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## A6. DIRECTORY LISTINGS

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## A6. DIRECTORY LISTINGS

### A6.1 Terms and Conditions Applicable To Directory Listings

#### A6.1.1 General

- A. The rates, terms and conditions specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
- 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.
- 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 directory, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested.
- D. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby.
- E. One listing, except client listings, is furnished without extra charge as specified in the following:
  - 1. each basic local exchange service line (Excluding Back-Up Line) or MultiServ service main station line
  - 2. each PBX trunk
  - 3. each ESSX service NAR, Digital ESSX service NAR, MultiServ PLUS service NAR, or BellSouth Centrex service NAR or NAR usage package
  - 4. each joint user
  - 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.
- G. Generally, the listed address is the location of the subscriber's place of business or residence. At the subscriber's request a partial address may be shown. An address may be:
  - a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - rural route and/or box number
  - a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
  - any one of the preceding followed by a community and/or state name
  - a community name only
  - omitted at the subscriber's requestThe 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.
- H. Liability of the Company due to directory errors and omissions is as specified in Section A2.
- I. A secondary service order charge, as specified in Section A4. applies when an order is issued solely to add or change a directory listing.
- J. Directory Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate.

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## A6. DIRECTORY LISTINGS

### 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.

B.

#### A6.2.2 Business Designation

A. Firm Name

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

Example:

Lewis Co grocr 14 Madison 234-6488

B. Personal Name

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

Example:

Smith J G grocr 14 Madison 234-6488

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

Example:

Smith Joe DDS dntst 234-6488

#### 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. DIRECTORY LISTINGS

### **A6.3 Residence Listing**

#### **A6.3.1 General**

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

#### **A6.3.2 Reserved For Future Use**

#### **A6.3.3 Reserved For Future Use**

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

#### **A6.4.1 General**

- A. A non-published listing is not listed in either the alphabetical section of the Company's directory 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.
- 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 publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, 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 of a non-published listing or the disclosing of said listing information to any person.
- D. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- E. The telephone 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 telephone number, name and address in connection with E911 service. The telephone number and address of the subscriber may be disclosed to the State or Parish Office of Emergency Preparedness and/or an emergency alert provider for the provision of emergency alert service in the event of an emergency, or disaster resulting from enemy attack, sabotage, or other hostile action, or from fire, flood, hurricane, earth quake, or natural man-made causes.

#### **A6.4.2 Rate Application**

- A. Non-Published Listing
  - 1. Where charge applies

	Monthly Rate	USOC NPU	
(a) Each	\$ 5.50	(T)(I)	

## A6. DIRECTORY LISTINGS

### A6.4 Private (Nonpublished) Listings (Cont'd)

#### A6.4.2 Rate Application (Cont'd)

- A. Non-Published Listing (Cont'd)
- 2. Where charge does not apply

(a) Each	Monthly Rate \$ -	USOC NP3
- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.		
- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.		
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.		

#### A6.4.3 Reserved for Future Use

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

#### A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, 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 publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, 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 publication of a non-listed listing.
- D. The telephone 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 telephone number, name and address in connection with 911 service.

#### A6.5.2 Rate Application

- A. Non-listed listing

1. Where charge applies	Monthly Rate \$ 3.50	USOC NLT	(I)
2. Where charge does not apply			
(a) Each		-	NLE
- RingMaster service number			
- temporary service			

## A6. DIRECTORY LISTINGS

### **A6.5 Semiprivate (Nonlisted) Telephone Number Listings (Cont'd)**

#### **A6.5.2 Rate Application (Cont'd)**

- A. Non-listed listing (Cont'd)
  - 2. Where charge does not apply (Cont'd)
    - Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
    - Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
    - Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.

#### **A6.5.3 Reserved For Future Use**

### **A6.6 Additional Listing**

#### **A6.6.1 General**

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

#### **A6.6.2 Business 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.
- B. Rate Application
  - 1. Business<sup>1</sup>

	Monthly Rate	USOC CLT
(a) Each	\$ 2.50	
2. 800 Service <sup>1</sup>	2.50	SZS
(a) Each		

#### **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	1.50	RLT
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**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

### **A6.7 Miscellaneous Listing**

#### **A6.7.1 Reserved For Future Use**

#### **A6.7.2 Alternate Listing**

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

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

Examples:

Nights, Sundays, and Holidays

If No Answer

If Extension Is Not Known

**B. Rate Application**

1. Nights, Sundays, and Holidays<sup>1</sup>

	Monthly Rate	USOC
(a) Business, Each	\$ 2.25	NSH
(b) Residence, Each	2.25	NSH
2. Other Alternate Listings <sup>1</sup>		
(a) Business, each	2.10	FNA
(b) Residence, each	2.25	NAB

#### **A6.7.3 Cellular Carrier Listing**

See Mobile and Paging Service Listing at A6.7.12.

#### **A6.7.4 Customer Owned Telephone Service Listing**

A listing is 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.

**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

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

#### **A6.7.5 Reserved For Future Use**

#### **A6.7.6 Cross Reference Listing**

**A.** A cross reference listing may be furnished when it is necessary to refer the directory user to another directory listing.

Examples:

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

**B.** Rate Application

1. Cross Reference Listing

	<b>Monthly</b>	<b>USOC</b>
	<b>Rate</b>	<b>LLT</b>
(a) Business, each	\$ 1.94	
(b) Residence, each <sup>1</sup>	1.50	LRT

#### **A6.7.7 Dual Name Listing**

**A.** A dual name listing may be furnished to a business or residence subscriber as a main listing subject to the following:

- an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
- two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name.

