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## A6. LISTINGS

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## A6. LISTINGS

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

#### A6.1.1 General

- (C)
- 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. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers.
  - 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 inclusion of such listings in the Company's Listing Information System.
  - 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, are intended for advertising purposes, or when the customer cannot provide satisfactory evidence of authorization to do business as requested.
  - 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.
  - E. Except as hereinafter provided only one listing is furnished without extra charge for each individual line service, PBX system, ESSX service, Digital ESSX service, or Centrex system; where a number of main 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 K. RingMaster service subscribers will be furnished one listing 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 exchange access trunks (with incoming call capability) in Centrex Type Services or the number of Network Access Register (NAR) Packages in an ESSX service or Digital ESSX service System. Listings showing the appropriate Centrex, 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.
  - F. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group but, at the subscriber's request, they may bear any one of the rotary numbers.
  - G. Generally, the listed address is the location of the subscriber's place of business or residence, including the appropriate zip code. 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, when a clear distinction is made between the name of the building and the name of the thoroughfare, 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.

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 and arrangements have been made for calls to that number to be answered.

Only the customer name and telephone number shall be included in the Company's Listing Information System for a Family Violence Shelter. The Company shall not include an address in its Listing Information System as part of the listing nor will it be available from directory assistance for a Family Violence Shelter.
  - H. Liability of the Company due to errors and omissions in its Listing Information System is specified in Section A2.
  - I. A Secondary Service Charge, as specified in Section A4., applies when an order is issued solely to add or change a listing.
  - J. Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate.
  - K. One listing is furnished without charge for each main station line associated with MultiServ service and for each Network Access Register associated with MultiServ PLUS service and BellSouth Centrex service.

## A6. LISTINGS

### A6.2 Business Listing

#### A6.2.1 General

- A. Generally, a business listing consists of a name, a designation descriptive of the subscriber's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation where the subscriber is a corporation, and for any business establishment, the names of associates or employees of the subscriber or. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls, or is duly authorized to and actually does represent. (C)
- B. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations of PBX, Centrex Type Services, or main station service when the address may be shown as the premises where the outside station is located.

#### 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. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character 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. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character 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 or 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. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, which in its judgment are otherwise objectionable or unnecessary for identification purposes. 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 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. LISTINGS

### A6.4 Non-Published (Private) Number

#### A6.4.1 General

- A.** A non-published number is not listed in the Company's Listing Information System or directory assistance records and will not be furnished upon request of a calling party.
- 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.
- However, when a call is placed from a number associated with a non-published listing, the number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing incoming numbers and/or names. The calling number and/or name will not be disclosed if the calling party blocks delivery via per-call blocking or if the calling line is equipped with per-line blocking.
- B.** An incoming call to a subscriber with a non-published number 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 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 persons shall attach to the Company. Where a non-published number is disclosed in the Company's Listing Information System, 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. Under these conditions the Company will, at the subscriber's request, change the 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 disclosing of said listing information to any person.
- D.** The number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP) located on the premises of a customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The subscriber forfeits his right to privacy upon making a call to 911.
- E.** For accounting purposes, the number, name, and address of a subscriber with a non-published number may be provided to the Long Distance Carrier(s) who furnishes the subscriber long distance message telecommunications service. Under no circumstance may this information be used by the Long Distance Carrier(s) for marketing purposes.
- F.** Upon request, the Company may provide billing name and address information associated with a non-published number to interexchange carriers, unless the subscriber requests that the Company restrict this information from being released.
- 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

		Monthly Rate	USOC
<b>A.</b>	Non-published number		
	1. Residence		
	(a) Each	\$5.50	NPU
	2. Business		
	(b) Each	5.50	NPU

#### A6.4.3 Exceptions

- A.** Non-published number
1. 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.
  - 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, or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.
  - Access Line Service For Payphone Service Provider Telephones
  - Temporary Service
  - (DELETED)**
  - Foreign exchange service where the subscriber is also furnished local exchange service

## A6. LISTINGS

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

#### A6.5.1 General

- A. A non-listed number is excluded from other listing services but is maintained on directory assistance records and will be furnished upon the request of a calling party.  
Further, when a call is placed from a telephone number associated with a Non-Listed Number, the number may be disclosed, subject to technical limitations, if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names. The calling number and/or name will not be disclosed if the calling party blocks delivery via per-call blocking or if the calling line is equipped with per-line blocking.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed 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 including a non-listed telephone number in other listing services 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 number. 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 number.
- D. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point (PSAP), located on the premises of a customer subscribing to 911 Service on a call-by-call basis only for the purpose of responding to emergency calls from a non-listed number.
- E. For accounting purposes, the telephone number, name, and address of a subscriber with a non-listed number may be provided to the Long Distance Carrier(s) who furnishes the subscriber long distance message telecommunications service. Under no circumstance may this information be used by the Long Distance Carrier(s) for marketing purposes.
- F. Upon request, the Company may provide billing name and address information associated with a non-listed number to interexchange carriers or certain other providers of telecommunications services, unless the subscriber requests that the Company restrict this information from being released.
- G. 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.

