

DIRECTORY SERVICES

TABLE OF CONTENTS

Sheet

A. DIRECTORY ASSISTANCE SERVICES

I. General	2
II. Directory Assistance Service	3
III. Connect Request®.....	5
IV. National Directory Assistance Service	7
III. Rates	8

B. DIRECTORY SERVICE

I. Special Conditions	10
1. General	10
2. Alphabetical.....	12
3. Directory Nonlisted Number Service	19
II. Rates	20

C. LIST SERVICE.....21

D. SHARED SYSTEM LISTING SERVICE 22

E. SUBSCRIBER LISTING INFORMATION 24

F. PUBLISHER LISTING FEES 27

(N)

Effective: December 1, 2008

DIRECTORY SERVICES

TABLE OF CONTENTS

Sheet

A.	DIRECTORY ASSISTANCE SERVICES	
I.	General	2
II.	Directory Assistance Service	3
III.	Connect Request®.....	5
IV.	National Directory Assistance Service	7
III.	Rates	8
B.	DIRECTORY SERVICE	
I.	Special Conditions	10
1.	General	10
2.	Alphabetical.....	12
3.	Directory Nonlisted Number Service	19
II.	Rates	20
C.	LIST SERVICE.....	21
D.	SHARED SYSTEM LISTING SERVICE	22

DIRECTORY SERVICES

TABLE OF CONTENTS

Sheet

A. DIRECTORY ASSISTANCE SERVICES

I. General	2
II. Directory Assistance Service	3
III. Connect Request®.....	5
IV. National Directory Assistance Service	7
III. Rates	8

B. DIRECTORY SERVICE

I. Special Conditions	10
1. General	10
2. Alphabetical.....	12
3. Directory Nonlisted Number Service	19
II. Rates	20

C. LIST SERVICE.....21

D. SHARED SYSTEM LISTING SERVICE 22

E. SUBSCRIBER LISTING INFORMATION 24

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES

I. GENERAL

APPLICABILITY

Applicable to furnishing a calling party with telephone numbers or other information available from the Company's Directory Assistance records.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A, and within Local Access and Transport Areas (LATAs).

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE

The call allowances and charges shown in RATES V.1 and V.2 herein only apply to calls placed to Directory Assistance requesting telephone numbers within the calling party's area code (NPA) or Local Access and Transport Area (LATA).

1. Directory Assistance Service provides the calling party with the following type information from the Company's Directory Assistance records:

- a. The requested telephone number.
- b. Requested telephone number information cannot be found.
- c. The Directory Assistance operator will furnish up to a maximum of two items of the type of information above per call.
- d. The business name and number may be provided after searching by a category or 'type of business' provided by the customer. Up to three business names are furnished from the random search. A maximum of two headings or categories can be searched per call.
 - With a 'type of business' search, the caller is billed for each category searched. The Local Directory Assistance rate applies for both local and national businesses searched.
 - Charges are applicable if no listings are found or if the listings found are non-published.

(N)
|
(N)

2. Application of Directory Assistance Service Call Allowance

- a. Any portion of a Directory Assistance Service call allowance which is unused during a billing period may not be used in another billing period nor can an unused portion be transferred from one account to any other account.
- b. If Direct Outward Dialing (DOD) or Direct Inward Dialing (DID) are provided with a trunk-line service, the call allowance applies to each trunk furnished.
- c. The rates and allowances for Directory Assistance Service apply to FX customers who are provided dial tone by this Company.
- d. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the surcharge for an operator assisted station message, as set forth in Section 18, Operator Services, of this Product Guide.

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE

The call allowances and charges shown in RATES V.1 and V.2 herein only apply to calls placed to Directory Assistance requesting telephone numbers within the calling party's area code (NPA) or Local Access and Transport Area (LATA).

1. Directory Assistance Service provides the calling party with the following type information from the Company's Directory Assistance records:
 - a. The requested telephone number.
 - b. Requested telephone number information cannot be found.
 - c. The Directory Assistance operator will furnish up to a maximum of two items of the type of information above per call.
2. Application of Directory Assistance Service Call Allowance
 - a. Any portion of a Directory Assistance Service call allowance which is unused during a billing period may not be used in another billing period nor can an unused portion be transferred from one account to any other account.
 - b. If Direct Outward Dialing (DOD) or Direct Inward Dialing (DID) are provided with a trunk-line service, the call allowance applies to each trunk furnished.
 - c. The rates and allowances for Directory Assistance Service apply to FX customers who are provided dial tone by this Company.
 - d. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the surcharge for an operator assisted station message, as set forth in Section 18, Operator Services, of this Product Guide.

