

DIRECTORY LISTINGS

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## A6. LISTINGS

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

#### A6.1.1 General

- A.** *The rates, terms, and conditions for listings in this section only apply to the alphabetical listings containing the regular alphabetical list of names of customers and joint users. The alphabetical list of names of customers is for the purpose of informing calling parties of the telephone numbers of customers.* (T)
- B.** The listings of subscribers, either without charge or at the rate specified herein for other listings, are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the *inclusion* of such listings in its *Listing Information System*. (T)
- C.** Listings must conform to the Company's *practices* with respect to its *listings*. The Company reserves the right to reject listings when in its sole judgment, such listings would violate the integrity of company records, confuse individuals using the *Company's Listing Information System*, or when the subscriber cannot provide satisfactory evidence that he is authorized to do business as requested. (T)
- D.** The Company reserves the right to limit the length of any listing by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired thereby. (T)
- E.** 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-1 NAR, Digital ESSX service NAR, ESSX service NAR, MultiServ PLUS service NAR, BellSouth Centrex service NAR or NAR usage package
  4. each Centrex system
  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 *listed*. An address may be:
- a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility
  - 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 request
- The listed address may not include P.O. Box or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification.
- An address other than the address where the service is located may be listed provided the subscriber has a comparable class of service at the address requested.
- Only the customer name and number shall be *included* in the *Company's Listing Information System* for a Family Violence Shelter. The Company shall not publish an address *in its Listing Information System* as part of the listing for a Family Violence Shelter. (T)
- H.** Liability of the Company due to errors and omissions *in its Listing Information System* is as specified in Section A2. (T)
- I.** A Secondary Service Charge, as specified in Section A4 applies when an order is issued solely to add or change a listing. (T)
- J.** Listings can be suspended as specified in A2.3.16. However, the suspension rate shall be 50 percent of the regularly charged rate. (T)

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**A6.2 Business Listing**

**A6.2.1 General**

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 number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

**A6.2.2 Business Designation**

**A. Firm Name**

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

**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

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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.

A6.4 Non-Published (Private) Listing

A6.4.1 General

- A. A non-published listing is not listed in the Company's *Listing Information System* and will not be furnished upon request of a calling party. *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.* However, when a call is placed from a 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 numbers. The only exception is when the non-published listing customer utilizes one of the available Calling Number Delivery Blocking options. These features suppress delivery of the calling number and/or calling name to subscribers of calling number delivery services such as Caller ID. Calling Number Delivery Blocking does not prevent transmission of the calling party number on services such as E911 that utilize automatic Number Identification (ANI) for delivery of the calling number. (C)
- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published 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 listing is *disclosed*, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by disclosing of said listing information to any person. (T)
- D. For accounting purposes, the 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 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 number, name and address in connection with E911 service.
- F. 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

A. Non-Published Listing

	Monthly Rate	USOC
1. Where charge applies		
(a) Each	\$5.50	NPU
2. Where charge does not apply		
(a) Each	-	NP3

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### A6.4 Non-Published (Private) Listing (Cont'd)

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

##### A. Non-Published Listing (Cont'd)

##### 2. Where charge does not apply (Cont'd)

- Additional service furnished to the same subscriber who has other service listed in the same name at the same address (T)
- 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. (T)
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the number of the PBX, or Centrex Type Services furnished to such establishments.

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

#### A6.5.1 General

- A. A non-listed listing is excluded from other listing services, but is maintained on directory assistance records and will be furnished upon the request of a calling party. (T)
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from including a non-listed 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 listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by providing a non-listed listing. (T)
- D. The 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 number, name and address in connection with E911 service.
- E. 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.

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

A6.5.2 Rate Application

A. Non-listed listing

	Monthly Rate	USOC	
1. Where charge applies			
(a) Each	\$3.50	NLT	
2. Where charge does not apply			
(a) Each	-	NLE	
- RingMaster service number			
- temporary service			
- Additional service furnished to the same subscriber who has other service listed in the same name at the same address.			(T)
- 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.			(T)
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the number of the PBX, or Centrex Type Services furnished to such establishments.			

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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.
- B. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

(C)

A6.6.2 Business Additional Listing<sup>1</sup>

- 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 being shared or resold.
- B. Rate Application

		Monthly Rate	USOC
1. Business			
	(a) Each	\$2.10	CLT
2. 8YY Service			
	(a) Each	1.80	SZS

(T)

A6.6.3 Residence Additional Listing

- A. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

		Monthly Rate	USOC
B. Rate Application			
1. Residence			
	(a) Each	\$1.20	RLT

**Note 1:** Business additional listing arrangements established prior to 12-13-86 i.e., implementation of STS may be continued until the subscriber relocates or transfer service responsibility.



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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 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	123-4568
If No Answer	123-4568
If Extension Is Not Known	123-4568

B. Rate Application

		Monthly Rate	USOC
1. Business			
	(a) Each	\$2.10	FNA
2. Residence			
	(a) Each	1.80	NAB

A6.7.3 Cellular Carrier Listing

See Mobile and Paging Service Listing at A6.7.12.

A6.7.4 Company And Customer Owned Service Listing

- A. 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.

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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 to another listing.

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Examples:

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

- B. Rate Application

- 1. Cross Reference Listing

	Monthly	USOC
	Rate	
(a) Business, each	\$2.10	LLT
(b) Residence, each	1.20	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 number listing must be listed along with a non-emergency number for emergency agencies. No Charge applies for either listing.
- B. Rate Application

	Monthly	USOC
	Rate	
1. Emergency Service Listing		
(a) Where charge does not apply	-	FLT

A6.7.9 Extra Listing

See Business Additional Listing at A6.6.2

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**A6.7 Miscellaneous Listing (Cont'd)****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.
- B.** When in the sole judgment of the Company, in the case of service 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 for the main listing only.

