

WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
Fifth Revised Contents Sheet 1
Cancels Fourth Revised Contents Sheet 1

DIRECTORY SERVICES

CONTENTS

	<u>Sheet</u>	
8.1	Directory Listings	1-4
	A. General	1
	B. Regulations	1
	C. Primary Listings	2
	D. Additional Listings	2-3
	E. Non-Published and Non-Listed Numbers	4
8.2	Reserved For Future Use	5
8.3	Directory Assistance Service	6-7
	A. General	6
	B. Definitions	6
	B. Service Descriptions	6
	C. Conditions and Limitations	6-7
8.4	Operator Services	7
	A. General Description	7
	B. Definition of Calls	7
	C. Terms and Conditions	7

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WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
First Revised Sheet 1
Cancels Original Sheet 1

DIRECTORY SERVICES

8.1 DIRECTORY LISTINGS

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 this section are not furnished either with or without charge.

WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
First Revised Sheet 2
Cancels Original Sheet 2

DIRECTORY SERVICES

8.1 DIRECTORY LISTINGS (Continued)

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 for 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.

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.

WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
First Revised Sheet 4
Cancels Original Sheet 4

DIRECTORY SERVICES

8.1 DIRECTORY LISTINGS (Continued)

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.

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WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
First Revised Sheet 5
Cancels Original Sheet 5

DIRECTORY SERVICES

8.2 RESERVED FOR FUTURE USE

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WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
Third Revised Sheet 6
Cancels Second Revised Sheet 6

DIRECTORY SERVICES

8.3 DIRECTORY ASSISTANCE SERVICE

A. General

Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

B. Definitions

- 1) Local numbers are any NPA/NXXs within the customer's home NPA.
- 2) National numbers are any NPA/NXXs within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the customer's home NPA.

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- 3) Call completion is when a customer requests that a call be completed to the number that was provided during the directory assistance call.

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C. Service Descriptions

- 1) Automated Directory Assistance

Calls that are made by the customer directly to the Directory Assistance Provider to request directory information. The customer places and completes the call.

D. Regulations

- 1) A maximum of two requested telephone numbers are allowed per call.
- 2) Rates will apply based on the NPA/NXX requested.
- 3) Call allowance, where applicable, is not transferable between separate accounts of the same or other customers.
- 4) Charges for Directory Assistance Service for requests of a local or national numbers are not applicable to calls placed from customers whose physical, visual or reading handicaps prevent them from using the telephone directory or from all Hospitals that equip patient rooms for telephone service.

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WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
Second Revised Sheet 7
Cancels First Revised Sheet 7

DIRECTORY SERVICES

8.4 OPERATOR SERVICES

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A. General Description

Operator Services allow customers to complete calls within the local calling area with the assistance of an operator. The Customer dials "0" or "0+ NXX LINE" to get the operator. Charges include a per-call rate as well as a per-minute rate.

B. Definition of Calls

1. Billed to Third Number

When the Customer dialing the Operator requests the call to be billed to a third-party. The third party will need to accept the charges before the caller and the called party can be connected.

2. Collect Calls

When the Customer dialing the Operator requests the call to be billed to the called number.

3. Person-to-Person

When the Customer requests the Operator to complete the call to a specific telephone number and in addition requests to speak to a specific person, department, extension of an office, etc. Once the requested person, department, extension, etc. joins the call, the Operator will connect the call.

4. Station-to-Station

When the Customer requests the Operator to complete the call to a specific telephone number and is willing to speak to whoever answers the called number.

5. Call Completion

When the Customer requests the Operator to complete the call to a called number. This charge is in addition to other charges that may be assessed.

C. Terms and Conditions

1. Operator Services are available 24 hours, 7 days a week. Rates apply to any time of the day and any day of the week.
2. Qualified customers with disabilities will not be assessed the charges.
3. This service is not available on payphones.

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WISCONSIN TERMS OF SERVICE

TDS TELECOM
Wisconsin

Section 8
First Revised Sheet 8
Cancels Original Sheet 8

DIRECTORY SERVICES

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(M) Text shown here has been revised and it is now shown on Sheet 6 of this Section.