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**A6. LISTINGS**

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## A6. LISTINGS

### A6.1 Terms And Conditions Applicable To Listings

#### A6.1.1 General

- A.** The terms and conditions specified herein for listings apply only to the alphabetical section of the *Company's Listing Information System*. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service. (T)
- B.** The listings of subscribers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings. (T)
- C.** Listings must conform to the Company's specifications. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and its *Listing Information System*, confuse individuals using the *Listing Information System*, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested. (T)
- D.** The Company reserves the right to limit the length of any listing to one line by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby. (T)
- E.** One listing, except client listings, is furnished without extra charge as specified in the following:
1. each basic local exchange service line (Excluding Back-Up Line) or MultiServ service main station line
  2. each PBX trunk
  3. each ESSX-1 NAR, ESSX service NAR, Digital ESSX service NAR, MultiServ PLUS service NAR, or BellSouth Centrex service NAR or NAR usage package
  4. each Primary Rate ISDN B-Channel
- F.** When, in the sole judgment of the Company, the use of listings in excess of the listings permitted without charge as previously outlined, are needed for better identification of the subscriber, such listings may be provided without charge.
- G.** Generally, the listed address is the location of the subscriber's place of business or residence. At the subscriber's request a partial address may be shown. An address may be:
- a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - rural route and/or box number
  - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
  - any one of the preceding followed by a community and/or state name
  - a community name only
  - omitted at the subscriber's request
- The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.
- An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested.
- Only the customer name and telephone number shall be published in a listing for a Family Violence Shelter. The Company shall not publish an address as part of the listing for a Family Violence Shelter.
- H.** Liability of the Company due to directory errors and omissions is as specified in Section A2.

## A6. LISTINGS

### A6.1 Terms And Conditions Applicable To Listings (Cont'd)

#### A6.1.1 General (Cont'd)

- I. A Secondary<sup>1</sup> Service Charge, as specified in Section A4 applies when an order is issued solely to add or change a listing.
- J. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be fifty percent of the regularly charged rate.

### A6.2 Business Listing

#### A6.2.1 General

- A. Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

#### A6.2.2 Business Designation

##### A. Firm Name

- 1. The designation in a firm name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the character of the business.

Example:

Lewis Co grocr 14 Madison

234-6488

##### B. Personal Name

- 1. The designation in a personal name business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. A designation may be required when the name under which the subscriber is doing business is insufficient to indicate the nature of the business. The listing of an individual, together with a title and the name of the business with which the individual is associated or represents, is not permitted.

Example:

Smith J G grocr 14 Madison

234-6488

- 2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS dntst

#### A6.2.3 Trade Name

A trade name, the name of a commodity or service, will be included as part of the listing, when the subscriber shows satisfactory evidence of authorization to do business under the requested name. In the case of listings for time/temperature/weather announcement services a generic listing will be accepted.

Examples which require proof of authorization are:

Smith Avon Distributor 123 Main

555-1234

Jones Buick 2914 E 23rd

329-5864

Any Flower Shop 710 Heather Mall

669-2121

**Note 1:** This change is the result of the restructure of Section A4, and is to be implemented November 9, 1995.

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## A6. LISTINGS

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### A6.3 Residence Listing

#### A6.3.1 General

- A. Generally, a residence listing consists of a surname, given name or dual name, and/or initials, the address, and the telephone number. When a single name listing is requested by the subscriber, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the subscriber.

#### A6.3.2 Reserved For Future Use

#### A6.3.3 Reserved For Future Use

### A6.4 Non-Published (Private) Listing

#### A6.4.1 General

- A. A non-published listing is not listed in either the alphabetical section of the Company's *Listing Information System* or directory assistance records and will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a non-published listing, the number and/or name may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names. (T)  
The only exception is when the residence non-published listing customer subscribes to and/or has activated a Calling Number Delivery Blocking option, as described in A13.19.2. These features suppress delivery of the calling number and name. They are available, facilities permitting, to non-published listing customers upon request at no charge.
- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-published telephone number in the *Company's Listing Information System* or disclosing said number to any person shall attach to the Company. Where a non-published listing is *included* in the *Company's Listing Information System*, 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 listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* of a non-published listing or the disclosing of said listing information to any person. (T)
- D. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- E. The Company may provide telephone number, name and address of a subscriber with a Non-Published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