(T)

	<b>Monthly Rate</b>	<b>USOC</b>
1. Foreign Listing		
(a) Where Charge Does Not Apply	-	FLF
<b>C. Rate Application</b>		
1. Foreign listing		
(a) Business, each	<b>\$2.10</b>	<b>FAL</b>
(b) Residence, each	<b>1.20</b>	<b>FRW</b>
2. Foreign cross reference listing		
(a) Business, each	<b>2.10</b>	<b>FALCX</b>
(b) Residence, each	<b>1.20</b>	<b>FRWCX</b>
3. Foreign alternate listing		
(a) Business, each	<b>2.10</b>	<b>FALSX</b>
(b) Residence, each	<b>1.20</b>	<b>FRWSX</b>
4. Foreign special text		
(a) Business, each	<b>2.10</b>	<b>FALTX</b>

**A6.7.11 Reserved For Future Use****A6.7.12 Mobile and Paging Service Listing**

- A.** A Mobile 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

	<b>Monthly Rate</b>	<b>USOC</b>
(a) Each	<b>\$.00</b>	<b>MSZ</b>

**A6.7.13 Reserved For Future Use****A6.7.14 Optional Calling Plan Listing**

- A.** A subscriber of a two-way or inward 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 paragraph D.

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A6.7 Miscellaneous Listing (Cont'd)

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

- B. The initial contract period for the OCP listing charge, shall be *one month*. However, the subscriber may discontinue the OCP listing at any time, provided the 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

Monthly Rate	USOC OCB
\$5.40	

(a) Business, each

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.

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 without charge, as specified in Section A27. Other listings, as specified in this Guidebook section, are also available upon reseller request for the client. All appropriate charges, terms and conditions for listings specified herein are applicable to clients' listings. Client listings will be billed to the reseller (customer of record) and will not be separately billed.

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 number and must be followed by at least one other listing which does include a number.
- C. Rate Application
  - 1. Special Text Listing

Monthly Rate	USOC XLL
\$1.80	

(a) per line

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A6.7 Miscellaneous Listing (Cont'd)

A6.7.19 Stylist Service Listing

- A. Where available, a subscriber may request to have the assigned 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 symbols "#" and "\*" may not be used with this service. The digits "O" and "I" may not be used to represent the letters "O" and "I" respectively in a Stylist service number. The Company reserves the right to reject a Stylist service listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory.
- B. Prior to establishing a Stylist service listing, the Company reserves the right to require, when necessary, in its sole judgment, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.
- C. Subscriber requests for special number assignments will be handled under the rates, terms and conditions described for Special Number Assignment Charges in Section A4.
- D. Subscribers who request that their existing 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 acquisition charges or any other appropriate listing charge.
- G. Rate Application
  - 1. Stylist Service Listing

	Monthly Rate	USOC
(a) Business, each	\$3.50	RNCAF
(b) Residence, each	2.50	RNQ AF

A6.7.20 Telephone Answering Service Listing

- A. A client of a telephone answering service may list the number of the answering service with his name, or business name at the rates specified in B.
- B. Rate Application
  - 1. Telephone Answering Service Listing

	Monthly Rate	USOC
(a) each	\$2.10	9FK

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A6.7 Miscellaneous Listings (Cont'd)

A6.7.21 Reserved For Future Use

A6.7.22 Titles And Suffixes

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

	Monthly Rate	USOC
1. Listing titles in excess of one		
(a) Residence, each	\$1.20	XLDRX
2. Titles, professionals and/or educational degrees, in excess of one		
(a) Business, each	2.10	XLDCX

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, *where directories are available*.
- B. One Designer Listing option per customer listing is allowed with the exception of the Designer Line option which may be subscribed to in addition to the other Designer Listing options.
- C. Designer Listing options will not appear on directory assistance records, but will only be reflected in the published directory.
- D. Billing will begin with the subscriber's billing period following delivery of the directory in which the listing will appear.
- E. A Service Charge applies when an order is placed to purchase one or more of the following listing options. The Company may offer waiver of associated service charges during select promotion periods.

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

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

##### F. (Cont'd)

1. **Designer Bold**  
A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and number.
2. **Designer Bold Plus**  
A directory listing that provides for a bolder print or heavier type of the subscriber's name, address and 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 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 number to be printed in script, which depicts a stylish writing of the directory listing plus additional space with a ruled line above and below the subscriber's listing information.
5. **Designer Line Options**  
There are three Designer Line options, Designer Line (Standard), Bold Designer Line, and Script Designer Line. Each Designer Line purchased cannot exceed one printed directory line. A maximum of three (3) Designer Lines may be purchased per directory listing.  
**Designer Line (Standard)**  
An extra text line that provides information in addition to the standard listing information (name, address and 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 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 number) such as location, affiliations, social/civic positions held, volunteer services, etc. It could also include statements of descriptive nature such as interests, profession, or personal information.

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A6.7 Miscellaneous Listings (Cont'd)

A6.7.25 Designer Listings (Cont'd)

G. Rates and Charges

1. Per Listing

	Monthly	
	Rate	USOC
(a) Designer Bold	\$4.00	LBB
(b) Designer Bold Plus	5.00	LBBAB
(c) Designer Script	4.00	SF8
(d) Designer Script Plus	5.00	DLMDX
(e) Designer Line (Standard)	5.00	XTL
(f) Designer Line Bold	6.00	DLMEX
(g) Designer Line Script	6.00	DLMFX

A6.7.26 N11 Service Listing

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