

LISTINGS**A. Reserved**

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B. Listings

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1. The rates and regulations for listings in this section apply only to the listings containing the Listing Information System of names of customers and joint users. (C)
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2. The Listing Information System of names of customers and joint users is for the purpose of informing calling parties of the telephone numbers of customers and joint users. (C)
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3. The Company limits the length of any listing by the use of abbreviations when, in the opinion of the Company, the clearness of the listing or the identification of the customer is not impaired thereby. (C)
4. Listings must conform to the Company's practices with respect to its listings. (C)
5. Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Nonpublished or Nonlisted Service. A listing may be omitted upon request of a customer when, in the judgment of the Company, the omission of the listing is warranted by the circumstances of the particular case. (C)
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6. Except as provided in the "Rules and Regulations Applying to all Customer Contracts" section of the guidebook, the contract billing period for listings, including extra and joint listings, is one month. (C)
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7. The Company will furnish upon request the name and address of the customer to Exchange Service when such service is used to provide recorded announcements under the provisions of this Guidebook.

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LISTINGS (cont'd)

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C. Primary Listings

1. One listing without charge, termed the Primary Listing, is provided as follows:
 - a. For each separate customer service. When two or more main station lines or PBX trunk lines are consecutively operated, only the first number of the group is listed except as provided in paragraph E.5, following.
 - b. In the case of residence service, one listing will be provided at one alphabetical location. This listing must be the actual name of the customer to whom service is rendered, or it may be the name of a member of the customer's family or household, or a dual name Primary Listing may be provided for two persons who reside at the same address or for a person known by two first names. This listing is comprised of a surname, no more than four additional names, one address and one telephone number.
 - c. The four additional names referred to in this paragraph, preceding can be any combination in accordance with the customer's preference of the following: first name, middle name, initial, nickname, maiden name and second surname.
 - d. In the case of a business listing, the name of the business or of a member, officer, employee or representative thereof, or the name of another business which the customer owns, controls or represents. (C)
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 - e. When a business is represented in the community by a division, branch or department of the business, the Primary Listing may include the name of the division, branch or department. (C)
 - f. When a customer uses a Telecommunications Device for the Deaf (TDD / TTY), they may request their listing identified as TDD/TTY Only or TDD & Voice next to their number.
 - g. For each Common Line 8XX Toll Free number. In addition, one Foreign Listing as specified in paragraph E.3,c., following. (C)
 - h. When a business service terminates at a residential location, a dual name listing may be provided for two persons who reside at the same address. This listing must meet the same requirements as the residence dual name listing described in paragraph c. above.
2. No assumed name can be used unless it is actually being used in the conduct of the business. (C)
3. The Primary Listing may also be a phrase that directs calls to the proper number when a customer has another name under which the phrase can appear. (C)
4. No name or phrase can be used which, in the opinion of the Company, is likely to mislead or deceive the public. No name, whether actual or assumed, or phrase will be listed when, in the opinion of the Company, the name or phrase is requested for advertising purposes or to gain a special position or prominence in the Listing Information System, however, that this prohibition shall not apply to the listing of public interest services. For the administration of this Guidebook, public interest services shall include and be limited to time, temperature or weather announcement services. (C)

LISTINGS (cont'd)

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C. Primary Listings (cont'd)

5. When service is contracted for by one party for the use of a second party, the listing may be in the name of the second party provided the preceding requirements are met insofar as the listed name is concerned.

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6. At the request of the customer, the primary listing may be omitted from the listing information (Nonlisted Service) or from the Directory Assistance Service records (Nonpublished Service). Nonlisted and Nonpublished Services are furnished subject to the regulations and rates specified herein. The omission of the primary listing at the customer's request does not entitle the customer to an additional listing without charge in connection with other services for which he may be subscribing.
7. Access Service customers who order primary listings will be charged the business or residence regular extra listing rate as appropriate. Other types of listings will be provided upon request at the rates specified.

