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**DIRECTORY PUBLICATION AND USE**

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS**

**7.1.1 Provision of Directory Listings**

- A. These rates and regulations for directory listings apply only to the information records and the alphabetical Section of the directory containing the regular alphabetical list of names of customers.
- B. Listings are regularly provided in connection with all classes of exchange service, except Public Telephone Service, unless the customer subscribes to Non-Published Number Service.
- C. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- D. A listing must conform to the Company's specifications with respect to its directories.
- E. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.1 Provision of Directory Listings (Cont'd)**

- F. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- G. Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records and is provided to the directory assistance operator.
- H. Non-listed service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, and is not included in the information records and is not provided by the directory assistance operator upon request.

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.2 Primary Directory Listings**

**A. Number of Listings Provided Without Charge**

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

**B. Business Listings**

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary 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. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

**C. Residence Listings**

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.
2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.2 Primary Directory Listings (Cont'd)**

C. Residence Listings (Cont'd)

3. Dual name listings are available only for residence subscribers who share the same surname and reside at the same address, or where a person is known by two first names. Dual name listings may be provided as the primary listing at no recurring charge or as an additional listing at the regular residential additional listing rate.

- D. The customer's street address will be listed. An Additional Listing Charge will be due if an unusual circumstance requires the customer's post office box number to be listed.

**7.1.3 Additional Directory Listings**

A. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.3 Additional Directory Listings (Cont'd)**

**A. General (Cont'd)**

4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:
  - a. A listing may be permitted under the address of a Private Branch Exchange (PBX) station or extension station installed on the premises of the customer, even though that address is different from that of the switchboard or main station using the telephone number of the primary listing.
  - b. Where a building has more than one entrance, the customer may have an additional listing showing the address of an entrance other than that included in the primary listing.
5. Additional residence-type listings may be provided in the names of permanent guests or tenants of hotels, motels and apartment houses equipped with key or PBX systems, provided that written approval is obtained in advance from the hotel, motel or apartment house involved. In such circumstances:
  - a. Business additional listing rates apply; and
  - b. No separate billing will be issued.

## DIRECTORY PUBLICATION AND USE

### 7.1 DIRECTORY LISTINGS (Cont'd)

#### 7.1.3 Additional Directory Listings (Cont'd)

##### B. Special Types of Additional Listings

##### 1. Duplicate and Reference Listings

Listings of nicknames, abbreviated names, re-arrangements of names, names which are commonly spelled in more than one way, and other names by which customers are known are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, they are not desired to secure a preferential position in the directory, or when they are not for advertising purposes. Cross-reference listings are permitted when their use will facilitate the handling of telephone calls.

##### 2. Alternate Listings

- a. Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.
- b. The alternate number may be a number that is not the requesting customer's number. In such case, the written consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

##### 3. Foreign Listings

Foreign listings are listings appearing in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be the remaining period that the directory will be used. These charges will be paid annually in advance.

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.3 Additional Directory Listings (Cont'd)**

**B. Special Types of Additional Listings (Cont'd)**

**4. Indented Residence Listings:**

Additional listings may be furnished for the customer's or their employees' residence telephones. These additional listings will be indented under the listing of the business with which they are associated. In such cases, the party in whose name the indented residence listing is shown must have a residence primary listing or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

**5. Listings of Residence Under Business Service:**

Additional listings of residences may be furnished under business service, provided the business and residence establishments are at the same address and are under the same roof. The additional listing must be in the name of the customer, a member of his/her immediate family, or of an employee or representative of the customer.

**6. Listings of Amateur Radio Stations:**

Listings of amateur radio stations may be furnished in connection with residence service where the customer to the residence service or a member of his immediate family is a licensed amateur radio station owner.

**7. Dual Name Listing:**

Dual Name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address, and for a person known by two first names; provided that the additional name does not require an additional line.



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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.3 Additional Directory Listings (Cont'd)**

**B. Special Types of Additional Listings (Cont'd)**

**8. Listings of Resort Cottages:**

Listings may be furnished in connection with residence service under the name by which a customer's home or resort cottage is known, where, in the opinion of the Company, the request for such a listing does not indicate business use of the service.

**9. Extra Lines of Information:**

Listings of other information which is not required in order to efficiently handle telephone traffic is not included in the charges for service. For example, such other information may be the office hours of a business. The Company may, at its discretion, accept listings of such miscellaneous information at the rates for special types of additional listings.

**7.1.4 Non-Published Number Service**

**A. General**

1. Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.

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**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.4 Non-Published Number Service (Cont'd)**

A. General (Cont'd)

2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Service.
3. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
4. The rate for Non-Published Service does not apply to
  - a. Enterprise Service (Special Reversed Charge Toll Service)
  - b. Foreign Exchange Service where the customer is also furnished Local Exchange Service.
  - c. Additional service furnished to the same customer who has other service listed in the directory at the same address.
  - d. To 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 Private Branch Exchange, Centrex or Semipublic Service furnished to such establishments.
  - e. Service which is installed for a temporary period.

## DIRECTORY PUBLICATION AND USE

### 7.1 DIRECTORY LISTINGS (Cont'd)

#### 7.1.4 Non-Published Number Service (Cont'd)

- f. To additional service furnished to the same customer who has service listed in the Telephone Directory at a different address provided:
  - (1) the listed service is in the same local exchange; and
  - (2) arrangements have been made that calls to the listed number will be answered at all times.
- g. To Inward Wide Area Telephone Service.
- 5. A customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Service to the extent that the customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.
- 6. A Service Connection Charge as stated in Section 5.3 applies to the establishment or change of Non-Published telephone numbers.

#### 7.1.5 Non-Listed Number Service

- A. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

**7.1.6 Liability For Directory Listing Service**

A. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

**DIRECTORY PUBLICATION AND USE**

**7.1 DIRECTORY LISTINGS (Cont'd)**

<b>7.1.7</b>	<b>Rates and Charges</b>	<b><u>Business</u></b>	<b><u>Residence</u></b>
A.	Recurring Monthly Rate		
	Primary Service Listing	N/C	N/C
	Additional Name Listings in alphabetical section only	\$0.50	\$0.50
	Foreign Directory Listing per line	\$0.50	\$0.50
	Non-Listed Telephone Number per listing	\$0.50	\$0.50
	Non-Published Telephone Number per listing	\$1.00	\$1.00
	Dual Name Listing:		
	Primary Service Listing	N/C	N/C
	Additional Listing	\$0.50	\$0.50
B.	Service Charges		
1.	See Section 5 of this Tariff for applicable Service Charges. A Secondary Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published numbers a service order and Central Office Line Connection Charge applies.		
2.	When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).		
3.	Directory listings will be changed at the request of a customer once each calendar year without a Service Charge.		

**DIRECTORY PUBLICATION AND USE**

**7.2 PROVISION AND OWNERSHIP OF DIRECTORIES**

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every reasonable precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 7.1.5 of this Tariff.
- C. If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.