

1. LISTING SERVICES

A. GENERAL

1. The following rates and regulations for directory listings apply in connection with primary and additional listings in the alphabetical directory
2. The alphabetical directory is an alphabetical list of customers, joint users and others for who directory listings are provided and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and others listed therein who are entitled to use a customer's service.
3. Special arrangement of names is not permitted, nor any form of listing which does not facilitate directory service, or is otherwise objectionable or unnecessary for purposes of identification. The listing of a service, commodity or trade name as such will, in no case, be permitted except when the name of the services, commodity or the trade name is the name or an integral part of the name under which the listed party is doing business.
4. Customers warrant they are authorized to use any tradename contained in directory listings submitted and agree to identify the Telephone Company for any loss, damage, expense, or liability that may result from any infringement or claim of infringement of any tradename arising from acceptance of such listings. The Telephone Company reserves the right to refuse or discontinue a directory listing containing a tradename if circumstances indicate that the customer submitting the listing is not authorized to use the tradename pending submission of written authorization for the customer to use the tradename.

1. LISTING SERVICES (Cont'd)

A. GENERAL (Cont'd)

5. The length of any listing is contracted by the use of abbreviations where the clearness of the listing or the identification of the listed party is not impaired thereby. Where more than one line is required to list a party properly, no additional charge is made.
6. Listings must conform to the Telephone Company's specifications with respect to its directories.
7. Listings are regularly provided in connection with all classes of exchange service, except public telephone service.
8. A business designation describing the listed party's business in a general way, may be provided (in abbreviated form) as part of a business listing when the character of the listed party's business is not apparent from the name listed.
9. A designation describing in a general way the listed party's additional listing.
10. The initial service period is the period of the directory issue in which the listing appears except where otherwise specified.
11. Charges for termination of directory listings where the listing has appeared in the directory, are the charges due to the end of the directory period, except that in the following cases termination charges will be the charges due to the date of termination of the additional listing subject to a minimum charge for one month.
 - a. In case the main service is terminated.
 - b. In case the listed party becomes a customer to some class of exchange service in his own name.
 - c. In case the customer or the listed party moves to another building or to a new location, as a result of which the service of the customer is not readily available to the listed party.
 - d. In case of the death of the listed party.

1. LISTING SERVICES (Cont'd)

B. PRIMARY LISTINGS

1. Application of Charges

a. Primary Listings - Business and Residence Service

One listing without charge, termed the primary listing, is provided for each main telephone service call number associated with single each special reversed charge toll service Customer. Where two or more lines are arranged to hunt, that is to seek the next available line when a busy is encountered in such a group, all of those lines so arranged constitute one call number. Where a Customer requires a listing for a line other than the first in the hunting group, it may be furnished at the additional listing rate.

b. Primary Business Listings - Shared Tenant Service (STS)

Shared Tenant Services end users are provided with one listing in the alphabetical section of the directory. This arrangement is provided at the rate for an additional listing, as specified in this section. All subsequent additional listings for Shared Tenant Services end users are provided under the Additional Listing Service section of this guidebook.

2. The primary business listing is the name of an individual, firm or corporation which subscribes to the Business Service or the name under which a business is regularly conducted.
3. The primary residence listing shall include the name of the Customer subscribing to the service and may include, at the request of the Customer, the name of one other person residing at the same address and sharing the same telephone number with the Customer or, at the request of the Customer, may include another first name by which the Customer is known.
4. For changes in a primary residence listing, a service order charge for record type orders as provided in Part 3, Section 1, of this guidebook shall apply.

1. LISTING SERVICES (Cont'd)

B. PRIMARY LISTINGS (Cont'd)

5. Where either Residence or Business Service is applied for by one party for use of a second party, the primary listing may be the name of the second party. When Message Rate Service-Customer Owned Coin Operated Telephone is subscribed to by a Customer Owned Coin Operated Telephone vendor for use by a second party (premises owner or resident of the premises on which the Customer Owned Coin Operated Telephone is located), the primary listing(s) may be in the name of the second party.

