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## 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 for listings in this Section apply only to the alphabetical listings containing the regular alphabetical list of names of customers and joint users. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers.* (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 *in the Company's Listing Information System*. (T)
- C. Listings must conform to the Company's *practices* with respect to its *listings*. The Company reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of company records, 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 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. Except as hereinafter provided only one listing is furnished without extra charge for each individual line service, Sharing and Resale of Basic Local Exchange Service, joint user service, PBX system, ESSX service or Digital ESSX service system; where a number of individual line services are provided on a rotary basis they are considered as one service. MultiServ service, MultiServ PLUS service, and BellSouth Centrex service listings are provided as specified in I. following. RingMaster service subscribers will be furnished one listed or semi-private listing without charge for every RingMaster service number. RingMaster service listings must be either business or residence as identified by the class of service. Primary Rate ISDN subscribers will be provided a listing for each B-Channel at no charge. If additional listings are required to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of individual lines, the number of trunk lines in a PBX system, the number of trunk lines in a Sharing and Resale of Basic Local Exchange system, the number of exchange access trunks (with incoming call capability) in an ESSX-1 system, one-eighth the number of station lines in an ESSX-5 system, or the number of NAR Packages in an ESSX service or Digital ESSX service System. Listings showing the appropriate ESSX service or Digital ESSX service station number may be furnished indented under the main listing or additional listings. Such listings may be specific departments, locations or titles of key personnel, but may not be names of individuals. The listings may be any of the ESSX service or Digital ESSX service numbers. (T)
- F. 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 *listed*. 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 name 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 *the Company's Listing Information System* for a Family Violence Shelter. The Company shall not publish an address *in its Listing Information System* for a Family Violence Shelter. (T)

- G. Liability of the Company due to errors and omissions *in its Listing Information System* is as specified in Section A2. (T)
- H. A Secondary Service Charge as specified in Section A4., applies when an order is issued solely to add or change a listing. (T)
- I. One listing is furnished without charge for each main station line associated with MultiServ service and for each Network Access Register (NAR) associated with MultiServ PLUS service and BellSouth Centrex service. (T)
- J. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be fifty percent of the regularly charged rate. (T)

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### A6.1 Terms and Conditions Applicable To Listings (cont'd)

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#### A6.1.1 General

- K. Company shall have the right to remove any listing that does not comply with these rules and shall have the right to suspend and / or disconnect 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 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.

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**A6.2 Business Listings****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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2. A designation that conveys the same meaning as a title, educational degree or suffix is not permitted.

Example:

Smith Joe DDS	dntst	
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**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. 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. Company further reserves the right to limit the number of trade names that can be listed in *the Company's Listing Information System* 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: 1) are excessive; 2) detract from the appearance of the Company's directory (**where available**); 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.

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Examples which require proof of authorization are:

Smith Avon Distributor	123 Main	555-1234
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Jones Buick	2914 E 23rd	329-5864
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Any Flower Shop	710 Heather Mall	669-2121
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### A6.3 Residence Listings

#### 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 the Company's ***Listing Information System*** 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 telephone numbers and/or names. ***The omission of the listing at the customer's request does not entitle the customer to an additional listing without charge in connection with other services to which he may be subscribing.*** (C)
- 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 disclosing said 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. 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 disclosing of said listing information to any person. (C)
- D. The telephone number, name and address of the subscriber may be disclosed in connection with the E911 service, whether such service is provided by the Company or any other person. The subscriber has no privacy interests in his telephone number, name and address in connection with E911/ 911 service.
- E. For accounting purposes, the telephone number, name, 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.
- F. 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 N8.3 of the Non-Regulated Services – Pricing guide.

#### A6.4.2 Rate Application

##### A. Non-Published Listing

###### 1. Where charge applies

(a) each

###### 2. Where charge does not apply

(a) each

Monthly	Rate	USOC
	\$5.50	NPU
-	-	NP3

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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)
    - 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.
    - 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, 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.

#### A6.4.3 Reserved for Future Use

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

#### A6.5.1 General

- A. A non-listed listing 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 *including* a non-listed telephone number in the *Listing Information System* shall attach to the Company. Where such a number is *provided*, 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 *providing* a non-listed listing.
- D. The telephone number, name and address of the subscriber may be disclosed in connection with the E911 service, whether such service is provided by the Company or any other person. The subscriber has no privacy interests in his telephone number, name and address in connection with E911/ 911 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 N8.3 of the Non-Regulated Services – Pricing guide.

