
A6. LISTINGS

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A6.1 Terms and Conditions Applicable To Listings

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A6.1.1 General

- A. The rates, 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 number 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 in its directories. (T)
- C. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and its directories, confuse individuals using the *Company's Listing Information System*, or when the customer 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 is furnished at no additional charge as specified following. Lines, trunks, NARs, systems and channels are aggregated at the earning account level, as defined in Section A1., for the purpose of determining the total number of listings to be provided to a customer at no additional charge.
 - 1. each basic local exchange service line or MultiServ service main station line
 - 2. each PBX trunk
 - 3. each ESSX service, Digital ESSX service, ESSX-1, MultiServ PLUS service, BellSouth Centrex service NAR or NAR usage package
 - 4. each Centrex system
 - 5. 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. (T)
- 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
 - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
 - any one of the above 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.

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.

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.

- H. Liability of the Company due to listing errors and omissions is as specified in Section A2. (T)
- I. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate. (T)

A6.1.2 Reserved For Future Use

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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 nature of the business.

Example:

Lewis Co grocr	14 Madison	234-6488
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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
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A6.2 Business Listing (Cont'd)

A6.2.2 Business Designation (Cont'd)

B. Personal Name (Cont'd)

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

A6.3 Residence Listing

A6.3.1 General

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 name and/or number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming names and/or telephone numbers.

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

A6.4.1 General (Cont'd)

- 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 not connect a call to a non-published subscriber on behalf of another caller when the caller does not furnish the non-published number to the Company. 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 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 *the disclosure of* a non-published number to any person shall attach to the Company. Where a non-published listing is *disclosed*, 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, and at the subscriber's request, the Company will change the non-published number at no charge to the subscriber. 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 *disclosure* of a non-published listing or listing information to any person. (T)
- D. Numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13.
- E. The number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his number, name and address in connection with E911 service.
- F. For accounting purposes, the 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.
- G. The Company may provide 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.

A6.4.2 Rate Application

A. Non-published listing

	Monthly Rate	USOC
1. Where charge applies		
(a) Business -each	\$5.50	NPU
(b) Residence -each	5.50	NPU
2. Where charge does not apply		
(a) each	-	NP3
- Service used primarily by a certified hearing/speech impaired person		
- Additional service furnished to the same subscriber who has other service listed in the same name at the same address.		(T)

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

A6.4.2 Rate Application (Cont'd)

- A. Non-published listing (Cont'd)
 - 2. Where charge does not apply (Cont'd)
 - 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.
 - 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.
 - Temporary service

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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.
- 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 *the disclosure* of a non-listed number shall attach to the Company. Where such a number is *disclosed*, 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 disclosure* of a non-listed listing.
- D. Numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13.
- E. The number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his number, name and address in connection with E911 service.
- F. The Company may provide 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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A6.5.2 Rate Application

- A. Non-listed listing
 - 1. Where charge applies

		Monthly Rate	USOC
(a)	Business - each	\$3.50	NLT
(b)	Residence - each	3.50	NLT

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

A6.5.2 Rate Application (Cont'd)

- A. Non-listed listing (Cont'd)
- 2. Where charge does not apply

	Monthly Rate	USOC NLE	
(a) each	-	-	
- Service used primarily by a certified hearing/speech impaired person			
- 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.			
- Temporary Service			
- RingMaster service number			

A6.5.3 Reserved for Future Use

A6. 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 Additional Listing

- A. A business additional listing may be furnished in other names, when in the sole judgment of the Company the subscriber's service is not being resold. This service is available to Telephone Answering Service.
- B. Rate Application
 - 1. Business

	Monthly Rate	USOC
(a) each	\$ 2.10	CLT
(b) 800 Service, each	1.20	SZS

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A6.6 Additional Listing (Cont'd)**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

