joint user is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which bank account is carried. Where the State requires a business entity to obtain a license, Company reserves the right to require listings use the name in which the state license was obtained.
 3. The name under which a business is actually being conducted by someone other than the customer and which the customer or joint user is authorized by such other to use.
 4. The individual names of the officers, partners or employees of the customer.
 5. The individual names of permanent guests in hotels served by a P.B.X.
 - b. In connection with Residence service:
 1. The individual name of the customer.
 2. The individual name of a member of the customer's family or a person residing in the customer's household.
 3. Dual name listings consisting of the given names of two individuals who have the same surname and reside at the same address, another given name by which the listed person is known, or the given name of a deceased spouse.
 4. The name or identity of the living quarters associated with a religious organization or educational institution including fraternity and sorority houses.

ALPHABETICAL LISTINGS (cont'd)

(T)

A. General (cont'd)

4. Whenever any question arises as to the right of a customer to:

- a. list the name of a business which he claims he is authorized to represent; or
- b. use a listing which includes the trade name of another;

the Company reserves the right to require the customer to secure from the owner of such name or trade name, the written authority to use it. Such written authority shall be addressed to the Company requesting its acceptance for insertion or continuance of such listing. The Company further reserves the right to refuse to accept or to delete such listing where:

1. such written authority is not furnished; or
 2. such authority is withdrawn by the owner of the name or trade name, by means of a written statement addressed to the Company.
 3. Company further reserves the right to limit the number of trade names that can be listed in a directory by a customer or an associated group of customers and to remove those listings where the number of assumed name listings in the Company's sole opinion: a) are excessive; b) detract from the utility or appearance of the Company's Listing Information System; c) diminish or lessen other customer's listings; or d) are designed to gain a numeric and competitive advantage over other business entities in the same line of business. (T)
5. No liability arising from errors or omission in the making up of its Listing Information System shall attach to the Company except in the case of charge listings, in connection with which its liability shall be limited to a refund at the monthly rate for each listing for the time an error or omission continues after reasonable notice in writing to the Company. (T)
6. The Company may provide a customer's name, address and telephone number to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency situations. (T)

ALPHABETICAL LISTINGS (cont'd)**B. Primary Listings**

1. A Primary Listing is provided without separate charge with each separate customer service and with each Joint User Service unless otherwise specified elsewhere in this guidebook.

Customers of the Company's 800 Services may have 800 Service numbers listed at no charge once in each Company Directory, where available, in the Market Service Area (MSA) where the 800 Services are terminated.

2. Where a customer is served from an exchange that is different from the exchange that regularly serves the customer's city, town, village or community, the customer may be given a listing without charge in the local Alphabetical Listing Information System for the exchange from which the telephone service would normally be provided. This provision is in effect only where there is no local Listing Information System for the customer's city, town, village or community as a whole.
3. All Telephone Companies in Illinois will list in one another's Listing Information Systems those customers (primary and joint user listings only) whose postal address is not the same as the serving exchange name and where the Directory Assistance records are not interlocked. These listings are known as "Postal Address Listings."
4. Omission of a primary listing at a customer's request does not entitle the customer to an extra listing without charge in connection with any of the customer's other lines or services.
5. Multi-line business and residence customers are provided with one primary listing per hunt group, except as provided for Family Service and multi-line residence services in Part 4, Section 2. A listing on a second number in a hunt group will be considered an additional listing and be billed at the appropriate rate in C. *Extra Listings* following. If a change in a hunt group or groups is made so that two listed lines are included in a single hunt group, e.g., combining two separate hunt groups, the additional listing rate will apply to the second listing. In such cases, the customer will have the option of discontinuing the second listing only when a new directory, where available, is to be issued and the listing is deleted from that new directory, or by terminating service on the line shown in the listing, provided no intercept of calls is provided on the line. (C)

ALPHABETICAL LISTINGS (cont'd)

(T)

C. Extra Listings

1. Extra listings are defined in Part 2, Section 1. These include:

- a. Additional listings of the customer's main telephone number in the same Listing Information System as contains the primary listing, (T)
(T)
- b. A listing of the customer's main telephone number in a Company's Listing Information System other than the one which contains the primary listing, (T)
(T)
- c. Additional service listings for public agencies, which are necessary, in the judgment of the Company, for public convenience or service reasons will be provided without charge,
- d. Listings of others authorized by the customer to use the customer's telephone service in accordance with Part 2, Section 2.
- e. The Company reserves the right to limit the number of Extra Listings that can be listed in a directory by a customer or an associated group of customers and to remove those listings where the number of Extra Listings in the Company's sole opinion: 1) are excessive; 2) detract from the utility or appearance of the Company's Listing Information System; 3) diminish or lessen other customers' listings; or 4) are designed to gain a numeric and competitive advantage over other business entities in the same line of business. (T)

2. Rates

- a. Business rates apply for listings of 800 Services, except as specified in Part 10.
- b. Rates are effective on the day directory assistance records are posted.

<u>Description /Billing Code/</u>	<u>Monthly Price</u>	
Chicago Exchange:		
Business /CLT/	\$6.00	
Residence /RLT/	1.50	
Exchanges included in Chicago Suburban Listing Information System ^{/1/}		(T)
Business /CLT/	6.00	
Residence /RLT	1.50	
Other Exchanges:		
Business /LB2/	6.00	
Residence /LR2/	1.50	

/1/ Refer to following page for listing of exchanges.

