

Directory Listings

A. GENERAL

1. The rates and regulations for directory listings in this section apply only to that part of the telephone directory containing the regular alphabetical list of names of subscribers.
2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling persons of the telephone numbers of subscribers and those entitled to use subscribers' service. In recognition of this purpose, The Telephone Company will not knowingly accept or permit the continued appearance in any directory of a fictitious or contrived name; the provision of any form of listing which in the judgment of the Telephone Company does not facilitate directory service or is unnecessary for purposes of identification is not contemplated. Special arrangement of names designed to secure a preferential position in the alphabetical list, or listings which otherwise are objectionable, are not acceptable.
3. Listings must conform to the Telephone Company's specifications for its directories.
4. The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations, when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.

B. TEXT, FORM AND ORDER OF LISTINGS

1. Regular directory listings consist of the listed name, a designation in business listings, the address and the telephone number, and are entered in the directory in alphabetical order. Business designations are omitted where unnecessary; for example, where the name listed is indicative of the type of business.
2. At a customer's request, some or all of the address portion of a listing, may be omitted. In such cases Directory Assistance records may not contain information needed to provide the customer's telephone number.
3. A dual name listing is permitted as a regular directory listing for a residential service. A dual name listing is defined as a listing which contains the first and middle names or initials (or a combination of first and middle names and initials) of two persons who have the same surname and reside at the same address and are served by the same telephone number, or a listing which contains the first and middle names or initials (or a combination of first and middle names or initials) of the given name and married name of an individual with the same surname; e.g. "Smith, John & Mary" or "Smith, Mary L. & John E." or "Smith, J. E. & M. L." or "Smith, John Mrs., (Mary)".
4. Sub-listings are listings similar in form to regular listings but entered, inset from the margin, under other listings to which they are related. Where the name, if included in a sub-listing, would be repetitive it is omitted. The address is omitted from a sub-listing where unnecessary for directive purposes. Sub-listings ordinarily are additional listings of names which appear elsewhere in the directory in alphabetical order. Sub-listings of names which do not appear elsewhere in alphabetical order are permitted only in the following cases:
 - (a) The surname of the sub-listed party is the same as the index name in the listing under which it is to be indented (or the same except for the possessive form).
 - (b) The name, if included in the sub-listing, would be a repetition of the name in the listing under which it is to be indented.

Directory Listings

B. TEXT, FORM AND ORDER OF LISTINGS (continued)

3. (Continued)

(c) The sub-listing is to be an alternate listing.
(The alternate listing of residence service sub-listed under a
business listing is permitted only on an additional listing basis)

(d) The sub-listing is to be a foreign listing.

4. Reference listings, alternate listings and foreign listings are listings modified in form to meet special requirements. Descriptions of these specialized listings are given hereinafter.
5. Listings are omitted from the directory upon the request of the subscriber. Regulations and rates pertaining to the omission of regular directory listings are set forth in J. and K. following.

Where listings of announcement facilities are omitted, upon request of the sub-scriber, from the directory, such listings will not be omitted from Telephone Company information service records. Also, the Telephone Company will reveal, on request and to the extent the information is available from its records, the name and address of the individual responsible for service to which announcement facilities have been connected physically, acoustically or otherwise.

C. PRIMARY LISTINGS

1. One listing without charge, termed the primary listing, is provided for each separate subscriber service and semi-public service and for each joint user.
2. In connection with residence service, if a dual listing is requested by the subscriber as the primary listing, only one dual listing will be provided without charge. Any additional combinations of names meeting the definition of a dual listing requested by the subscriber shall be considered additional listings.

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C. PRIMARY LISTINGS (Continued)

3. The primary listing of the contractor for the service or of the joint user ordinarily is the name of the individual, firm or corporation, or a name under which the business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
4. The primary listing in connection with Centrex service or in connection with a group of private branch exchange or turret trunks or main and auxiliary lines must be a listing of the index number of the group.
5. The address included in the primary listing must be that at which the service is located except that some other appropriate address may be used when in the opinion of the Telephone Company it appears necessary as an aid in the identification of the subscriber.

D. ADDITIONAL LISTINGS

- I. The term "additional listing" is a general one and denotes any listing, regardless of form, in addition to the primary listing.

E. REGULAR ADDITIONAL LISTINGS

I. General

- (a) Only such listings are allowed as, in the opinion of the Telephone Company, serve a useful directive purpose.
- (b) Ordinarily all additional listings of a service must be of the same address as the primary listing. Exceptions to this rule are made only as provided below.
 - (1) The listing of the address of a private branch exchange or Centrex station installed on premises of the subscriber but at an address different from that given in the primary listing is permitted where, in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory. Such a listing of an extension station also is permitted, provided the extension is on the same premises as the main station. No listings of off-premises extension stations are permitted.
 - (2) Where a subscriber's business and residence are on the same premises under different addresses, residence additional listings of the business service may show the proper residence address.
- (d) Additional listings in connection with Centrex service are listings of the index number associated with the service or of Centrex station line numbers.