C. ADDITIONAL LISTING SERVICE

1. Regular Additional Listings

- a. Business additional listings are listings in addition to the primary listings furnished in connection with Business Service, Shared Tenant Service (STS) and may be: the names of partners or member of the firm, of the Customer is a partnership or firm; the names of officers of the corporation; and, for any business establishment, the names of associates or employees or departments of the Customer. Business additional listings may also be the bona fide names of firms or corporations which the Customer owns or controls or is duly authorized to represent. These listings may not be used by a Customer engaged in furnishing service of a secretarial nature .
- b. Business additional listings are not permitted in connection with Residence Service.
- c. Residence additional listings are listings in addition to the primary listing furnished in connection with Residence Service. Such listings may consist of; the name(s) in the primary listing, the names of two persons who share the same telephone number and reside at the same address, another name by which a person is known, or other persons residing in the Customer's household. Residence additional listings are also permitted in connection with Business Service which is located in a residence or on the same premises with the residence and for permanent guests residing in a hotel or club.
- d. In connection with Semi-Public Telephone Service or Message Rate Service-Customer Owned Coin Operated Telephone, residence additional listings are allowed at regular listing rates in the names of permanent guests or tenants at that location. Business listings at regular listing rates in connection with these services are furnished under the same regulations as specified in Paragraph a. above.

NOTE 1: See "Special Types of Additional Listings".

1. LISTING SERVICES (Cont'd)

C. ADDITIONAL LISTING SERVICE (Cont'd)

1. Regular additional Listings (Cont'd)

- e. Ordinarily, all additional listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of an extension.

2. Special Types of Additional Listings are Available

a. Duplicate and Cross-Reference Listing

- (1) Duplicate listings, i.e., listings of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names, are permitted when necessary for the proper identification of the listed party and are not desired to secure a preferential position in the directory or for advertising purposes.
- (2) Cross-reference listings are permitted in any case where their use will facilitate the handling of telephone calls.
- (3) The regular additional listing rate applies for each duplicate or cross-reference listing.

b. Alternate Listings

- (1) Alternate listings, i.e., listings which refer calling parties to an alternate telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number, are permitted for customers to all cases of services.
- (2) The alternate number may be that of another customer's service. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.
- (3) The rate applicable for each alternate listing shall be the business or residence additional listing rate depending upon the class of service of the telephone to which the call was originally directed.

1. LISTING SERVICES (Cont'd)**C. Additional Listing Service (Cont'd)**

1. Special Types of Additional Listings are Available (Cont'd)

c. Foreign Listings

Foreign Listings, i.e., listings in an alphabetical directory of an exchange other than that in which the listed service is furnished, are permitted at the regular additional listing rate for the alphabetical directory in which the listing appears.

d. Temporary Listings of Tenants Sub-Leasing Customers' Premises

(1) Residence customers who temporarily lease their premises for periods of less than one year and who request the Telephone Company to render service to their tenants without change in the billing may arrange for directory listings for such tenants. Such listings are not permitted in the event the customer and the tenant occupy the premises at the same time.

(2) All billing and contractual arrangements remain unchanged, the customer being responsible for the payment of all charges.

(3) The regular additional listing rate applies for each listing.

e. Direct Inward Dialing (DID) Service Listings

(1) DID service listings may be provided for a customer with DID service under the guidelines as shown for Regular Additional Listings.

(2) *Reserved for future use*

(D)

(D)

1. LISTING SERVICES (Cont'd)

C. Additional Listing Service (Cont'd)

1. Special Types of Additional Listings are Available (Cont'd)
 - e. Direct Inward Dialing (DID) Service Listings (Cont'd)

(D)

(D)

(3) The regular additional listing rate applies to each Direct Inward Dial Service Listing.

Charges for Special Types of Additional Listings

The charges for Special Types of Additional Listings are effective on the same basis as those for Regular Additional Listings.

1. LISTING SERVICES (Cont'd)

D. PRIVATE LISTING SERVICE

1. The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the Company Information records, and the number will not be given to any calling party. The telephone number is subject to display on a call-by-call basis at a Public Safety Answering Point with Enhanced 911 Service. The telephone number and the customer's name may be forwarded to subscribers (called parties) of Caller ID and Caller ID with Name Service, as described in Part 7, Section 2, of this guidebook.
2. The Company shall not be liable should a private telephone number be divulged inadvertently.
3. The Company shall not be liable for failure or refusal to complete any local or long distance call to a private telephone number when the call is not placed by the number.