Examples:

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

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

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

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

**B.** Rate Application

1. Emergency Service Listing

(a) Where charge does not apply	- <b>FLT</b>
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#### **A6.7.9 Extra Listing**

See Business Additional Listing at A6.6.2.

**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

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

#### A6.7.10 Foreign Listing

- A. A listing in the alphabetical section of Company directories outside the subscriber's local exchange may be furnished. The listing is subject to the rates, *terms and conditions* applicable to the published directory in which the listing is to appear. (T)
- B. When in the sole judgment of the Company, in the case of stations 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.
  - 1. Foreign Listing

		Monthly Rate	USOC
		\$ -	FLF
C.	(a) Where charges does not apply		
C.	Rate Application		
1.	Foreign listing		
	(a) Business, each	2.10	FAL
	(b) Residence, each	1.50	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

#### A6.7.11 Reserved For Future Use

#### A6.7.12 Mobile and Paging Service Listing

- A. A Mobile Telephone Carrier, a Cellular Carrier, a Radio Common Carrier, or a Paging Company, may be furnished a listing for their clients at the rate specified in B. following.
- B. Rate Application
  - 1. Mobile and Paging Service Listing
    - (a) Each .00 MSZ

#### A6.7.13 Reserved For Future Use

#### A6.7.14 Optional Calling Plan Listing

- A. A subscriber of a two-way or inward Local or Toll Optional Calling Plan (OCP) may be furnished a foreign listing with the text of "No Charge For Calls Dialed Direct To This Number From (name of exchange)" at the rates specified in D. following.

**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

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

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

- B. The initial contract period for the Local or Toll OCP and the associated listing charge, shall be for the life of that directory and each subsequent directory in which it appears. However, the subscriber may discontinue the Local or Toll OCP and the associated listing prior to the expiration of the directory in which the listing appears, provided the telephone number is changed and a disconnect report is given.
- C. A foreign listing without the text may be furnished at the rates specified in A6.7.10.C.
- D. Rate Application
  - 1. Optional Calling Plan Listing - Local or Toll

	Monthly Rate	USOC OCB
(a) Business, each	\$ 4.86	
(b) (DELETED)		

#### A6.7.15 Paging Service Listing

See Mobile and Paging Service Listing at A6.7.12.

#### A6.7.16 RingMaster Service Listing

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

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

A client of a Sharing and Resale of Basic Local Exchange Service may request the reseller, on his behalf, to obtain one main listing in the alphabetical section of the directory without charge, as specified in Section A127. Other listings, as specified in this section, are also available upon reseller request for the client. All appropriate charges, *terms and conditions* for directory listings specified herein are applicable to clients' listings. Client listing charges will be billed to the reseller (customer of record) and will not be separately billed. (T)

#### 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. Special Text Listing<sup>1</sup>

(a) per line	\$2.10	XLL
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**Note 1:** Rate becomes effective with normal billing cycles beginning on or after September 22, 2001.

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## A6. DIRECTORY LISTINGS

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

#### A6.7.19 Stylist<sup>®</sup> 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.

## A6. DIRECTORY LISTINGS

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

#### A6.7.19 Stylist Service Listing (Cont'd)

- 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 Acquisition Charges in Section A4. (T)
- D. Subscribers who request that their existing telephone number(s) be listed as a Stylist service listing will not incur a Special Number Acquisition 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.
- 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.
- G. Rate Application
  - 1. Stylist Service Listing

	Monthly Rate	USOC
(a) Business, each	\$ 3.66	RNCAF
(b) Residence, each	2.61	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 rates specified in A6.7.20.B.
- B. Rate Application
  - 1. Telephone Answering Service Listing <sup>1</sup>

(a) each	2.50	9FK
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#### A6.7.21 Reserved For Future Use

#### A6.7.22 Titles And Suffixes

- A. A title of address that precedes a name, such as Mrs., Rev., Dr., or Capt., may be included in a residence or a business personal name listing.
- B. A professional designation(s) or educational degree(s), such as MD, CPA, CREA, or JP, is a suffix which may be included at the end of a business personal name listing.
- C. One title, educational degree, or professional suffix, as allowed in A6.7.22.A. and B., will be provided at no charge. Those, in excess of one, may be provided at the rates specified in A6.7.22.E.

**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

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

#### A6.7.22 Titles And Suffixes (Cont'd)

- D. Notation of lineal descent, such as; Jr., Sr., and III, is considered to be part of the subscribers legal name, and not a title or a suffix.
- E. Rate Application
  - 1. Listing titles in excess of one

	Monthly Rate \$ 1.50	USOC XLDRX
(a) Residence, each <sup>1</sup>		
2. Titles, professionals and/or educational degrees, in excess of one	2.10	XLDCX
(a) Business, each		

Example:

Davis John MD FACP FACS 200 Main Av 322-7799

#### A6.7.23 Reserved For Future Use

#### 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.
- 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 the scheduled directory delivery for which the listing will appear.
- E. The secondary service order charge applies when an order is placed to purchase one or more of the following listing options. The Company may offer waiver of associated nonrecurring 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.

**Note 1:** Rate becomes effective with normal billing cycles beginning on or after July 23, 2004.

## A6. DIRECTORY LISTINGS

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

#### A6.7.25 Designer Listings (Cont'd)

##### E. (Cont'd)

###### 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.

##### F. Rates and Charges

###### 1. Per Listing

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

#### A6.7.26 Three-Digit Dialing (N11) Service Listing

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

(D)