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	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Access Service Listing, each			
Business	DNB	\$6.00	\$9.50
Residence	DNR	3.00	6.00

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LISTINGS (cont'd)

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D. Regular Extra Listings

1. Business extra listings may be the names of partners or members of the firm, if the customer or authorized user is a partnership or firm; the names of officers of the corporation, if the customer or authorized user is a corporation; and, for any business establishment, the names of associates or employees of the customer or authorized user. Business extra listings may be the bona fide names of firms or corporations which the customer or authorized user owns or controls or is duly authorized to represent. Business extra listings must meet the qualifications for Primary Listings as set forth in paragraph C. (Primary Listings). Where the customer is engaged in furnishing service of a secretarial nature, or rents or provides space to transient or permanent tenants, extra listings of individuals, firms or corporations using the secretarial service or occupying such space will be furnished only as set forth in paragraph E.4, following.

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When a business service terminates at a residential location, a dual name extra listing may be provided for two persons who reside at the same address. This listing must meet the same requirements as the residence dual name listing described in paragraph C.1, c.

2. Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household or a dual name additional listing may be provided for under the same terms and conditions as provided for in paragraph C.1.c., and C.1.,d.

Residence extra listings are not offered for purchase in the business listings, except that a residential service number may be included in the business section as an alternate listing under a business service listing. A residential service number will be included in the business section when the listing contains a healing profession designation.

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3. Either business or residence extra listings may be nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names when, in the opinion of the Company, they are necessary for the proper identification of the customer and are not designed to obtain a preferential position in the Listing Information System or for advertising purposes.
4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Company it appears necessary as an aid to the use of the listings, a listing using the telephone number of the primary listing may be permitted under any address at which an extension or private branch exchange station of the customer is installed provided it is installed on premises of the customer.
5. Regular business and residence extra listings will be furnished at the following rates:

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	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Extra Listings, each			
Business	CLT	\$6.00	\$9.50
Residence	RLT	3.00	6.00

LISTINGS (cont'd)

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D. Regular Extra Listings (cont'd)

6. The Company may, during certain promotional periods, waive in full or in part the Service and equipment charge in Part 3 and/or monthly rates as provided for in Part 2 of the Guidebook.
7. Extra listing charges date from the time the listing is posted in the Listing Information System.
Listings are posted at the time application for the listing is made.

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E. Special Types of Extra Listings

1. Alternate Listings
 - a. Listing of an alternate telephone number to be called in case no answer is received at the primary call number or indicating an alternate telephone number to be called during certain periods or under certain circumstances in preference to the primary call number is permitted for customers to all classes of service. A phrase necessary to direct the method of calling and giving the number to call may be provided as an alternate listing.
 - b. The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained for the alternate listing.
 - c. When a customer has an extension line terminating in equipment located at a telephone answering bureau or another premises of the customer to enable the telephone to be answered at all times, or when the customer contracts for automatic answering and recording service, the telephone number of the primary or extra listing may be used as the alternate number with a directive note, "Telephone answered 24 hours" or other wording showing that the telephone is answered at all times.
 - d. Alternate listings, including the directive note, will be furnished at the following rates:

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Alternate Listings, each			
Business	FNA, NSH	\$6.00	\$9.50
Residence	FNA	3.00	6.00

LISTINGS (cont'd)

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E. Special Types of Extra Listings (cont'd)

2. Extra Lines

- a. Extra line material may be provided when, in the opinion of the Company, it facilitates the use of telephone service. An extra line must be directive for the proper placing of telephone calls and not designed for advertising purposes or to show store hours. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone. (C)
- b. An extra line (USOC: XLL) consists of five words or any fraction thereof. When a customer needs more than five words to properly direct calls, he may arrange for two or more extra lines. If the customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information (USOC: Y6V) appear on the same line, two extra listing charges apply.
- c. The regular extra listing rate applicable in the exchange in which the listing appears applies to each extra line listing.