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

II. DIRECTORY ASSISTANCE SERVICE - Continued

3. The following are provided an unlimited allowance and are exempt from Directory Assistance charges:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Company by completing a Company provided exemption form.
 - b. A residence service is exempt if the service is used by anyone who is certified to have a physical disability which limits using a telephone directory.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 3.a. above, or if the service is provided to an organization established specifically for the purpose of assisting with severe seeing disabilities. Such an organization may employ the services of both certified and non-certified individuals. This exemption does not apply to customers connecting COPTs to the Company's network.
 - d. Certified individuals who make Directory Assistance calls from any telephone and charge the calls to an exempt telephone number or calling card. This exemption does not apply to customers connecting COPTs to the Company's network.
 - e. Customers whose lines are not equipped with Automatic Number Identification (ANI).

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. CONNECT REQUEST®

1. Connect Request® provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer). The Connect Request® charge applies only to calls that are answered.
2. The mechanized announcement will instruct the caller that for an additional charge, the call will be automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will incur the Connect Request® charge. Customers may request blocking of Connect Request® calls originating from their telephone lines by contacting the Company's business office.
3. Connect Request® charges will be applicable to persons with a visual, physical, or reading handicap.
4. Connect Request® will be furnished only where facilities and operating conditions permit.
5. Connect Request® will not be provided to the following services:
 - 800 Service
 - 976 Service
 - 900 Service

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

III. CONNECT REQUEST® - Continued

6. This service is furnished solely for the telephone calling purposes of the caller.
7. Provisions concerning limitations of liability and allowance for interruption of service are as set forth in Section 2.B.6. of this Product Guide and in Schedule Cal. P.U.C. No. D&R, Rule No. 26.
8. This offering provides call completion on a Local Access and Transport Area (LATA) basis.
9. Connect Request® is not available with rotary dial service.
10. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Connect Request®), the charge shown under V.3., RATES, will apply per completed call. The Connect Request® charge is in addition to any applicable Directory Assistance and/or IntraLATA toll charges. Directory Assistance call allowances, as specified in this section do not apply to Connect Request®.
11. Calls will be completed on a sent paid basis. Person-to-person, collect, conference, calling card, third number or any other calls requiring operator handling are not included.
12. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

IV. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. National Directory Assistance Service is available to business and residence customers who request directory assistance listings outside their Local Access and Transport Area (LATA).
2. A maximum of two requested telephone numbers will be provided for each National Directory Assistance call.
3. Customers who make operator handled calls to National Directory Assistance will be charged the applicable rate for National Directory Assistance plus the service charge for an operator handled station message, as set forth in the Section 18, Operator Services, of this Product Guide.
4. National Directory Assistance Service will be furnished only where facilities and operating conditions permit.
5. Local Directory Assistance call allowances as specified in this Product Guide do not apply to National Directory Assistance. There will be no call allowances associated with National Directory Assistance Service.
6. The Company will not release nonpublished listings except where a listing may be already disclosed in another telephone company published directory or directory database.
7. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>	
1. Residence Service and ULTS, each line ¹	\$ 2.49 (I)	(T)
2. Business Service ¹		(T)
a. Individual Line Service, each line	2.49 (I)	
b. Trunk-line Services, each trunk	2.49 (I)	
c. CentraNet® Service, each station line	2.49 (I)	
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	2.49 (I)	
e. COPT Providers (operator assisted calls), each line connecting COPT to network	2.49 (I)	
f. COPT Providers (directly dialed calls), each line connecting COPT to network	2.49 (I)	

¹ Callers may request second and third listings by remaining on the line.

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>
1. Residence Service and ULTS, each line	\$ 1.99 (I)
2. Business Service	
a. Individual Line Service, each line	1.99 (I)
b. Trunk-line Services, each trunk	1.98 (I)
c. CentraNet® Service, each station line	1.99 (I)
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	1.99 (I)
e. COPT Providers (operator assisted calls), each line connecting COPT to network	1.25
f. COPT Providers (directly dialed calls), each line connecting COPT to network	1.99 (I)

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>	
1. Residence Service and ULTS, each line	\$ 1.50	(l)
2. Business Service		
a. Individual Line Service, each line	1.50	(l)
b. Trunk-line Services, each trunk	1.25	
c. CentraNet® Service, each station line	1.25	
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	1.25	
e. COPT Providers (operator assisted calls), each line connecting COPT to network	1.25	
f. COPT Providers (directly dialed calls), each line connecting COPT to network	1.25	

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>	
1. Residence Service and ULTS, each line	\$ 1.25	(l)
2. Business Service		
a. Individual Line Service, each line	1.25	(l)
b. Trunk-line Services, each trunk	1.25	(l)
c. CentraNet® Service, each station line	1.25	(l)
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	1.25	(l)
e. COPT Providers (operator assisted calls), each line connecting COPT to network	1.25	(l)
f. COPT Providers (directly dialed calls), each line connecting COPT to network	1.25	(l)

