

## DIRECTORY LISTINGS

### A. General

1. The following are applicable to all types of alphabetical Directory Listings:
  - a. A Directory Listing is the publication in the Company's directory of information relative to the customer's telephone numbers, by which telephone users are enabled to ascertain the telephone number of a desired customer.
  - b. The directory listings in this section apply only to the alphabetical directory containing the regular alphabetical list of names of customers. (C)
  - c. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers, and special position or arrangement of names is not contemplated. (C)
  - d. The Company limits the length of any listing in the directory 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)
  - e. Listings must conform to the Company's practices with respect to its directories.
  - f. Listings are regularly provided in connection with all classes of exchange service, except Exchange Interconnection Services<sup>/1</sup>. Ordinarily, residence listings are automatically included in the directory unless the customer requests nonpublished or nonlisted exchange service; then appropriate rates and charges apply as specified in 2. following. Business service may be listed or nonpublished at the customer's request. Nonlisted service is available for business customers at the rates and charges found in 2. following.
  - g. Except as provided in 'Rules and Regulations Applying to all Customers' Contracts' in Part 2, Section 2, the contract period for directory listings, including extra listings, where the listing actually appears in the directory, is the directory period. Where the listing has not been printed in the directory, the contract period is one month. (C)
  - h. 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.

/1/ This exception to Rule 6(b) of the Telephone Rules was approved in Cause No. PUD 001053, Order No. 358699, dated July 22, 1991.

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

1. (cont'd)
  - i. At the option of the Company and for the benefit of calling parties in placing telephone calls, the Company may include in its directories a Helpful Number List of frequently called numbers of government offices and other public and nonpublic organizations engaged in furnishing to the public special services relating to health, safety and welfare in the community. Inclusion of listings in the Helpful Number List is without charge and at the sole discretion of the Company.
  - j. The Company will not be liable for damages arising out of errors or omissions in the makeup or printing of listings in the Helpful Number List where the listing is without charge and included for the purpose of assisting calling parties to place telephone calls.
  - k. Access Service Customers who order directory listings will be charged the business or residence regular extra listing rate and service charges as appropriate. Other types of directory listings will be provided upon request at the rates specified.
2. Primary Listings
  - a. One listing without charge, termed the primary listings, is provided as follows:
    1. For each separate customer service. When two or more exchange access lines are consecutively operated, only the first number of the group is listed except as provided in Paragraph A.4.e following.
    2. For each Semi-Public Telephone Service.
    3. For each customer that has a Telecommunications Device for the Deaf (TDD) and they request their listing identified as TDD Only or TDD & Voice next to their number.
  4. Primary listings are not provided for Public Telephone and Exchange Interconnection Services.<sup>/1/</sup> (D) (C)

<sup>/1/</sup> This exception to Rule 6(b) of the Telephone Rules was approved in Cause No. PUD 001053, Order No. 358699, dated July 22, 1991.

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

2. Primary Listings (cont'd)
  - b. The primary listing must be the actual name of the customer to whom service is rendered or:
    1. In the case of residence service, the name of a member of the customer's family or household. Also, a dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. This listing is comprised of a surname, two first names, address and telephone number, except as provided in Paragraph 2 following.
    2. A customer with residence service may request that part or all of the address information, which would otherwise be listed in the directory, be deleted by the Company. Such deletion will be continued in successive directories without further request by the customer until the customer requests publication of part or all of the deleted address information in the directory.
    3. In the case of a business enterprise, 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.
    4. When a business enterprise 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.
    5. When a business service terminates at a residential location, a dual name listing may be provided for two persons who share the same surname and reside at the same address. This listing must meet the residence dual name listing requirements described in Paragraph A.2.b.1.
  - c. No assumed name will be listed unless it is actually being used in the conduct of the business.
  - d. The primary listing may also be a phrase that directs calls to the proper number when a customer has another listing name in the directory under which the phrase can appear.
  - e. 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 directory. No name or phrase will be listed which in the opinion of the Company is likely to mislead or deceive the public.
  - f. 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 above requirements are met insofar as the listed name is concerned.