**A6. LISTINGS**

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**A6.4 Non-Published (Private) Listing (Cont'd)**

**A6.4.1 General (Cont'd)**

F. Whenever a local jurisdiction subscribes to Enhanced 911 service with Automatic Location Identification, the Company will provide a one time notice in writing to all residence and business non-published listing subscribers who have not been previously advised. This will apply to all non-published customers who are within the geographic area within which the E911 provider will respond to 911 calls. Non-published information will be provided to the E911 provider unless the Company receives a written objection from such customer. Written objection must be received by the Company within 30 days of date the notification was sent to the customer.

Any subscriber to non-published service after June 28, 1990, will be advised at the time of the request for service, that the non-published number, including the name and address of the subscriber, may be released to 911 providers for the purpose of responding to emergency calls.

**A6.4.2 Rate Application**

A. Non-Published Listing

1. Where charge applies

(a) Each

<b>Monthly Rate</b>	<b>USOC</b>
<b>\$ 5.50</b>	<b>NPU</b>

2. Where charge does not apply

(a) Each

- **NP3**

- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address
- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services, furnished to such establishments.

**A6.4.3 Reserved For Future Use**

**A6.5 Non-Listed (Semiprivate) Listing**

**A6.5.1 General**

- A. A non-listed listing is not listed in the alphabetical section of the Company's *Listing Information System*, but is maintained on directory assistance records and will be furnished upon the request of a calling party. (T)
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from *including* a non-listed telephone number in the *Company's Listing Information System* shall attach to the Company. Where such a number is *included* in the *Company's Listing Information System*, 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 non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the *inclusion* of a non-listed listing. (T)

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**A6. LISTINGS**

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**A6.5 Non-Listed (Semiprivate) Listing (Cont'd)****A6.5.1 General (Cont'd)**

- D.** Whenever a local jurisdiction subscribes to Enhanced 911 service with Automatic Location Identification, the Company will provide a one time notice in writing to all residence and business non-listed listing subscribers who have not been previously advised. This will apply to all non-listed customers who are within the geographic area within which the E911 provider will respond to 911 calls. Non-listed information will be provided to the E911 provider unless the Company receives a written objection from the customer. Written objection must be received by the Company within 30 days of date the notification was sent to the customer.

Any subscriber to non-listed service after June 28, 1990, will be advised at the time of the request for service, that the non-listed number, including the name and address of the subscriber, may be released to 911 providers for the purpose of responding to emergency calls.

- E.** The Company may provide telephone number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4.

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**A6. LISTINGS**

**A6.5 Non-Listed (Semiprivate) Listing (Cont'd)**

**A6.5.2 Rate Application**

**A. Non-listed listing**

	<b>Monthly Rate</b>	<b>USOC</b>	
1. Where charge applies			(T)
(a) Each	<b>\$3.50</b>	<b>NLT</b>	(M)
2. Where charge does not apply			(M)
(a) Each	-	<b>NLE</b>	
- RingMaster service number			
- temporary service			
- Additional service furnished to the same subscriber who has other service listed in the same name at the same address.			(T)
- Additional service furnished to the same subscriber who has service listed in the same name at a different address provided the listed service is in the same local exchange.			(T)
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.			

**A6.5.3 Reserved For Future Use**

**A6.6 Additional Listing**

**A6.6.1 General**

- A.** The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- B.** Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

**A6.6.2 Business/Extra Additional Listing <sup>1</sup>**

- A.** A business/extra additional listing may be furnished in other names when, in the sole judgment of the Company, the subscriber's service is not being shared or resold.
- B. Rate Application**
  - 1. Business
 

(a) Each	<b>\$2.20</b>	<b>CLT</b>
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  - 2. 800 Service
 

(a) Each	<b>2.20</b>	<b>SZS</b>
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**A6.6.3 Residence Additional Listing**

- A.** A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.
- B. Rate Application**
  - 1. Residence
 

(a) Each	<b>1.50</b>	<b>RLT</b>
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**Note 1:** Business additional listing arrangements established prior to 03-11-87 i.e., implementation of STS may be continued until the subscriber relocates or transfer service responsibility.

