

## CUSTOMER SERVICE GUIDE

PORT BYRON TELEPHONE COMPANY  
New York

Section 3  
Original Sheet 1

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### DIRECTORY SERVICES

#### A. DIRECTORY LISTINGS

##### 1. General

The alphabetical section of the telephone directory consists of a list of names of end users in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of end users and those entitled to use the end user's service as an aid to the use of the telephone service. Any restrictions, changes or additions are provided for in this section.

##### 2. Conditions and Limitations

- a. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory.
- b. The company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- c. A listing must conform to the Company's specifications with respect to its directories.
- d. Listings are regularly provided in connection with all classes of exchange service except public telephone service.
- e. The length of the contract period for directory listings where the listing actually appears in the directory is the directory period. The directory period is from the day that the directory is distributed to the customers to the day the succeeding directory is distributed to the customers, unless the listing no longer services the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days. When the listing appears on information records only, the minimum contract period will be for at least 30 days.
- f. The Telephone Company shall not be liable for damage claimed on account of errors in or omissions from its directories; nor for the result of the publications of such errors in the directory; nor will the Telephone Company be a party to controversies arising between end users or others as a result of listing published in its directories.
- g. In cases of extra listing in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to cancellation of the charges and refunding of any charges to the customer in question.
- h. Listings are furnished only as specified for the various services mentioned in this section. Listings which, in the opinion of the company, are not necessary in connection with any services or facilities not specifically mentioned in this section are not furnished either with or without charge.

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### DIRECTORY SERVICES

#### A. DIRECTORY LISTINGS

##### 3. Additional Listings

###### a. General

- 1) Additional listings for which a charge is made, are available to business and residence customers and are subject to the same regulations as Primary listings.
- 2) Additional listings must bear the same address and telephone number as the primary or regular listing. An exception to this may be made in the case of off-premises access lines that are located in other premises solely occupied by the customer, in which case, a different address may be listed. This exception is not permitted when the off-premise access line is located in the residence of an employee of the customer.
- 3) Additional listings must be contracted for by the customer who is responsible for the charges.
- 4) Residence additional listings are available for other persons who are members of the customer's domestic establishment and occupy the same premises.
- 5) After insertion of an additional listing in the directory, such listing shall not be discontinued during the life of the directory unless the telephone is also discontinued or the party having the additional listing moves from the premises in which the telephone service is located.

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### DIRECTORY SERVICES

#### A. DIRECTORY LISTINGS

##### 3. Additional Listings (Continued)

##### a. General (Continued)

6) Additional listings may come in various forms. Below are a few examples:

- Reverse order of the individual names  
Primary Listing: Jones, John & Mary 123 Main St.-----123-4567  
Additional Listing: Jones, Mary & John 123 Main St.-----123-4567
- Reference to certain other telephone numbers  
Primary Listing: Joe's Garage 12 West Main St.-----555-1212  
Additional Listing: After five and weekends-----555-1243
- Reference to another listing  
Primary Listing: Housing, City  
Additional Listing: See Government-Planning and Development
- Other information possibly listed on a separate line  
-Email address                      -Office Hours  
-Fax Number                         -Former name of a company  
-Residence number for a doctor, dentist, attorney, etc.

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DIRECTORY SERVICES

A. DIRECTORY LISTINGS

4. Rates

- a. Listing charges date from the day information records are posted and are payable in the same manner as are charges for exchange service.
- b. All listing charges are automatically discontinued upon the termination of the main service. Charges for additional listings are also discontinued when, (a) the listed party dies, (b) when the listed party subscribes for similar exchange service, and/or (c) when the listed party moves from the premises at which the exchange service is furnished. The minimum charge for additional listings is the amount of such charges for one full directory period.
- c. The following monthly charges may apply:

	<u>Monthly Rate</u>
1) Additional Listing, per listing <sup>1</sup>	\$2.40

<sup>1</sup> Includes Indented listings, Duplicate listings, Alternate listings, Cross Reference listings, Night listings, and Foreign listings.