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES

	<u>Rate Per Call</u>
1. Residence Service and ULTS, each line	\$ 0.95
2. Business Service	
a. Individual Line Service, each line	0.95
b. Trunk-line Services, each trunk	0.95
c. CentraNet® Service, each station line	0.95
d. All Other Services (Marine Service, Mobile, etc.), except connections for COPT vendors, each line	0.95
e. COPT Providers (operator assisted calls), each line connecting COPT to network	0.95
f. COPT Providers (directly dialed calls), each line connecting COPT to network	0.95

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>	
3. Connect Request®, each call completed	\$ 0.45	
4. National Directory Assistance, each call ¹	2.49 (I)	(T)

¹ Callers may request second and third listings by remaining on the line.

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>
3. Connect Request®, each call completed	\$ 0.45
4. National Directory Assistance, each call	1.99 (I)

Effective: December 1, 2008

DIRECTORY SERVICES

A. DIRECTORY ASSISTANCE SERVICES - Continued

V. RATES - Continued

	<u>Rate Per Call</u>
3. Connect Request®, each call completed	\$ 0.45
4. National Directory Assistance, each call	1.50

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE

I. SPECIAL CONDITIONS

APPLICABILITY

Applicable to telephone directory services, composed of Alphabetical Directories, and to Interexchange Carrier (IC) Information Listing in the "dialing instructions" section of the white pages in the telephone directory.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A of this Product Guide, Sheets 3 and 4.

1. GENERAL

- a. As of October 11, 2007, Telephone Directories are provided by Idearc Media Corp., the official publisher of Verizon print directories. Additional local directories and directories outside the local calling area may be obtained by contacting Idearc. For rates, terms and conditions, call 1-800-888-8448, or visit www.directorystore.com.
- b. Telephone directories containing alphabetical listings for the local and ZUM areas as set forth in Product Guide, Section 4A (Local Exchange and EAS) shall be provided upon customer request without charge. (N)
- c. Tariffs and this Product Guide of the exchange served by a directory shall be applicable to the alphabetical listings appearing therein. (N)
- d. Public telephones will not be listed.
- e. Under provision of Section 384 of the Penal Code, every telephone directory published and distributed to the general public after September 11, 1957, shall have the following notice:

WARNING

The Penal Code of the State of California provides that any person who shall willfully refuse to immediately relinquish a line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service, or any person who shall secure the use of the line by falsely stating that such line is needed for an emergency call, shall be guilty of a misdemeanor. "Emergency" as used above means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE

I. SPECIAL CONDITIONS

APPLICABILITY

Applicable to telephone directory services, composed of Alphabetical Directories, and to Interexchange Carrier (IC) Information Listing in the "dialing instructions" section of the white pages in the telephone directory.

TERRITORY

Within the exchange areas of all exchanges, as listed in Section 4A of this Product Guide, Sheets 3 and 4.

1. GENERAL

- b. As of October 11, 2007, Telephone Directories are provided by Idearc Media Corp., the official publisher of Verizon print directories. Additional local directories and directories outside the local calling area may be obtained by contacting Idearc. For rates, terms and conditions, call 1-800-888-8448, or visit www.directorystore.com.
- b. Telephone directories containing alphabetical listings for the local and ZUM areas as set forth in Section 4A shall be provided upon customer request without charge.
- c. Tariffs and this Product Guide of the exchange served by a directory shall be applicable to the alphabetical listings appearing therein.
- d. Public telephones will not be listed.
- e. Under provision of Section 384 of the Penal Code, every telephone directory published and distributed to the general public after September 11, 1957, shall have the following notice:

WARNING

The Penal Code of the State of California provides that any person who shall willfully refuse to immediately relinquish a line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call, to a fire department or police department or for medical aid or ambulance service, or any person who shall secure the use of the line by falsely stating that such line is needed for an emergency call, shall be guilty of a misdemeanor. "Emergency" as used above means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

1. GENERAL - Continued

- f. A trade name may be used as the name portion of either additional or primary listings. The Company may require the customer to furnish evidence satisfactory to the Company that he is authorized to use the Trade Name described in the listing furnished, and that the business is actually being conducted under that name.

If, upon request of the Company, the customer for any reason does not furnish such evidence, the Company may refuse to list the name or refuse to continue a listing of the name. Acceptance or refusal of the Company to accept a listing is subject to review by the Public Utilities Commission of the State of California.