**Page 5.1 is hereby deleted in its entirety and removed from this Guidebook.**



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**A6.7 Miscellaneous Listing**

**A6.7.1 Reserved For Future Use**

**A6.7.2 Alternate Listing**

A. An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers subject to the following conditions:

- 1. Names of individuals are not permitted
- 2. Text may not exceed one line

Examples:

Nights, Sundays, and Holidays	123-4568
If No Answer	123-4568
If Extension Is Not Known	123-4568

**B. Rate Application**

	<b>Monthly Rate</b>	<b>USOC</b>
1. Business		
(a) Each	<b>\$2.50</b>	<b>FNA</b>
2. Residence		
(a) Each	<b>2.50</b>	<b>NAB</b>

**A6.7.3 Cellular Carrier Listing**

See Mobile and Paging Service Listing at A6.7.12.

**Page 6.1 is hereby deleted in its entirety and removed from this Guidebook.**

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**A6. LISTINGS** (T)

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.4 Access Line Service for Payphone Service Provider Listing**

- A. A listing is not provided in connection with access line service for Payphone Service Providers except when the listing will facilitate the operations of the company or subscribers to the access line service. No additional listings are permitted.

**A6.7.5 Reserve For Future Use**

**A6.7.6 Cross Reference Listing**

- A. A cross reference listing may be furnished when it is necessary to refer the user to another listing. (T)

Examples:

Long Lumber Co	See South Lumber Co
Regis Gary	See Regas Gary

**B. Rate Application**

- 1. Cross Reference Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$ 1.80</b>	<b>LLT</b>
(b) Residence, each	<b>1.50</b>	<b>LRT</b>

**A6.7.7 Dual Name Listing**

- A. A dual name listing may be furnished to a business or residence subscriber as a main listing subject to the following:
  - an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
  - two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name.

Examples: .

Smith J H (Johnny) CPA 123 Main .....	123-4567
O'Neal John & Mary 200 Elm Av .....	423-1012
Morris George Mrs (Joan) 101 Ash Dr .....	422-4523

- B. A dual name listing may also be furnished as an additional listing at the subscriber's request at the appropriate additional listing rate.

**A6.7.8 Emergency Service Listing (E911 and B911)**

- A. A 911 telephone number listing must be listed along with a non-emergency telephone number for emergency agencies. No Charge applies for either listing.

**B. Rate Application**

- 1. Emergency Service Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Where charge does not apply	<b>\$ -</b>	<b>FLT</b>

**A6. LISTINGS**

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.9 Extra Listing**

See Business/Extra Additional Listing at A6.6.2.

**A6.7.10 Foreign Listing**

- A. A listing in the alphabetical section of Company directories outside the subscriber's local exchange may be furnished. The listing is subject to the rates, terms and conditions applicable to the *Company's Listing Information System* in which the listing is to appear.

	<b>Monthly Rate</b>	<b>USOC</b>
<b>B. Rate Application</b>		
1. Foreign listing		
(a) Business, each	<b>\$ 1.80</b>	<b>FAL</b>
(b) Residence, each	<b>1.50</b>	<b>FRW</b>
(c) Where rate does not apply	<b>-</b>	<b>FLF</b>
2. Foreign cross reference listing		
(a) Business, each	<b>1.80</b>	<b>FALCX</b>
(b) Residence, each	<b>1.50</b>	<b>FRWCX</b>
3. Foreign alternate listing		
(a) Business, each	<b>1.80</b>	<b>FALSX</b>
(b) Residence, each	<b>1.50</b>	<b>FRWSX</b>

(DELETED)

**A6.7.11 Reserved For Future Use**

**A6.7.12 Mobile And Paging Service Listing**

- A. A Mobile Telephone Carrier, a Cellular Carrier, a Radio Common Carrier, or a Paging Company, may be furnished a listing for their clients at the rates specified in A6.7.12.B.
- B. Rate Application
  - 1. Mobile and Paging Service Listing
    - (a) Each

**.00      MSZ**

**A6.7.13 Reserved For Future Use**

**A6.7.14 Optional Calling Plan Listing**

- A. A subscriber of a two-way or inward Optional Calling Plan (OCP) may be furnished a foreign listing with the text of "No Charge For Calls Dialed Direct To This Number From (name of exchange)" at the rates specified in A6.7.14.D.
- B. The initial contract period for the OCP and the OCP listing charge shall be for the life of that directory, where available, or the Company's Listing Information System and each subsequent directory in which it appears. However, the subscriber may discontinue the OCP and the associated OCP listing prior to the expiration of the directory/Listing Information System in which the listing appears, provided the telephone number is changed and a disconnect report is given.