2. Additional Listings in Connection with Business Service

- (a) Business additional listings may be the following: if the subscriber or joint user is a partnership or firm, names of partners or members of the firm; if the subscriber or joint user is a corporation, names of officers of the corporation; for any business establishment, names of associates or employees of the subscriber or joint user. Business additional listings also may be the bona fide names of firms or corporations which the subscriber owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

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E. REGULAR ADDITIONAL LISTINGS

2. Additional Listings in Connection with Business Service (Continued)

- (b) Additional listings of abbreviated names, nicknames, names which are commonly spelled in more than one way and rearrangements of names are permitted where, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber or joint user and are not desired to secure a preferential position in the directory or for advertising purposes.
- (c) Where the corporate or registered name of the subscriber or joint user (or of the firm represented by the subscriber or joint user) is different from the product name and does not give sufficient identification, listings of trade names followed by such designations as "manufacturer," "agency" and the like are permitted where apparently they meet a real public need for telephone number service. The applicant for such a listing must present satisfactory proof of his right to use names other than his own. Such listings are permitted in connection with specific trade names, as in "Radiola Sales and Service," "Buick Agency," etc. Additional listings of generic type, as "Radio Sales and Service," "Battery Service Station," etc., are permitted only where the requested name is that of a corporation or a name under which the subscriber is actually doing business, except in the following case: gas, water and electric utility companies may have additional listings of generic type, as "Gas Company," inasmuch as the listing may be of directive value to the public and, the company having an exclusive franchise, cannot be unfair to competitors.
- (d) Where a business subscriber desires to have listed against his number the name of an unassociated individual or concern doing business at the same location, such listing is furnished in accordance with the provisions for joint user service in the section of this Tariff pertaining thereto. Additional listings of the joint user, as described in (a), (b) and (c) above, are available at the regular additional listing rate upon application of the subscriber.
- (e) Where a subscriber has business service on the same premises as his residence, residence listings are permitted against the business telephone number. Such a listing, however, is not provided in connection with an off-premises extension station.
- (f) In connection with business service in a rooming house, apartment house or hotel, residence additional listings are permitted in the names of permanent guests or tenants. Business additional listings of the subscriber or joint user are available also, except that in connection with private branch exchange service in a hotel or apartment house no business listings of individuals or concerns unassociated with the subscriber are permitted, as joint user service is not available in connection with such private branch exchanges.

Directory Listings

5. Rates and Charges for Regular Additional Listings

- (a) The following monthly rates apply to each regular additional listing, except as provided in (c), (d) and (e) below.

	- - - - <u>Monthly Rate</u> - - - -		
	Minimum	Maximum	Current
Regular residence additional listings, each, per month	\$1.00	\$10.00	\$2.49(I)
Regular business additional listings, each, per month	\$1.00	\$10.00	\$4.00(I)

- (b) The above monthly rates apply from the day the information records are posted. Information records are posted, according to the desire of the subscriber, on the date the directory containing the listing becomes effective or any date prior thereto.
- (c) Where a subscriber has auxiliary lines or additional private branch exchange or turret trunks, one regular additional listing is allowed at no monthly rate for each such line or trunk subject to the following provisions:
- (1) The listing must, in the opinion of the Telephone Company, serve a useful directive purpose. A sub-listing of a department or of a variation of the same general line of business which does not add materially to the information contained in the primary listing or which is designed merely to advertise the extent of the subscriber's business is not permitted.
 - (2) The listing must designate no business other than that controlled, operated or represented by the subscriber.
 - (3) The listing may be in connection with no telephone number other than the following: the index number of the group, the number of a special listing terminal, or the number of an additional trunk or auxiliary line which is not in sequence with the index number.
- (d) For each special listing terminal, one regular additional listing is allowed at no monthly rate. Such a listing must be of the number of the terminal in connection with which it is allowed.
- (e) For each Star Ring Service, code ringing or divided ringing extension station, one regular additional listing is allowed at no monthly rate. This listing must be of the number of the station and must designate no business other than that controlled, operated or represented by the subscriber.
- (f) Unless regular additional listings are provided at the time of the installation of an auxiliary line, an additional PBX or turret trunk, a special listing terminal, or a code or divided ringing extension, a Record Charge as set forth in Tariffs Part II, Section 22, applies.
- (g) All additional listings of Centrex service are provided at the monthly rate for regular additional listings specified in (a) above, in addition to a Record Charge as set forth in Tariffs Part II, Section 22, Non-Recurring Charges.

F. SUB-LISTINGS -- ADDITIONAL

- I. Those sub-listings which are additional listings are provided at the same rates and charges and under the same regulations as apply to regular additional listings except that the text and form of the listing may be modified by the omission of the name, where repetitive, or by the omission of the address where unnecessary for directive purposes.

NOTE: Revisions to this page to be implemented January 3, 2009

(C)

Directory Listings

F. SUB-LISTINGS -- ADDITIONAL (Continued)

2. Sub-listings of residence service under a foreign listing of business service are permitted where the foreign listing is of the same individual name as the residence listing. Where the foreign business listing is of a different name, a residence sub-listing is permissible only (1) where it follows a sub-listing of a local business telephone number at which the subscriber normally would be called during business hours or (2) where it follows a special note limiting its use to periods outside of business hours.