- g. The customer assumes full responsibility concerning the right to use any name, address, or trade name in a directory listing acceptable to the company.
- h. The customer assumes full responsibility in determining that any name, address or trade name listed will conform in all respects to all applicable law and all licensing requirements from state or any local licensing authority.
- i. The customer agrees to indemnify and hold the Company harmless from any claims, loss, damage or liability, which arises out of or results from the use by the customer of a listing containing a name, address or trade name or with respect to or related to g. and h. above.
- j. Except as otherwise provided in this section, the Company does not undertake to determine the legal, contractual or any other right to the use of a name, address, or trade name. Nor does the Company undertake to determine whether a customer is required to have a valid occupational or business license, permit or registration from the State of California or any local licensing authority in order to engage in the business listed.
- k. Nonpublished and Nonlisted telephone numbers may be displayed to customers who subscribe to Calling Number Identification (CNID) Service. Nonpublished and Nonlisted customers may elect to utilize Complete or Selective Blocking (Section 6 of this Product Guide), which will block display of the telephone number to the called party. (See Schedule Cal. P.U.C. No. D&R, Rule No. 44.)

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL

- a. Listings in the alphabetical sections of the telephone-directories are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service.
 - (1) One listing will be provided without additional charge for each individual line, each private branch exchange, each telephone answering service, each call receiving service, each CentraNet® service, or each number in rotary sequence.
 - (2) The rate for foreign exchange service includes primary listings, without additional charge, in the directories serving the foreign and local exchanges.
 - (3) The rate for a radiotelephone Company's bonafide mobile radio customers using the telephone number of the Company's base stations, or an individually assigned telephone number shall be that of an additional listing.
- b. Rates for listings in other directories, additional listings and lines of information begin the day the listings are entered in the information records. When such listings are included in a directory, the charges will be discontinued only at the end of the publication period for that directory, and then only if notice is received on or before the closing date of the next directory; also, charges will be discontinued if the listed party vacates the customer's premises or subscribes to service of the same class furnished the customer, or if service to the customer or listed party is discontinued.
- c. For liability and allowance for listing errors or omissions see Section 2.B.6. of this Product Guide and Schedule Cal. P.U.C. No. D&R, Rule No. 26.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- d. All applications for additional listings and lines of information shall be made by the customer or an authorized agent of the customer, except that reference to the service of another customer shall first be authorized by such other customer. Such authorization may be withdrawn effective at the end of any directory period provided such notice is received by the Company on or before the closing date of the new directory.
- e. Additional listings in connection with the customer's service must bear the same address and telephone number as the customer's primary listing with the following exceptions:
 - (1) No address is included in either of the types of reference listings under II. RATES 2.d and 2.e and no address or telephone number is included in cross reference listings, 2.f.
 - (2) Additional listings in connection with service not located on the same premises as the primary service may show the address at which the service is located, except that the address may be omitted from the listing when the customer does not publicly conduct business at the address at which the service is furnished. The name portion of the listing shall include a reference to the name shown in the primary listing.
 - (3) Additional listings in connection with CentraNet® or inward dialing stations may show the address of either the pilot number or the location of the station, but will show the telephone number of that CentraNet® or inward dialing station.
 - (4) Additional listings in connection with foreign exchange service will not be permitted to show the address of an extension station provided only for answering purposes.
 - (5) Upon the customer's request, the address may be substituted with one of the following:
 - (a) Post office box address within the same local area.
 - (b) Off premise extension address.
 - (c) Remote Call Forwarding address.
 - (d) The address may be omitted from the directory.
 - (6) The rate for an additional line of information is also applicable if address information results in an extra line.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- f. A line of information may consist only of descriptive information acceptable to the Company.
- g. The number for facsimile/computers used in connection with telephone lines may be listed as such in a caption arrangement upon customer request.
- h. (1) Each business listing shall reasonably identify the particular person or firm to whom the service is furnished.
- (2) Business service primary listings consist of a name, designation, address and telephone number in accordance with the following:
 - (a) Name - The name must be the name under which the customer is publicly conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization or association. Acceptable titles are those by which a person is commonly addressed or recognized by the general public.
 - (b) Designation - A designation descriptive of the business or profession may be included in the listing.
 - (c) Address - The address may be that of the premises on which the primary station, extension station, PBX attendant's position, PBX station, CentraNet®, telephone answering service, answering line or secretarial line is located, or from which the mobile equipment of the business operates; or the address where calls are forwarded in conjunction with Remote Call Forwarding service. The address may be omitted or a post office box address or the address of a private postal service within the same local service area may be substituted upon the request of the customer, except where the type of business generally involves the removal of appliances, furniture or articles of value from the owner's premises, or where required by law, the address at which the customer is conducting business must be included in the business listing. The address may include a sublocation such as suite number or apartment number.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

h. (2) Business service primary listings . . . - Continued

- (d) Telephone Number - The listed telephone number shall be that assigned to the telephone service.