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

2. Primary Listings (cont'd)

- g. When the Company publishes an alphabetical directory of customer listings in two sections, one section containing a list of individual names and the other section consisting of a list of business names, primary and regular extra listings of business service customers consisting of the names of individuals will be published in both alphabetical sections without additional charge. Primary and regular extra listings of residential service customers will be published in both alphabetical sections without additional charge if the listings are indented under business listings consisting of names of an individual. Primary and regular extra listings of residence service customers where listings contain a healing profession designation will also be included in both alphabetical sections without additional charge.
- h. When the Company publishes a separate section in its directories of telephone numbers for government offices, the primary listing of the government office will be placed in this section. Regular extra listings may be purchased by the government office in the alphabetical section in which business listings regularly appear.
- i. The Company will not be liable for damage arising out of errors or omissions in the makeup or printing of listings of government offices where the listing is without charge and included for the purpose of assisting calling parties to place telephone calls.

3. Regular Extra Listings

- a. Business extra listings may be the names of partners or members of the firm, if the customer is a partnership or firm; the names of officers of the corporation, if the customer is a corporation; and, for any business establishment, the names of associates or employees of the customer. Business extra listings may be the bona fide names of firms or corporations which the customer owns or controls or is duly authorized to represent. Business extra listings must meet the qualifications for primary listings as set forth in Paragraph A.2, above. 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 A.4.d. following.

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Extra listings of business names are not offered for purchase in the individual name section of an alphabetical directory published in separate sections for individuals and businesses.

When a business service terminates at a residential location, a dual name extra listing may be provided for two persons who share the same surname and reside at the same address. This listing must meet the residence dual name listing requirements described in Paragraph A.2.b.1.

**DIRECTORY LISTINGS (cont'd)****A. General (cont'd)**

3. Regular Extra Listings (cont'd)
  - b. Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household. Also, a dual name additional listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two names. This listing is composed of a surname, two first names, address and telephone number except as provided in A.2.b.2 preceding.

Residence extra listings are not offered for purchase in the alphabetical business section of a directory separated for individual listings and 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.
  - c. 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 directory or for advertising purposes.
  - d. Customers who have a Telecommunications Device for the Deaf (TDD) may request extra listings identified as TDD Only or TDD & Voice next to their number.
  - e. In connection with Semi-Public Telephone Service, residence extra listings are allowed at residence extra listing rates in the names of permanent guests or tenants at that location. Business listings at business extra listing rates in connection with Semi-Public Telephone Service are furnished under the same regulations as specified in Paragraph A.3.a preceding.
  - f. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided in A.4.a following for Alternate Listings. However, when in the opinion of the Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing using the telephone number of the primary listing may be permitted under any address at which an extension of the customer's service is located.

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

4. Special Types of Extra Listings

a. Alternate Listings

1. 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.
2. 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.
3. 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.

b. Extra Lines

1. Extra line material may be provided in the alphabetical directory 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.
2. An extra line 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 appear on the same line, two extra listing charges apply.

c. Foreign Listings

Foreign listings (FLO) are listings in the alphabetical list of an exchange other than the exchange in which listed service is furnished.

**DIRECTORY LISTINGS (cont'd)****A. General (cont'd)**

## 4. Special Types of Extra Listings

## d. 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:

1. No physical telephone facilities shall be provided for the use of such patrons or tenants, other than public telephone service.
2. The customer subscribing for the secretarial listings is not to permit the use of his telephone service by such patrons.
3. Secretarial listings will be accepted only upon written authorization to the Company from the patron to be listed.

e. Additional Listings - Hunting Number Group<sup>/1/,/2/</sup>

Where a customer is served by two or more numbers in a hunting group, additional listings may be provided on any of the numbers in the group.

## f. Night Number Listing (NSH)

Where a customer desires a listing to be used as a night number, for example "after 5:00 p.m."

## g. Reference Listings (ALP)

Allows customer additional or referenced listings on an Additional Listed Number Group.