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

#### A6.5.2 Rate Application

- A. Non-listed listing
  - 1. Where charge applies
    - (a) each
  - 2. Where charge does not apply
    - (a) each
    - RingMaster service number
    - Temporary service
    - 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.
    - 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, 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. Additional Listing

#### A6.6.1 General

- A. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service.
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

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#### 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 joint user, shared or being resold. The Company reserves the right to limit the number of Additional Listings that can be listed by a customer or an associated group of customers and to remove those listings where the number of Additional Listings in the Company's sole opinion: 1) are excessive; 2) detract from the appearance of the Company's directory (*where available*); 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.
- B. Rate Application
  - 1. Business
    - (a) each
    - (b) 8YY Service, each

(a) each	Monthly	USOC
	\$3.50	NLT
(b) 8YY Service, each	Rate	NLE
	-	-

(T)

(T)

#### 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

(a) each	.95	RLT
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**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 is furnished a listing at the rate specified.
- B. Rate Application
  - 1. Listing
    - (a) each

Monthly	Rate	USOC
	\$2.50	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
  - (a) each
- 2. Residence
  - (a) each

2.10 FNA

1.50 NAB

**A6.7.3 Cellular Carrier Listing**

See Mobile and Paging Service Listing, A6.7.12

**A6.7.4 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.

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**A6.7 Miscellaneous Listing (Cont'd)****A6.7.6 Cross Reference Listing**

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

Examples:

Long Lumber Co

See South Lumber Co

Regis Gary

See Regas Gary

B. Rate Application

1. Business

	Monthly Rate	USOC
	\$2.10	LLT

2. Residence

(a) each

1.20 LRT

(a) each

**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

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.

C. A one-time charge applies for:

1. Changing a primary single name listing to a primary dual name listing (T)
2. Changing an additional dual name listing to a primary dual name listing, or (T)
3. Changing the primary or additional dual name listing once established. (T)

	Rate	USOC
(a) Each change	\$5.50	NA

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**A6.7 Miscellaneous Listing (Cont'd)****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 FLT
(a) each	\$ -	

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

- A. *Where available, a Foreign Listing is a listing outside the subscriber's local exchange. The regular extra listing rate applicable in the exchange in which the listing appears applies to each foreign listing.* (T)

- 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 1.50 FRWCX
  - 3. Foreign alternate listing
    - (a) Business, each 2.10 FALSX
    - (b) Residence, each 1.50 FRWSX
  - 4. Foreign special text
    - (a) Business, each 2.10 FALTX
- C. When in the sole judgment of the Company, in the case of service located in an exchange 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
    - (a) each - FLF

**A6.7.11 Joint User Service Listing**

- A. A listing is furnished to subscribers of Joint User Service as specified in Section A3.8.

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

Monthly	USOC
Rate	MSZ
\$ .00	

**A6.7.13 Reserved for Future use****A6.7.14 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.

**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

\$ 2.10	XLL
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**A6.7 Miscellaneous Listing (Cont'd)****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 letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The digit "0" or "1" may not be used to represent the letter "O" or "I" respectively in a 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. 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.
- D. The rates for Stylist service listing as follows are in addition to any appropriate listing charge.
  - 1. Rate Application

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

**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 rate specified.
- B. Rate Application
  - 1. Listing
 

(a) each	2.10	9FK
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### A6.7 Miscellaneous Listing (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. 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 suffix are allowed per each residence or business personal name listing.

#### A6.7.23 (DELETED)

#### A6.7.24 Reserved for Future Use

#### A6.7.25 Three-Digit Dialing Service (N11) Listing

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

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

#### A6.7.26 Designer Listings

- A. This service is only available to residence customers, *where directories are available*. (T)
- 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.
- C. Designer Listing options will not appear on directory assistance records, but will only be reflected in the published directory.
- D. Billing will begin with the subscriber's billing period following delivery of the directory in which the listing will appear.
- E. The Secondary Service Charge applies when an order is placed to purchase one or more of the following listing options. The Company may offer a waiver of service charges during select promotion periods.

##### 1. Designer Bold

A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and telephone number.

##### 2. Designer Bold Plus

A directory 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.

##### 3. Designer Script

A directory 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.

##### 4. Designer Script Plus

A directory 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.

##### 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

An extra line of text printed in script, a stylish writing form, 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.

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**A6. LISTINGS**

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**A6.7 Miscellaneous Listings (Cont'd)****A6.7.26 Designer Listings (Cont'd)****F. Rates and Charges****1. Per Listing**

		<b>Monthly</b>	
		<b>Rate</b>	<b>USOC</b>
(a)	Designer Bold	<b>\$4.50</b>	<b>LBB</b>
(b)	Designer Bold Plus	<b>5.50</b>	<b>LBBAB</b>
(c)	Designer Script	<b>4.50</b>	<b>SF8</b>
(d)	Designer Script Plus	<b>5.50</b>	<b>DLMDX</b>
(e)	Designer Line (Standard)	<b>5.50</b>	<b>XTL</b>
(f)	Designer Line Bold	<b>6.00</b>	<b>DLMEX</b>
(g)	Designer Line Script	<b>6.00</b>	<b>DLMFX</b>