When caption arrangements are used, the main caption listing must fulfill the requirements set forth under (2). above.

i. Business additional listing under II.RATES 2.a and cross- reference listings under II.RATES 2.f may be of the following classification:

- (a) Those members of firms, the officers of corporations or the names of employees, departments or branches of the customer's business, etc. Departments or branches will be included under the primary service listing only. A listing may include the name portion of the primary listing and also the same business designation descriptive of the connection with such name.
- (b) Other names under which the business of the customer may be known to the public where such name is applicable to identically the same business operation in scope and character as that covered by the primary service listing.
- (c) A cross reference listing will include a name and reference to another listing which would carry the telephone number. This type of listing may be furnished at the option of the Company at no charge when it appears necessary in connection with telephone service in general, provided the listing would have no value to the customer.
- (d) A listing under Special Condition 2.i. will be furnished only where there is sufficient evidence that the business may be known to the public under such name, provided that (1) the listing has not been designed solely to secure preferential location in the alphabetical or classified section; (2) the principles of shared system listing service are not violated; (3) the inclusion of such listing in the telephone directory will aid other telephone customers in locating the customer to the telephone service.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

- j. Listings and lines of information under II.RATES 2. and 3. are available in connection with listings furnished under II.RATES 1.

- k. (1) Residence primary listings or additional listings shall consist of the following:

- (a) Name

Individual(s) listed must reside on the premises at which service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. The Company may require proof that the name requested is the name by which the individual is known and the name that the individual commonly uses.

The name(s) may be:

- 1.1 That of an individual.
 - 1.2 A combination of names and/or initials of two persons with the same surname.
 - 1.3 Another given name and/or initials for a person known by more than one name.
 - 1.4 For the purpose of identification, a residence listing of a professional customer may include an abbreviation indicating a professional title or scholastic degree.

- (b) Address

- 1.1 The address shall be that of the premises at which service is furnished except, upon the customer's request,

The address may be omitted from the directory.

The United States post office box address within the same local service area.

A private postal service address within the same local service area.

The substitution of a different city name within the same local service area is permitted.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (1) Residence primary listing or additional listings . . . - Continued

(c) Telephone Number

1.1 The listed number shall be that assigned to the telephone service

- (2) Residence listings may include a title or abbreviation acceptable to the Company to assist in listing identification when the customer is dealing in medical emergency services.

Residence listings for other than those individuals dealing in medical emergency services may include an abbreviation indicating a professional title or scholastic degree acceptable to the Company.

- (3) Residence additional listing may be those of the customer or members of the customer's domestic establishment residing on the premises on which the customer's service is furnished.
- (4) Listing for CentraNet® dormitory stations are treated as residence additional listings and are charged for under II.RATES 2.b., following.
- (5) The rate for non-published and non-listed services does not apply to the following:

(a) Customer with a Published Listing

If a customer has both published and non-published/non-listed listings for the same address and class of service, the non-published/non-listed monthly recurring charge will not apply.

(b) Customer with a Non-Published/Non-Listed Listing

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

2. ALPHABETICAL - Continued

k. (5) - Continued

- (c) Pay Telephone Service
- (d) Special Reversed Long Distance Service
- (e) Foreign Exchange/Zone Service
- (f) Temporary Service (service provided for a period of not more than 30 days)
- (g) Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
- (h) Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- (i) New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period of not more than 30 days).

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

3. NONLISTED NUMBER SERVICE

Directory Nonlisted Number Service is an arrangement whereby a subscriber's telephone number is omitted from the telephone directory but is listed with Directory Assistance.

When Directory Nonlisted Number Service is furnished, the customer will hold the Company harmless from any damages which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonlisted arrangement.

Subscribers to Directory Nonlisted Number Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

4. WHITE PAGE DIRECTORY LISTINGS

White page directories include business listings, local emergency numbers and local government pages.

Residential white pages listings are available free of charge to residential customers upon request. *You may request the listings, in print form or on CD-ROM, by calling 1-800-888-8448. Once requested, the listings, in addition to periodic updates, will be delivered to you by United States Postal Service until you cancel, move to a new address or make a change to your listing. Upon moving or changing your listing, you must renew your request by calling the number above.

In addition, residential white pages listings are available online at www.Verizon.com/whitepages

(N)

(N)

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

I. SPECIAL CONDITIONS - Continued

3. NONLISTED NUMBER SERVICE

Directory Nonlisted Number Service is an arrangement whereby a subscriber's telephone number is omitted from the telephone directory but is listed with Directory Assistance.

When Directory Nonlisted Number Service is furnished, the customer will hold the Company harmless from any damages which might arise and absolve the Company from any responsibility for the failure of the customer to receive calls because of the nonlisted arrangement.