E. SEMI-PRIVATE LISTING SERVICE

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the Company Information records, and the number will be given to any calling party upon request. The telephone number is subject to display on a call-by-call basis at a Public Safety Answering Point with Enhanced 9112 Service. The telephone number and the customer's name and may be forwarded to subscribers (called parties) or Caller ID and Caller ID with Name Service as described in Part 7, Section 2, of this guidebook.

F. RATES AND CHARGES

1. Private and Semi-Private Listing Service

The rates for Private or Semi-Private Listing Service do not apply:

- a. To public or semi-public service.
- b. To special reversed charge service.
- c. To foreign exchange service where the customer is also furnished exchange service from the normal Central Office.
- d. Where the customer has other service listed in the same name in the alphabetical directory for the territory in which the customer is located provided that both services are of the same class or the services are of different classes, and arrangements have been made that calls to the listed number will generally be answered.

1. LISTING SERVICES (Cont'd)

F. RATES AND CHARGES (Cont'd)

1. Private and Semi-Private Listing Service (Cont'd)

- e. Where a subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX or semi-public service furnished the hotel, apartment house, boarding house or club.
- f. Where service is installed for a temporary period of one month or less, such as election service or service used for special events such as fairs, exhibits, and parades.
- g. To service to a subscriber involving data terminals where there is no voice use contemplated.

Description /Billing Code/	Change Charge	Per Month	
- Semi-Private Listing Service /NLT/	1	\$3.50 ²	(I)
- Private Listing Service /NPU/	1	5.50 ²	

NOTE 1: No charge applies for changes initiated by the Telephone Company.

NOTE 2: The initial service period is one month.

1. LISTING SERVICES (Cont'd)**F. RATES AND CHARGES (Cont'd)****2. Additional Listing Service**

<u>Description /Billing Code/</u>	<u>Per Month</u>	
Business listings, each /CLT/	\$6.00	
Primary Business Listing Shared Tenant Service (STS) /NA/	6.00	
Residence listings, each /RLT/	3.00	(I)

A Record Order Charge applies to the initial establishment of additional listings if the listing ordered is not a part of other service ordered at the same time for which an Order Charge would apply. A Record Order Charge also applies to a subsequent change to an established additional listing.

CUSTOM NUMBER SERVICE

(N)

DESCRIPTION

Custom Number Service (CNS) allows business and residence 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 a desired or particular alphabetic equivalent, "easy to remember" numbers because of repeating or sequential digits, or another numerical pattern preference.

TERMS AND CONDITIONS

- The Company will verify the availability of the requested number and, when feasible, assign the number.
- The CNS charge does not give any customer a property right in the telephone number selected and assigned.
- CNS is provided subject to the availability of facilities and telephone numbers.
- Company records, including directory services, will be maintained in numeric format.
- The Company will not be responsible for the manner in which Custom Numbers are used for marketing, advertising, and other purposes by the customer.

(N)

CUSTOM NUMBER SERVICE (Cont'd)

PRICES

A nonrecurring charge will apply when a requested Custom Number preference is assigned to the customer. Charges are not applicable when a customer's number assignment preference cannot be met and an assignment from the Company's normal assignment process is made.

Charges for Custom Number Service are in addition to any charges applicable to the service with which it is associated.

Service Elements

Description /Billing Code	Non Recurring Charge
Per custom telephone number assigned /RNCSP/	\$ 40.00

Business Request for a Different Number in Telephone Company's Directory Assistance Records

A Business Customer may list a different telephone number in Telephone Company's Directory Assistance Records than the number listed in the Directory; provided the Business Customer or its representative: 1) has entered into a separate agreement with the Telephone Company to list a different telephone number in the Telephone Company's Directory Assistance records; 2) complies with the Telephone Company's rules for such listings; and 3) has a local telephone number that the Business Customer will continue to answer. The Telephone Company reserves the right to reject such requests or remove such numbers from its Directory Assistance Records at the Telephone Company's reasonable discretion. Business Customer or its representative may not list a different telephone number in the Company's Directory Assistance Records, if in the Company's reasonable opinion: the use of such number could potentially mislead or deceive the public; the Business Customer does not have the right to use such number or use of the number by the Business Customer does not comply with applicable law or regulations. Business Customer assumes full responsibility concerning the right to use the telephone number and the Telephone 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 Telephone 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