G. REFERENCE LISTINGS

1. Reference listings are for use in connection with names which are spelled in more than one way, rearrangements of names, changes in firm names, new companies superseding old, abbreviated firm names or nicknames, or names of government departments or agencies whose complete listings appear elsewhere in the alphabetical list of the complete group of listings.
2. Reference listings are permitted where in the opinion of the Telephone Company their use will facilitate the use of the directory.
3. The regular additional listing rates and charges apply to each reference listing, unless provided in place of a regular additional listing to which the subscriber is entitled at no monthly rate. Record Charges as set forth in Tariffs Part II, Section 22, apply subject to the circumstances stated in E.5.(f) above.

No rate or charge applies to reference listings in connection with service furnished Federal, State, County or Municipal governments.

(1) Material contained herein formerly appeared on Sheet 4.

Directory Listings

H. ALTERNATE LISTINGS

1. Alternate listings, i.e., listings which refer calling parties to an alternate telephone number either outside of business hours or in case no answer is received at the first listed telephone number, are permitted for subscribers to all classes of service.
2. The alternate number may be the number of other business or residence service of the same subscriber; the number of service of another subscriber with whom the applicant for the alternate listing has made suitable arrangements; or, in connection with private branch exchange service, the number of a special listing terminal or of a trunk not in sequence with the index number. For a full description of the plans for "after business hours" service at private branch exchanges, see Tariffs Part II, Section 17, Private Branch Exchange Service.
3. The regular additional listing rate and charge applies to each alternate listing, except as follows:
 - (a) If the alternate listing is the primary listing of the station in question, no rate or charge applies. (The alternate listing of residence service sub-listed under a business listing is permitted only on an additional listing basis.)
 - (b) If the alternate number is that of a special listing terminal or of a private branch exchange trunk not in sequence with the index number or of a code or divided ringing extension, the alternate listing may be provided in place of a regular additional listing to which the subscriber is entitled at no monthly rate. Record charges as set forth in Tariffs Part II, Section 22, apply subject to the circumstances stated in E. 5.(f) above.
4. Where the alternate listing requirement is met by the use of a special note employed as a sub-heading with one or more sub-listings thereunder, a monthly rate equivalent to that for a regular additional listing applies.

I. FOREIGN LISTINGS

1. A foreign listing is a listing entered in the alphabetical list of an exchange other than that in which the listed service is furnished. Except where the foreign listing is to appear in the form of an alternate listing, a foreign listing is furnished only where a listing of the same name and telephone number is to appear in the normal directory.
2. Except as provided below the regular additional listing rate applies to each foreign listing entered in an alphabetical list of an exchange of this Company. Foreign listings are permitted without charge only in the following cases:
 - (a) Where a residence subscriber retains service throughout the year without temporary disconnection in a residence in each of two different exchanges, a foreign listing of the telephone in the other exchange may be provided without charge as a sub-listing in either or in each of the alphabetical lists concerned.
 - (b) Where a subscriber is served by an exchange other than the exchange which serves the principal part of the town* in which the subscriber is located, in addition to a listing in the directory of the normal exchange, a foreign listing in the directory of the exchange serving the principal part of the town is provided without additional charge.

* For these purposes, the principal part of town is that part where the town or city hall is located.

GENERAL EXCHANGE TARIFF

Directory Listings

J. NON-PUBLISHED SERVICE

1. General

The telephone numbers of non-published services are not listed in either the Telephone Company's directories or directory assistance records available to the general public.

2. Regulations

- a. Incoming calls to non-published service 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 subscribers' request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- b. The Telephone Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer or others for damages associated with publishing the telephone number of non-published service in the directory or disclosing said number to any person, the Telephone Company's liability, if any, shall not exceed the monthly charges which the Telephone Company may have made for such unpublished service for the period during which the service was affected.
- c. The subscriber indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

3. Rates and Charges

- a. Non-published service is furnished at the following rate which applies in addition to all other rates and charges applicable to the associated telephone service, except as provided in b. below.

	<u>Monthly Rate</u>	<u>USOC</u>
Non-published service.....	\$5.50 (I)	NPU

- b. The monthly rate for non-published service set forth above is not applicable in the following cases.
 - (1) When there is other service listed for the same subscriber's name in the directory of the same exchange.
 - (2) In connection with foreign exchange service, mobile telephone service, special reversed charge toll service and service involving data terminals where there is no voice use contemplated.
 - (3) When a foreign listing customarily provided without charge under the provisions set forth in I.2.(b) above is requested by a subscriber to be omitted.

NOTE: Revisions to this page to be implemented July 31, 2009 (C)

Directory Listings

K. NON-LISTED SERVICE

1. General

The telephone numbers of non-listed services are not listed in the Telephone Company's directories but are included in directory assistance records available to the general public.

2. Regulations

The regulations set forth in J.2.b. and c. preceding for non-published service also apply to non-listed service.

3. Rates

Subject to the exceptions set forth in J.3.b. preceding for non-published service, a monthly rate of \$3.50 (I) applies for non-listed service.

Revisions to this page to be implemented July 31, 2009

(C)