Subscribers to Directory Nonlisted Number Service will be required to maintain such service until the first issuance of a directory in which a requested change may be published, or until telephone service is discontinued. Billing for such services will be discontinued with the last regular bill dated before the issuance of the directory in which the change is made.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$4.50
b. Residence	2.70
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	4.50
b. Residence, each	2.70
c. Guests of hotel, each	
Business	4.50
Residence	2.70
d. Reference to another service of the customer, each	
Business	4.50
Residence	2.70
e. Reference to service of another customer, each	
Business	4.50
Residence	2.70
f. Cross-reference listing, each	
Business	4.50
Residence	2.70
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	4.50
Residence	2.70
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	2.50 (l)
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	2.50

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$4.50 (I)
b. Residence	2.70
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	4.50 (I)
b. Residence, each	2.70
c. Guests of hotel, each	
Business	4.50 (I)
Residence	2.70
d. Reference to another service of the customer, each	
Business	4.50 (I)
Residence	2.70
e. Reference to service of another customer, each	
Business	4.50 (I)
Residence	2.70
f. Cross-reference listing, each	
Business	4.50 (I)
Residence	2.70
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	4.50 (I)
Residence	2.70
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	2.25
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	2.50 (I)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$4.00
b. Residence	2.70 (I)
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	4.00
b. Residence, each	2.70 (I)
c. Guests of hotel, each	
Business	4.00
Residence	2.70 (I)
d. Reference to another service of the customer, each	
Business	4.00
Residence	2.70 (I)
e. Reference to service of another customer, each	
Business	4.00
Residence	2.70 (I)
f. Cross-reference listing, each	
Business	4.00
Residence	2.70 (I)
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	4.00
Residence	2.70 (I)
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	2.25 (I)
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	2.00 (I)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$4.00 (I)
b. Residence	2.25
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	4.00 (I)
b. Residence, each	2.25
c. Guests of hotel, each	
Business	4.00 (I)
Residence	2.25
d. Reference to another service of the customer, each	
Business	4.00 (I)
Residence	2.25
e. Reference to service of another customer, each	
Business	4.00 (I)
Residence	2.25
f. Cross-reference listing, each	
Business	4.00 (I)
Residence	2.25
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	4.00 (I)
Residence	2.25
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	2.00
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.75

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$3.50
b. Residence	2.25
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	3.50
b. Residence, each	2.25
c. Guests of hotel, each	
Business	3.50
Residence	2.25
d. Reference to another service of the customer, each	
Business	3.50
Residence	2.25
e. Reference to service of another customer, each	
Business	3.50
Residence	2.25
f. Cross-reference listing, each	
Business	3.50
Residence	2.25
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	3.50
Residence	2.25
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	2.00 (I)
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.75

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)	
a. Business	\$3.50 (I)
b. Residence	2.25 (I)
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	3.50 (I)
b. Residence, each	2.25 (I)
c. Guests of hotel, each	
Business	3.50 (I)
Residence	2.25 (I)
d. Reference to another service of the customer, each	
Business	3.50 (I)
Residence	2.25 (I)
e. Reference to service of another customer, each	
Business	3.50 (I)
Residence	2.25 (I)
f. Cross-reference listing, each	
Business	3.50 (I)
Residence	2.25 (I)
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	3.50 (I)
Residence	2.25 (I)
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.75 (I)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each (Foreign Listing Services)		(N)
a. Business	\$3.25 (I)	(X)
b. Residence	2.00 (I)	(X)
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)		
a. Business, each	3.25	
b. Residence, each	2.00	
c. Guests of hotel, each		
Business	3.25	
Residence	2.00	
d. Reference to another service of the customer, each		
Business	3.25	
Residence	2.00	
e. Reference to service of another customer, each		
Business	3.25	
Residence	2.00	
f. Cross-reference listing, each		
Business	3.25	
Residence	2.00	
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)		
Business	3.25	
Residence	2.00	
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75	
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.50	

(X) Corrected to reflect the change that was effective on 3/10/10.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate		
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each			
a. Business	\$1.75		
b. Residence	1.75		
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)			
a. Business, each	3.25		
b. Residence, each	2.00		
c. Guests of hotel, each			
Business	3.25 (I)		(X)
Residence	2.00 (I)		(X)
d. Reference to another service of the customer, each			
Business	3.25 (I)		(X)
Residence	2.00 (I)		(X)
e. Reference to service of another customer, each			
Business	3.25 (I)		(X)
Residence	2.00 (I)		(X)
f. Cross-reference listing, each			
Business	3.25 (I)		(X)
Residence	2.00 (I)		(X)
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)			
Business	3.25 (I)		(X)
Residence	2.00 (I)		(X)
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75		
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.50		

(X) Corrected to reflect the change that was effective on 3/10/10.