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**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.14 Optional Calling Plan Listing (Cont'd)**

- C. A foreign listing without the text may be furnished at the rates specified in A6.7.10.B.
- D. Rate Application
  - 1. Optional Calling Plan Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Business, each	<b>\$5.40</b>	<b>OCB</b>

**A6.7.15 Paging Service Listing**

See Mobile and Paging Service Listing at A6.7.12.

**A6.7.16 RingMaster Service Listing**

- A. One listing for each RingMaster Service number will be furnished on a listed or non-listed basis at no charge to the subscriber.
- B. A RingMaster Service listing must be either business or residence as identified by the class of service.
- C. Other listings may be provided at the rates, terms and conditions specified in this Guidebook.

**A6.7.17 Sharing And Resale Of Basic Local Exchange Service Listing**

- A. A client of a Shared Tenant Service provider may request that the reseller obtain one main client listing, at the rate specified in A6.7.17.C. Other listings may also be provided upon reseller's request for the client. Charges for client listings will be billed to the reseller (customer of record) and will not be separately billed.
- B. A non-published listing charge as specified in A6.4.2 is applicable when no client listing is requested, but necessary for client address identification at the Public Safety Answering Point for local emergency agencies. (T)
- C. Rate Application

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
1. Business, Each	<b>\$1.80</b>	<b>BS6</b>
2. Residence, Each	<b>1.50</b>	<b>RS6</b>

**A6.7.18 Special Text Listing (Business)**

- A. A special text listing provides instructions for directing incoming calls after hours during specific time periods or calling information for a specific service/department.  
Example: For The Following Zip Codes 30506 30408 30532 30533 30534
- B. A special text listing does not include a number and must be followed by at least one other listing which does include a number.
- C. Rate Application
  - 1. Special Text Listing

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) per line	<b>\$1.80</b>	<b>XLL</b>

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## A6. LISTINGS

### A6.7 Miscellaneous Listings (Cont'd)

**A6.7.19 (DELETED)**

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**A6.7.20 Telephone Answering Service Listing**

- A. A client of a telephone answering service may list the telephone number of the answering service with his name, or business name at the rates specified in A6.7.20.B.
- B. Rate Application
  - 1. Telephone Answering Service Listing
    - (a) each

**1.80**

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**A6. LISTINGS**

**A6.7 Miscellaneous Listings (Cont'd)**

**A6.7.21 Reserved For Future Use**

**A6.7.22 Titles And Suffixes**

- A. A title of address that precedes a name, such as Mrs., Rev., Dr., or Capt., may be included in a residence or a business personal name listing.
- B. A professional designation(s) or educational degree(s), such as MD, CPA, CREA, or JP, is a suffix which may be included at the end of a business personal name listing.
- C. One title, educational degree, or professional suffix, as allowed in A6.7.22.A. and B., will be provided at no charge. Those, in excess of one, may be provided at the rates specified in A6.7.22.E.
- D. Notation of lineal descent, such as; Jr., Sr., and III, is considered to be part of the subscribers legal name, and not a title or a suffix.
- E. Rate Application
  - 1. Listing titles in excess of one

	<b>Monthly</b>	
	<b>Rate</b>	<b>USOC</b>
(a) Residence, each	<b>\$ 1.50</b>	<b>XLDRX</b>
2. Titles, professionals and/or educational degrees, in excess of one		
(a) Business, each	<b>1.80</b>	<b>XLDCX</b>

Example:

Davis John MD FACP FACS 200 Main Av .....322-7799

**A6.7.23 976 Service Listing**

- A. The phrase "Charges Will Apply" will be included in the 976 listing at no additional charge.

**A6.7.24 Reserved For Future Use**

**A6.7.25 (DELETED)**

(D)

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