

DIRECTORY LISTINGS

APPROVED

(C)

A. 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.

B. Conditions and Limitations

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory
2. 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.
3. A listing must conform to the Company's specifications with respect to its directories.
4. Listings are regularly provided in connection with all classes of exchange service except public telephone service.
5. 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.
6. 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.
7. 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.
8. 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 the section are not furnished either with or without charge.

(C) Indicates Change

DIRECTORY LISTINGS (cont'd)

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C. Primary Listings

A Primary Listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted will be furnished at no charge.

1. Listings will be limited to such information as is necessary for the proper identification of the customer.
2. The length of a listing may be limited to the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.
4. Primary business listings must be the name under which the subscriber is conducting business.
5. Business listings may include a designation descriptive of the business or profession if the name does not indicate the nature of the business.
6. Titles are permitted in business or residence primary service listings where required for the purpose of identification.

When two or more main station lines or private branch exchange trunk lines are consecutively operated, the first number of the group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are consecutively operated, a primary listing may be made for each line. DID trunk numbers and trunk hunting lines listed will be charged the applicable listing charges for regular or additional listings.

(C) Indicates Change

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DIRECTORY LISTINGS (cont'd)



D. Additional Listings

1. General

- a. 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.
- b. 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.
- c. Additional listings must be contracted for by the customer who is responsible for the charges.
- d. Residence additional listings are available for other persons who are members of the customer's domestic establishment and occupy the same premises.
- e. 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.
- f. 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
 - Former name of a company
 - Residence number for a doctor, dentist, attorney, etc.
 - Office Hours
 - Fax Number

DIRECTORY LISTINGS (cont'd)



E. Non-Published and Non-Listed Numbers

1. General

At the request of the customer, a listing or listings (including name, address and telephone number) may be omitted or deleted from the telephone directory. The divulgence of the customer's telephone number to the public is dependent upon the type of service provided.

a. Non-Published Numbers

The customer listing is omitted or deleted from the telephone directory. Only the name and address of the customer will be carried in the telephone company records, and the number will not be given to any calling party.

b. Non-Listed Numbers

The customer listing is omitted or deleted from the telephone directory, but such listings will be carried in the telephone company information records and the number will be given to any calling party upon request.

2. Regulations

a. The Company shall not be liable should a non-listed or non-published telephone number be divulged inadvertently. When a non-published or a non-listed number is inadvertently published in a directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges that the customer has incurred for such service.

F. Rates

1. Listing charges date from the day information records are posted and are payable in the same manner as are charges for exchange service.

2. 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.

3. The following monthly charges may apply:

	<u>Monthly Rate</u>
a. Additional Listing, per listing ¹	\$1.25
b. Non-Published Number, per listing	\$2.00
c. Non-Listed Number, per listing	\$0.00

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¹ Includes Alternate listings, Cross Reference listings, additional line matter, and directional calling information.

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