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

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

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

- 5. Reserved For Future Use (C)  
(D)  
(D)
- 6. Common Line 800 Service Listings

The subscriber to Common Line 800 Service will receive, at no additional charge, for each Common Line 800 number:

- a. One listing in the subscriber's local directory, and
- b. One foreign listing in a directory in the subscriber's area of service. Additional foreign listings may be provided at the rates and charges in Paragraph B.
- 7. Residence Nonpublished Exchange Service
  - a. Residence customers who desire their telephone numbers to be omitted from the Company's directory may subscribe to nonpublished exchange service.
  - b. 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.
  - c. The undertaking of the Company in providing nonpublished exchange service shall be to omit from the Company's directory the telephone number of a customer subscribing to such service.

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 that will display Calling Party Number (CPN). Customers may prevent the display of their CPN by activating CPN blocking. CPN blocking is available, at no charge in areas where the CPN disclosure is possible.

**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

8. Special School Listing Guide (FLT)
  - a. For the benefit of its customers, the Company upon request will list, without charge, public and nonpublic elementary and secondary schools alphabetically by name in a School Listing Guide to appear in the Alphabetical Directory. This School Listing Guide will appear in all Oklahoma Alphabetical Directories and will include schools normally listed in these directories.
  - b. The School Listing Guide will alphabetically list the school's main telephone number, unless school officials request the Company to list a different telephone number of the school. However, in no case will more than one number be listed for any school location.
  - c. The Company will not be liable for damages arising out of errors or omissions in the makeup or printing of listings in the special school listing guide section of its directories where the listing is without charge and included for the purpose of assisting calling parties to place telephone calls.
9. Residence Signature Listings

Residence Signature Listings are distinctive directory 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.
10. Reserved For Future Use

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**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

11. Residence Personality Logo

- a. 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.
- b. Only one logo is permitted per alphabetical listing.
- c. Personality Logo listings are not intended for use as business advertising and are not available for purchase as business listings.
- d. Personality Logo listings are available singly, in conjunction with either a Signature or Line of Distinction 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.
- e. Personality Logo listings only appear in the printed directory. Logo information is not available to Directory Assistance.

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**DIRECTORY LISTINGS (cont'd)**

**A. General (cont'd)**

12. Residence Line of Distinction

- a. 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.
- b. 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.
- c. The Line of Distinction listing is not intended to replace the Extra Lines Listing described in A.4.b of this offering. 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.
- d. The Line of Distinction listing is not intended for use as business advertising and is not available for purchase for business listings.
- e. The Line of Distinction listing is available singly, in conjunction with a Signature or Personality 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 listing 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.
- f. The Line of Distinction information only appears in the printed directory. This information is not available to Directory Assistance. (C)
- g. 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.

**DIRECTORY LISTINGS (cont'd)****B. Rates**

## 1. Extra Listings

Extra listing charges date from the time the listing is posted on the Directory Assistance records. Directory Assistance records are posted at the time application for the listing is made or at the date of issue of the directory or as the customer may desire.

Regular business and residence extra listings will be furnished at the following monthly rates:

	<u>USOC</u>	Monthly Charge	Service Charge
Business extra listings, each .....	CLT	\$6.00	\$18.00 <sup>/1</sup>
Residence extra listings, each.....	RLT	3.00	7.25 <sup>/1</sup>

## 2. Alternate Listings

Alternate Listings, including the directive note, will be furnished at the following monthly rates:

	<u>USOC</u>	Monthly Charge	Service Charge
Business alternate listings, each .....	FNA	\$6.00	\$18.00 <sup>/1</sup>
Residence alternate listings, each.....	FNA	3.00	7.25 <sup>/1</sup>

/1/ This service charge may be waived, during promotional periods, when directory listings are ordered at the same time as BizSaver (business customers).

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**DIRECTORY LISTINGS (cont'd)****B. Rates (cont'd)**

## 3. Foreign Listings

The regular extra listing rate applies to each foreign listing.