	Monthly	USOC	
	Rate	RLT	
(a) each	\$ 1.20		

A6.7 Miscellaneous Listing**A6.7.1 Access Service Listing**

- A. An interexchange carrier or a business or residence client of an interexchange carrier who subscribes to Feature Group A foreign exchange access service may be furnished a listing at the rate specified.
- B. Rate Application
 - 1. Listing

	1.20	CLT	
(a) each	1.20	CLT	

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

If No Answer

If Extension Is Not Known

B. Rate Application

- 1. Business

	2.10	FNA	
(a) each	2.10	FNA	
- 2. Residence

	1.20	NAB	
(a) each	1.20	NAB	

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A6.7 Miscellaneous Listing (Cont'd)**A6.7.3 Cellular Carrier Listing**

See Mobile and Paging Service Listing, A6.7.12

A6.7.4 Company and Customer Owned Telephone Service Listing

A. Listings are not provided in connection with access line service for Customer Provided Public Telephone Service 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 Congregate Living Facility Listing

A. A congregate living facility listing is a residence additional listing furnished to a resident of a congregate living facility at rates specified in A6.6.3.

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.

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Examples:

Long Lumber Co

See South Lumber Co

Regis Gary

See Regas Gary

B. Rate Application

1. Business

	Monthly		USOC
	Rate		LLT
(a) each	\$ 2.10		
2. Residence		1.20	LRT

A6.7.7 Dual Name Listing

A. A dual name listing may be furnished to a business or a 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

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A6.7 Miscellaneous Listing (Cont'd)**A6.7.7 Dual Name Listing (Cont'd)**

A. A dual name listing may be furnished to a business or a residence subscriber as a main listing subject to the following: (Cont'd)

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. Where charge does not apply

	Monthly Rate	USOC
(a) each	\$ -	FLT

A6.7.9 Reserved for Future Use**A6.7.10 Foreign Listing**

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

B. Rate Application

1. Foreign listing

(a) Business, each	2.10	FAL
(b) Residence, each	1.20	FRW

2. Foreign cross reference listing

(a) Business, each	2.10	FALCX
(b) Residence, each	1.20	FRWCX

3. Foreign alternate listing

(a) Business, each	2.10	FALSX
(b) Residence, each	1.20	FRWSX

4. Foreign special text

(a) Business, each	2.10	FALT
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A6.7 Miscellaneous Listing (Cont'd)

A6.7.10 Foreign Listing (Cont'd)

C. When in the judgment of the Company, in the case of service located in an exchange border area, a foreign listing is needed for better identification in order to facilitate the completion of calls, such listing may be provided without charge for the main listing only.

1. Where charge does not apply

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 as specified.
- B. Rate Application
 - 1. Listing

(a) each

A6.7.13 Reserved for Future Use

A6.7.15 Paging Service Listing

See Mobile and Paging Service Listing, 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.

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A6.7 Miscellaneous Listing (Cont'd)**A6.7.17 Sharing and Resale of Basic Local Exchange Service Listing**

See Section A23.

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 telephone number and must be followed by at least one other listing which does include a telephone number.
- C. Rate Application
 - 1. Business

(a) Per line

	Monthly	USOC
	Rate	XLL
	\$1.20	

A6.7.19 Stylist Service Listing

- A. Where available, a subscriber may request to have the assigned telephone number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Use of Stylist service listing is not exclusive to any single subscriber. The symbols "#" and "*" may not be used with this service. The digits "0" and "1" may not be used to represent the letters "O" and "I" respectively in the Stylist service telephone number. The Company reserves the right to reject a Stylist service listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory.
- B. Prior to establishing a Stylist service listing, the Company reserves the right to require, when necessary in its sole judgment, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.
- C. Subscriber requests for special number assignments will be handled under the rates, terms and conditions described for Special Number Assignment Charges in Section A4.
- D. Subscribers who request that their existing telephone number(s) be listed as a Stylist service listing will be not incur a Special Number Assignment Charge.
- E. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing or not publishing a Stylist service listing in the directory shall attach to the Company. 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 publication or omission of a Stylist service listing.