ALPHABETICAL LISTINGS (cont'd)

(T)

C. Extra Listings (cont'd)

2. Rates (cont'd)

Illinois exchanges of this Company included in Chicago Suburban Listing Information System include the following:

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Algonquin	Franklin Park	Oak Park
Antioch	Geneva	Orland
Arlington Heights	Glencoe	Palatine
Aurora	Glen Ellyn	Palos Park
Barrington	Glenview	Peotone
Bartlett	Grayslake	Pistakee Highlands
Batavia	Half Day	Plainfield
Beecher	Harvey	Plattville
Bellwood	Highland Park	Riverdale
Bensenville	Hinsdale	River Grove
Berwyn	Homewood	Riverside
Bloomington	Itasca	Roselle
Blue Island	Joliet	Round Lake
Braidwood	La Grange	St. Charles
Brookfield	Lake Forest	Schaumburg
Calumet City	Lake Villa	Skokie
Cary	Lake Zurich	Summit
Chicago Heights	Lansing	Thornton
Cicero	Lemont	Tinley Park
Crete	Libertyville	Warrenville
Darien	Lockport	Wauconda
Deerfield	Lombard	Waukegan
Downers Grove	Manhattan	West Chicago
Dundee	Maywood	Western Springs
Elgin	Minooka	Wheaton
Elk Grove	Mokena	Wheeling
Elmhurst	Monee	Willow Springs
Elwood	Mundelein	Wilmette
Evanston	Naperville	Wilmington
Evergreen Park	New Lenox	Winnetka
Forest	Northbrook	Zion
Fox Lake	Oak Forest South	
Frankfort	Oak Lawn	

PRIVATE LISTING SERVICE

(T)

A. Description

Private Listing Service is a telephone number which is not listed in either the directory assistance records, or the alphabetical Listing Information System or that section of the directory containing the regular alphabetical list of names of customers. (T)

B. Terms and Conditions

Incoming calls to Private Listing Service telephone numbers will be completed by the Company only when the calling party places the call by telephone number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. However, the Company may provide the customer's name, address and telephone number to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency situations. The acceptance by the Company of the customer's request to furnish Private Listing Service does not create any relationship or obligation, direct or indirect, to any person other than the customer. (T)

In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Private Listing Service customer or disclosing a Private Listing Service telephone number to any calling party shall attach to the Company, and where such a number is published or is disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such service. (T)

The Private Listing Service telephone number and name associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers (called parties) of Caller ID, and Caller ID with Name as described in Part 7, Section 2. (T)

PRIVATE LISTING SERVICE (cont'd) (T)

C. Prices

	<u>Monthly Rate</u>	
Private Listing Service, each separate customer service:		(T)
Business /NPU/	\$4.25	
Residence /NPU/		
- MSA 1	\$3.45	
- other MSAs	2.95	

The preceding rate does not apply to:

1. Reversed Charge Service.
2. Foreign Exchange, Foreign District or Foreign Central Office Service if the customer has other exchange service which is listed in the Listing Information System for the same address. (T)
3. Additional service furnished to the same customer who has service listed in the Listing Information System at the same address. (T)
4. A customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the P.B.X. or semipublic service furnished to the hotel, hospital, retirement complex, apartment house, boarding house or club. (T)
5. Temporary service furnished for short periods, such as for elections, special events (e.g., fairs, exhibits, parades, etc.) and other special situations.
6. 800 Services.

SEMI-PRIVATE LISTING SERVICE

(T)

A. General

1. Semi-Private Listing Service is a telephone number which is not listed in the alphabetical directory, where available or that section of the Company's Listing Information System containing the regular alphabetical list of names of customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party. (T)
2. The Company may provide the customer's name, address and telephone number to Law Enforcement Agencies and other emergency service providers on a call-by-call basis for the purpose of enabling those agencies and service providers to respond to emergency situations. (T)
3. The Semi-Private Listing Service telephone number and name associated with the line used by the calling party to place outgoing calls, may be forwarded to subscribers (called parties) of Caller ID, and Caller ID with Name, as described in Part 7, Section 2. (T)

B. Rates

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>	
Semi-Private Listing, each separate customer listing:		(T)
Business /NLT/	\$3.50	
Residence /NLT/		
- MSA 1	2.75	
- other MSAs	2.25	

CUSTOM NUMBER SERVICE (CNS)

A. General

1. Custom Number Service (CNS) allows customers to request a specific telephone number other than the one that would normally be assigned by the Company. These specifically requested numbers include, but are not limited to, numbers with alpha equivalents or “easy to remember” numbers. The CNS charge does not give any customer a property right in the telephone number selected.
2. CNS is provided subject to the availability of telephone numbers.
3. An initial nonrecurring charge will apply when a Custom Number is assigned.

B. Rates and Charges

<u>Description /Billing Code/</u>	<u>Monthly Rate</u>
Number Search and Assignment, Business /RNCSP/	\$38.00
Residence /RNCSP/	38.00

BUSINESS REQUEST FOR A DIFFERENT NUMBER IN COMPANY’S DIRECTORY RECORDS (T)

A Business Customer may list a different telephone number in Company’s Directory Assistance Records than the number listed in the Company’s Listing Information System; 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 the 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. (T)