	<u>USOC</u>	<u>Monthly Charge</u>	<u>Service Charge</u>
4. Additional Listings - Hunting Number Group			
Additional listings, each .....	ALR	\$6.00	\$18.00 <sup>/1</sup>
5. Secretarial Listings .....	9FK	6.00	18.00 <sup>/1</sup>
6. Main Listing			
Change in main listing except to add or omit address on existing service.			
Business .....		---	18.00 <sup>/1</sup>
Residence.....		---	7.25 <sup>/1</sup>
7. Reserved For Future Use			(C)
			(D)
			(D)

<sup>/1</sup>/ This service charge may be waived, during promotional periods, when directory listings are ordered at the same time as BizSaver (business customers).

**DIRECTORY LISTINGS (cont'd)****B. Rates (cont'd)**

## 8. Nonpublished Exchange Service

The minimum term for which nonpublished exchange service will be billed is one month.

## a. Residence nonpublished exchange service will be furnished at the following rate:

<u>USOC</u>	Monthly Charge	Service Charge
Nonpublished exchange service, each number.....	NPU	\$5.50 (I)      \$7.25

The rate will not apply in the following cases:

1. Residence NPU rates apply to the primary local residence exchange service which requests that service be non-published. Additional local residence exchange service furnished to the same customer at the same address will not be billed as long as the customer has local residence exchange service for that address listed in the directory.
2. 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.
3. When a customer utilizes a Telecommunications Device for the Deaf (TDD).
4. When the customer elects to publish his/her Preferred Number Service telephone number in lieu of the residence local exchange number in the same exchange.

## b. Business nonpublished exchange service will be furnished at the following rate:

<u>USOC</u>	Monthly Charge	Service Charge
Nonpublished exchange service, each number.....	NPU	\$5.50 (I)      \$18.00

The rate will not apply in the following cases:

1. Business NPU rates apply to the primary local business exchange service which requests that service be non-published. Additional local business exchange service furnished to the same customer at the same address will not be billed as long as the customer has local business exchange service for that address listed in the directory.
2. When a customer utilizes a Telecommunications Device for the Deaf (TDD).

**DIRECTORY LISTINGS (cont'd)****B. Rates (cont'd)**

## 9 Nonlisted Service

- 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 central office line or trunk normally published in the directory will be omitted from the directory but listed in the directory assistance records available to the general public.
- 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 by the publication of the listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular nonlisted service.
- c. The monthly rate for nonlisted listings applies separately for each listing which normally would be published in the directory but which, at the customer's request, is furnished on a nonlisted basis.

	<u>USOC</u>	Monthly Charge	Service Charge
Nonlisted service			
Primary, each.....	NLT	\$3.50	\$7.25
Additional, each .....	NLA	\$3.50	\$7.25

## 10. Residence Signature Listings

The rates and charges apply in addition to the established rates and charges for the listings with which this is associated.

	<u>USOC</u>	Monthly Charge	Service Charge
Residence Signature Listing, each .....	SPFT	\$3.00	---

## 11. Reserved For Future Use

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**DIRECTORY LISTINGS (cont'd)****B. Rates (cont'd)****12. Residence Personality Logo**

The rates and charges apply in addition to the established rates and charges for the listings with which this is associated.

	<u>USOC</u>	Monthly Charge	Service Charge
Residence Personality Logo listing, each .....	LGO++	\$5.00	---
Residence Personality Logo listing when combined with either a Signature listing or a Line of Distinction listing, each .....	ZD1	4.00	---
Residence Personality Logo listing when combined with both a Signature listing and a Line of Distinction listing, each .....	ZD2	3.00	---

**13. Residence Line of Distinction<sup>/1/</sup>**

The rates and charges apply in addition to the established rates and charges for the listings with which this is associated.

	<u>USOC</u>	Monthly Charge	Service Charge
Residence Line of Distinction listing, each .....	ZL1-ZL8	\$3.00	---
Residence Line of Distinction listing when combined with a Signature listing, each .....	ZD1	1.50	---