3. Foreign listings

- a. Foreign Listings are listings in the exchange other than the exchange in which the listed service is furnished (USOC: FLM). (C)
- b. The regular extra listing rate applicable in the exchange in which the listing appears applies to each Foreign Listing.
- c. One Foreign Listing will be provided, at no charge, for each Common Line 8XX Toll Free number in addition to the customer's Primary Listing in paragraph C.1, h., preceding. (C)

4. Secretarial Listings

A customer engaged in furnishing service of a secretarial nature may contract for telephone Secretarial Listings for the benefit of patrons under the following conditions:

The customer subscribing for the Secretarial Listings is not to permit the use of his telephone service by such patrons.

Secretarial Listings will be accepted only upon written authorization to the Company from the patron to be listed.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Secretarial Listing, each	9FK	\$6.00	\$9.50

LISTINGS (cont'd)**E. Special Types Of Extra Listings (cont'd)**5. Additional Listings-Rotary Number Group^{/1,2/}

Where a customer is served by two or more lines in a series completion group arranged for a hunting operation, additional listings may be provided on any of the lines in the group at the following rates:

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Additional Listing, each	ALR	\$6.00	\$9.50

F. Reserved

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G. Reserved

/1/ Not applicable to PBX or Centrex installations assigned Multiline Hunt Group numbers. Refer to Night Number Terminal and Additional Listed Number Group arrangements for appropriate rates.

/2/ Based upon the operating limitations of the serving equipment.

LISTINGS (cont'd)**H. Residence Signature Listings**

1. Where available, Residence Signature Listings are distinctive listings available to residence customers. Customer surnames are not eligible in directories where individual surnames are suppressed. When a Residence Signature Listing is combined with another listing, both monthly rates apply.
2. The rates and charges apply in addition to the established rates for the listings with which this is associated.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Charge</u>
Residence Signature Listing, each	SPFT	\$3.16	\$6.00

3. The Company may, during certain promotional periods, waive in full or in part the Service and Equipment Charge in Part 3 and/or monthly rates as provided for Part 2 of the Guidebook.

I. Reserved for Future Use

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LISTINGS (cont'd)

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J. Residence Personality LogoSM

1. Where available, a Residence Personality Logo listing allows a residence customer to add a logo to a primary or an extra listing and enclose that listing in a box frame. The customer will choose from a list of logos that have met Company guidelines and have met any licensing requirements. A list of approved logos is available to customers upon request. (C)
2. Only one logo is permitted per alphabetical listing.
3. Personality Logo listings are not intended for use as business advertising and are not available for purchase as business listings.
4. Personality Logo listings are available singly, in conjunction with either a Signature or Line of DistinctionSM listing, or in a combination of all three services. When a Personality Logo listing is purchased in any of these combinations, the monthly rate for the Personality Logo listing is discounted. Personality Logo listings are not available with Family Space listings.
5. Personality Logo listings only appear in a printed directory. Logo information is not available to Directory Assistance. (C)
6. These monthly rates apply in addition to the established rates for the listings with which this is associated. Rates apply at the time a directory is printed. (C)

	<u>USOC</u>	<u>Monthly Rate</u>
Residence Personality Logo Listing, each	LGO++	\$5.00
<i>Discount when combined with ...</i>		
either a Signature listing or a Line of Distinction listing	ZD1	(1.00)
both a Signature listing and a Line of Distinction listing	ZD2	(2.00)

LISTINGS (cont'd)

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K. Residence Line of DistinctionSM