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each		
a. Business	\$1.75	
b. Residence	1.75	
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)		
a. Business, each	3.25	(l)
b. Residence, each	2.00	(l)
c. Guests of hotel, each		
Business	2.95	
Residence	1.75	
d. Reference to another service of the customer, each		
Business	2.95	
Residence	1.75	
e. Reference to service of another customer, each		
Business	2.95	
Residence	1.75	
f. Cross-reference listing, each		
Business	2.95	
Residence	1.75	
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)		
Business	2.95	
Residence	1.75	
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75	
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.50	(l)

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	Monthly Rate	
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each		
a. Business	\$1.75	
b. Residence	1.75	
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)		
a. Business, each	2.95	(l)
b. Residence, each	1.75	
c. Guests of hotel, each		
Business	2.95	(l)
Residence	1.75	
d. Reference to another service of the customer, each		
Business	2.95	(l)
Residence	1.75	
e. Reference to service of another customer, each		
Business	2.95	(l)
Residence	1.75	
f. Cross-reference listing, each		
Business	2.95	(l)
Residence	1.75	
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)		
Business	2.95	(l)
Residence	1.75	
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75	
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.25	

Effective: December 1, 2008

DIRECTORY SERVICES

B. TELEPHONE DIRECTORY SERVICE - Continued

II. RATES

	<u>Monthly Rate</u>
1. Primary service listing in a directory other than that of the serving exchange when furnished at the customer's request, each	
a. Business	\$1.95
b. Residence	1.75
2. Additional listings (SEE SPECIAL CONDITIONS 2.d.,e.,h.,i.,j.)	
a. Business, each	1.95
b. Residence, each	1.75
c. Guests of hotel, each	
Business	1.95
Residence	1.75
d. Reference to another service of the customer, each	
Business	1.95
Residence	1.75
e. Reference to service of another customer, each	
Business	1.95
Residence	1.75
f. Cross-reference listing, each	
Business	1.95
Residence	1.75
g. Line of information, each (SEE SPECIAL CONDITIONS 2.d., 2.f.)	
Business	1.95
Residence	1.75
3. Nonpublished Listing Service (See Schedule Cal. P.U.C. No. D&R, Rule No. 44, and SPECIAL CONDITION 2.k.5).	1.75
4. Directory Nonlisted Number Service (See SPECIAL CONDITION 2.k.5).	1.25

Effective: December 1, 2008

DIRECTORY SERVICES

C. LIST SERVICE

APPLICABILITY

Applicable to furnishing telephone numbers in written form from the alphabetical section of telephone directories.

SPECIAL CONDITIONS

1. List Service consists of searching for listings and matching telephone numbers to one or more names and addresses supplied by the customer and furnishing such information in written form to the customer. These telephone numbers shall be obtained from listings included in the alphabetical section of the regular telephone directories which are normally available to the Company's operator services personnel. This service contemplates furnishing telephone numbers in effect at the time a request is received only. A request to verify or update telephone number information previously furnished shall be charged for as an initial request for service.
2. One area code charge is applicable for each area code involved in a request for list service for which a telephone number listing is provided.
3. This service is furnished solely for telephone calling purposes of the customer. The customer shall not sell, reprint, lease, rent or permit the use of this information by others.
4. The Company assumes no responsibility or liability for any errors in the information furnished. The customer shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this Product Guide.
5. Where a name supplied by a customer is included in a caption listing arrangement and a single telephone number can clearly be associated with it, only that telephone number will be furnished; otherwise all telephone numbers included in that caption arrangement will be furnished at the charge shown above.

RATES

	<u>NRC</u>
Each Area Code	\$ 15.90
Each Listing Searched	.25

Effective: December 1, 2008

DIRECTORY SERVICES

D. SHARED SYSTEM LISTING SERVICE

SPECIAL CONDITIONS

1. Shared System Listing service is an arrangement whereby an individual, firm, corporation or association shares in the use of a customer's telephone service.
2. The rate for a Shared System Listing includes a listing in the alphabetical and classified directories, and applies in addition to rates and charges for other service provided.
3. Shared System Listing service will be billed to the customer of the Company.
4. Shared System Listing service will be provided when an application is made by the customer and any one of the following conditions exists.
 - a. Application is for the use of the customer's service by an individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which the customer's primary or off premises service is located.
 - b. Application is for the use of the customer's service for another business publicly conducted by the customer and differing in character and in name from the business for which the facilities are furnished.
 - c. Application is for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.
5. Signatures of the customer of the Company and the Shared System Listing applicant sharing the service are required to establish a Shared System Listing.

Effective: December 1, 2008

DIRECTORY SERVICES

D. SHARED SYSTEM LISTING SERVICE

SPECIAL CONDITIONS

6. The minimum charge for Shared System Listing service shall be the monthly rate. If the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:
 - The person(s) sharing the service vacates the customer's premises;
 - The customer's service is discontinued;
 - If, for a business, the business for which the listing service is provided is discontinued at the customer's premises.
7. The Shared System Listing may carry the same telephone number listed for the customer, or; when separate lines, trunks or groups of lines in rotary sequence, or station lines of a DID system are assigned, these numbers may be contained in the listing.
8. Special conditions as set forth in this Section are applicable to Shared System Listing service unless otherwise specified herein.