#### A6.5.2 Rate Application

	Monthly Rate	USOC
A. Non-listed number		
1. Where charge applies		
(a) Each – Business	\$3.50	NLT
(b) Each – Residence	3.50	NLT

#### A6.5.3 Exceptions

- A. Non-listed number
  - 1. 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, hospital, retirement complex, house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.
    - Access Line Service For Payphone Service Providers
    - (DELETED)
    - Foreign exchange service where the subscriber is also furnished local exchange service

(D)

## A6. LISTINGS

### 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 in the Listing Information System.
- 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 the names of partners or members of the firm if the subscriber is a partnership or firm, the names of officers of the corporation where the subscriber is a corporation and the names of associates or employees of the subscriber for any establishment. Business additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls, or is duly authorized to and actually does represent. (C)
- B. Rate Application
  - 1. Business

	Monthly Rate	USOC
(a) each	\$1.15	CLT
(b) Toll Free Dialing Service, each	1.15	SZS

#### 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 Rate	USOC
(a) each	\$.80	RLT

### 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 in listings of this type.
  - 2. Telephone numbers may be shown of those entitled to use the service and who are agreeable to the use of their numbers in such alternate listings.
  - 3. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.
  - 4. Listings indented under special text listings are considered alternate listings.
  - 5. Text may not exceed one line

Examples:

  - Nights, Sundays, and Holidays
  - If No Answer
  - If Extension Is Not Known
- B. Rate Application
  - 1. Business

	Monthly Rate	USOC
(a) each	\$1.15	FNA
2. Residence		
(a) each	1.15	NAB

Page 5.1 is hereby deleted in its entirety and removed from this Guidebook

## A6. LISTINGS

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

#### A6.7.3 Caption Listing

(M1)

- A.** A listing may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the caption will facilitate the use of the service. The caption must be an essential part of the indented listing which follows and may include names of departments, branches of the business or titles of officials. (M1)

For Example:

(M1)

Standard Oil Co

(M1)

Main Ofc Fultn Nat Bk Bl

523-5011

(M1)

City Mgr 1080 Bankhd Av NW

876-2651

(M1)

- B.** Listings that are variations of the same general line of business, or which in the judgment of the Company appear to advertise the extent of the subscriber's business, are not permitted in listings to be indented under a caption. (M1)

#### A6.7.4 Cellular Carrier Listing

(M1)

A Cellular Mobile Carrier (CMC) may obtain listings for their client(s) at no charge.

(M1)

#### A6.7.5 Reserved for Future Use

(M1)

#### 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.

Examples:

Long Lumber Co

See South Lumber Co

Regis Gary

See Regas Gary

- B.** Rate Application

		Monthly Rate	USOC
1. Business			
	(a) each	\$1.15	LLT
2. Residence			
	(a) each	.80	LRT

#### A6.7.7 Dual Name Listing

- A.** A dual name listing may be furnished to:
- 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 St

423-1012

Morris George Mrs (Joan) 101 Ash Dr

422-4523

- B.** A dual name listing may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- C.** A dual name listing may also be furnished as an additional listing at the subscriber's request at the appropriate additional listing rate.
- D.** A Secondary Service Charge as specified in Section A4 applies for:
1. Changing of primary single name listing to a primary dual name listing,
  2. Changing the primary or additional dual name listing once established,
  3. Changing an additional dual name listing to a primary dual name listing.



## A6. LISTINGS

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

#### A6.7.7 Dual Name Listing (Cont'd)

- G. No nonrecurring charge applies when the dual name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

#### A6.7.8 Emergency Service Listing (E911 and 911)

- 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.

(a) each

Monthly Rate \$-	USOC FLT
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#### 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.* (C)
- B. Rate Application
1. Foreign listing
    - (a) Business, each 1.15 FAL
    - (b) Residence, each .80 FRW
  2. Foreign cross reference listing
    - (a) Business, each 1.15 FALCX
    - (b) Residence, each .80 FRWCX
  3. Foreign alternate listing
    - (a) Business, each 1.15 FALSX
    - (b) Residence, each 1.15 FRWSX
  4. Foreign special text
    - (a) Business, each 1.15 FALTX
- C. Where a subscriber is located in an exchange border area and requests a foreign listing for better identification in order to facilitate the completion of calls, such a listing will be provided without charge. This type listing is limited to those instances where a subscriber resides in one exchange and his mailing address is in a second exchange. There shall be no charge made by one company to another for this service.
1. Where charge does not apply
    - (a) each - FLF

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## A6. LISTINGS

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

#### A6.7.11 Indented Listing

- A. An indented listing is employed where a subscriber has more than one listing for service under the same name at one or more locations.

For Example:

Jones A B atty 179 Madison Ave

523-4879

Res 122 Linwood

875-1345

#### A6.7.12 Mobile Telephone Service Listing

- A. Mobile Telephone Service subscribers may be furnished listings for their clients as specified in Section A17.

#### A6.7.13 Reserved for Future Use

#### A6.7.14 Access Line Service For Payphone Service Provider Telephone Listing

Listings are not provided in connection with access line service for payphone service provider telephones except when the listing will facilitate the operations of the Company or subscribers to the service.

#### A6.7.15 Retirement Center Listing

A retirement center listing is a residence additional listing furnished to a resident of a retirement center at rates specified in A6.6.3.B.1.

#### 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 Telephone Services Listing

See Section A23.

A6. LISTINGS

A6.7 Miscellaneous Listing (Cont'd)

A6.7.18 Special Text Listing (Business)

- A.

A special text listing provides instructions for directing incoming calls after hours and 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 Rate

USOC

\$1.15

XLL

A6.7.19 Reserved For Future Use

A6.7.20 Reserved for Future Use

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 suffixes are allowed per each residence or business personal name listing.

A6.7.23 Reserved for Future Use

A6.7.24 Reserved for Future Use