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A6.7 Miscellaneous Listing (Cont'd)

A6.7.19 Stylist Service Listing (Cont'd)

F. The rates for Stylist service listings as follows are in addition to any applicable special number assignment charges or any other appropriate listing charge.

1. Rate Application

	Monthly		
	Rate	USOC	
(a) Business, each	\$3.50	RNCAF	
(b) Residence, each	2.50	RNQAF	

A6.7.20 Telephone Answering Service Listing

See Section A8.2.5.

A6.7.21 Titles and Suffixes

- A. A title of address that precedes a name, such 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. Notation of lineal descent, such as; Jr., Sr., and III, may be included in a residence or business personal name listing as a suffix.
- D. A maximum of three titles and/or suffixes are allowed per each residence or business personal name listing.

A6.7.22 (DELETED)

A6.7.23 Three-Digit Dialing Service (N11) Listing

- A. The phrase "Charge May Apply" will be included in the N11 Service Listing at no additional charge.

A6.7.24 Reserved for Future Use

A6.7.25 Designer Listings

- A. This service is only available to residence customers.
- B. One Designer Listing option per customer listing is allowed with the exception of the Designer Line option which may be subscribed to in addition to the other Designer Listing options.

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A6.7 Miscellaneous Listing (Cont'd)

A6.7.25 Designer Listings (Cont'd)

- C. Designer Listing options will not appear on directory assistance records, but will only be reflected in the published directory, *where directories are available.* (T)
- D. Billing will begin with the subscriber's billing period following delivery of the directory in which the listing will appear.
- E. A secondary service charge applies when an order is placed to purchase one or more of the following listing options.
 - 1. **Designer Bold**
A listing that provides for a bolder print or heavier type of the subscriber's name, address and telephone number. (T)
 - 2. **Designer Bold Plus**
A listing that provides for a bolder print or heavier type of the subscriber's name, address and telephone number plus additional space with a ruled line above and below the subscriber's listing information. (T)
 - 3. **Designer Script**
A listing that provides for the subscriber's name, address, and telephone number to be printed in script, which depicts a stylish writing of the listing information. (T)
 - 4. **Designer Script Plus**
A listing that provides for the subscriber's name, address and telephone number to be printed in script, which depicts a stylish writing of the directory listing plus additional space with a ruled line above and below the subscriber's listing information. (T)
 - 5. **Designer Line Options**

There are three Designer Line options, Designer Line (Standard), Bold Designer Line, and Script Designer Line. Each Designer Line purchased cannot exceed one printed directory line. A maximum of three (3) Designer Lines may be purchased per directory listing.

Designer Line (Standard)

An extra text line that provides information in addition to the standard listing information (name, address, and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of a descriptive nature such as interests, profession, or personal information.

Designer Line Bold

An extra line of text in bolder print or heavier type that provides information in addition to the standard listing information (name, address and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information.

Designer Line Script

A6. LISTINGS

(T)

A6.7 Miscellaneous Listing (Cont'd)**A6.7.25 Designer Listings (Cont'd)**

E. A secondary service charge applies when an order is placed to purchase one or more of the following listing options. (Cont'd)

5. Designer Line Options (Cont'd)

An extra line of text printed in script, which depicts a stylish writing that provides information in addition to the standard listing information (name, address and telephone number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information.

F. Rates and Charges**1. Per Listing**

		Monthly
	Rate	USOC
(a) Designer Bold	\$4.00	LBB
(b) Designer Bold Plus	5.00	LBBAB
(c) Designer Script	4.00	SF8
(d) Designer Script Plus	5.00	DLMDX
(e) Designer Line (Standard)	5.00	XTL
(f) Designer Line Bold	6.00	DLMEX
(g) Designer Line Script	6.00	DLMFX