1. Where available, a Residence Line of Distinction listing permits a customer to add a customized extra line of information to a primary or extra listing in order to further describe the customer. The extra line of information is limited to 34 characters, including spaces, and must meet company established guidelines for acceptability. The extra line appears in italicized type directly below the associated alphabetical listing and above the listed address and telephone number. (C)
2. Each Line of Distinction listing must be reviewed for acceptability based upon Company established guidelines. These guidelines are available from the Company upon request. The Company cannot guarantee that this review process will be completed prior to the directory print date.
3. The Line of Distinction listing is not intended to replace the Extra Lines Listing described in paragraph E.2. Supplemental address information or phrases required to properly direct calls (such as, "Call after 5:00") can be included in the directory through the purchase of Extra Lines.
4. The Line of Distinction listing is not intended for use as business advertising and is not available for purchase for business listings.
5. Logo listing, or in a combination of all three services. When a Line of Distinction listing is purchased in conjunction with a Personality Logo listing or with both a Personality Logo and a Signature Listing, the monthly rate associated with the Personality Logo is discounted. When only the Signature Listing is purchased with the Line of Distinction listing, the monthly rate for the Line of Distinction listing is discounted. The Line of Distinction listing is not available with a Family Space listing.
6. The Line of Distinction information only appears in a printed directory. This information is not available to Directory Assistance. (C)
7. When a customer requests more than 34 characters of information, additional Line of Distinction listings may be purchased. If the customer requests separate lines consisting of less than 34 characters, the Line of Distinction charge applies to each line. The customer may purchase a maximum of eight (8) Line of Distinction listings associated with any one alphabetical listing.
8. These monthly rates apply in addition to the established rates for the listing with which this is associated. Rates apply at the time the directory is printed.

	<u>USOC</u>	<u>Monthly Rate</u>
Residence Line of Distinction, each	ZL1-ZL8	\$3.00
<i>Discount when combined with ...</i>		
a Signature listing	ZD1	(1.00)

DIRECTORY SERVICES (cont'd)**L. Nonpublished Exchange Service**

1. Customers who desire their telephone numbers to be omitted from the Company's Listing Information System may subscribe to Nonpublished Exchange Service. 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 subscribe. (C)
2. Incoming calls to a customer subscribing to Nonpublished Exchange Service will be completed only when the calling party places the call by telephone number, notwithstanding any claim made by the calling party.
3. The undertaking of the Company in providing Nonpublished Exchange Service shall be to omit from the Company's Listing Information System the telephone number of a customer subscribing to such service.^{/1/}
4. Nonpublished Exchange Service will be furnished at the following rate:

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u> ^{/2/}
Nonpublished Exchange Service, each nonpublished telephone number	NPU	\$5.50 (I)	\$6.00

5. The minimum term for which Nonpublished Exchange Service will be billed is one month.
6. The rate will not apply in the following cases:
 - a. Additional Local Exchange Service furnished to the same customer in the same exchange so long as the customer has Local Exchange Service listed in the same exchange.
 - b. Local Exchange Service for customers living in a hotel, hospital, retirement complex, apartment house, boarding house or club, if the customer is listed under the telephone number of the establishment.
 - c. Where a customer's service is changed to nonpublished for a Company reason due to unusual circumstances, such as harassing calls, threats or other acts adversely affecting the health, welfare, security or service of the customer. (This service should not be provided for a period of more than one month.)
 - d. When a customer uses a Telecommunications Device for the Deaf (TDD / TTY) and requests nonpublished Exchange Service.
 - e. The customer elects to publish his/her preferred number service telephone number in lieu of the residence local exchange number in the same exchange.

/1/ When a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if the called party has equipment to display the Calling Party Number (CPN). Customers may prevent the display of their telephone number by activating CPN blocking. CPN blocking is available, at no charge in areas where disclosure of the CPN is available.

/2/ The Service and Equipment Charge is applicable only when the request for non-published Exchange Service is subsequent to the initial installation of the exchange access line.

LISTINGS (cont'd)

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M. Nonlisted Service

1. General

- a. At the request of the customer, any one or all of the customer's primary listings, additional listings or other listings associated with the same or different residence telephone service line will be omitted from the Listing Information System but listed in the Directory Assistance records available to the general public. (C)
- b. 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 being disclosed to any person(s). Where such a listing is disclosed, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular nonlisted service. (C)
- c. The monthly rate for nonlisted service applies separately for each listing which normally would be published, but which, at the customer's request, is listed. (C)

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2. Rates

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u> ^{/1/}
Nonlisted Service, each			
Primary	NLT	\$3.50	\$6.00
Additional	NLA	3.50	6.00

/1/ The Service and Equipment Charge is applicable only when the request for Nonlisted Service is subsequent to the initial installation of the exchange access line.