<u>RATES</u>	<u>NRC</u>	<u>Monthly Rate</u>
Shared System Listing (SSL) associated with individual line service, and trunk line services, each listing	1	\$ 2.80

¹ Appropriate Service Order Charges in Section 3 of this Product Guide are applicable.

Effective: December 1, 2008

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

1. APPLICABILITY

Applicable to directory publisher access to Utility's Subscriber Listing Information (SLI).

2. GENERAL

- a. The Utility will supply Publishers with the names, addresses, telephone numbers and primary advertising classifications (if any) of the Utility's telephone subscribers for locations requested by Publisher and updates to this information.
- b. Subscriber Listing Information (SLI) and Updated Subscriber Listing Information (Updated SLI) shall not include information for subscribers whose telephone numbers are unlisted or unpublished.
- c. Subscriber Listing Information and Updated Subscriber Listing Information are available by Utility Directory Name, Exchange and NPA/NXX, customer segmentation (e.g., business, residential) and for Updated SLI, by service order type (e.g., installation, change).
- d. For distribution purposes only, service addresses are available as a separate chargeable option with the SLI Basefile. Service addresses can be provided with Updated SLI as an option to customers at no extra charge.*
- e. Charges listed in II.RATES do not include applicable surcharges, sales or similar tax, which will be added.

* If a Publisher requests service addresses for unpublished and unlisted subscribers, this will be provided, for the Publisher's directory distribution purposes only, at the same rate as SLI Basefile or Updated SLI, as required, by Decision No. 97-01-042 issued January 24, 1997.

Effective: December 1, 2008

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

3. SPECIAL CONDITIONS

- a. Information ordered is supplied in either compact disk (CD) or hard copy print-out as selected by Publisher. Updates are also available through Internet access.
- b. Updates will be provided on a daily, weekly or monthly basis as elected by the Publisher.
- c. Orders for listing information must be submitted in writing (facsimile acceptable) on the Utility order form. Publisher must allow thirty (30) days processing time in advance of the desired date for the information.
- d. Requests must specify the date the SLI should be pulled from the directory listings database, and for Updates, the begin and end dates information should be provisioned. Also to be specified are the directory names, exchanges, NPA/NXXs, listing types desired, the medium for provision of the Listing Information, and the address for delivery.
- e. The Utility will invoice Publisher subsequent to provision of the listing information. Publisher agrees to pay the invoice within 45 days of receipt.
- f. SLI and Updated SLI are provided solely for the purpose of publishing directories. Publisher agrees not to distribute or sell the listing information to any third party, and agrees not to sublicense or assign any right acquired by Publisher under this tariff. No right or license is granted or implied under any proprietary rights of the Utility or affiliates that subsist in portions of directories distributed by or for the Utility other than SLI and Updates. Publisher certifies that the listing information shall be used only for the purpose of publishing directories.

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

3. SPECIAL CONDITIONS - Continued

- g. The Utility's liability shall be limited to direct and actual damages which shall not exceed the fees paid by Publisher for the information provided by the Utility. Under no circumstances shall the Utility be responsible or liable for indirect, incidental, special or consequential damages, including, but not limited to, economic loss or lost business or profits.
- h. Listing Information is supplied as is. The Utility makes no warranty of any kind, express or implied, including without limitation warranties of merchantability or fitness for a particular purpose.
- i. Publisher agrees to indemnify, defend, and hold harmless the Utility, its affiliates, officers, agents, and contractors (collectively, the "Indemnified Parties") from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by any third party arising from a Publisher's use of the listing information provided as requested.

4. RATES

a. Subscriber Listing Information (SLI)

- | | |
|-----------------|---------------------|
| 1) SLI Basefile | \$ 0.04 per listing |
| 2) Updated SLI | 0.06 per listing |
| 3) Minimum Fee | |

There will be a minimum fee of \$100.00 for each Full File Extract listings request fulfilled by Company. The minimum fee of \$100.00 for Service Order Activity is based on the combined monthly fee for each Service Order Activity request.

(N)
|
(N)

Effective: December 1, 2008

DIRECTORY SERVICES

E. SUBSCRIBER LISTING INFORMATION

3. SPECIAL CONDITIONS - Continued

- g. The Utility's liability shall be limited to direct and actual damages which shall not exceed the fees paid by Publisher for the information provided by the Utility. Under no circumstances shall the Utility be responsible or liable for indirect, incidental, special or consequential damages, including, but not limited to, economic loss or lost business or profits.
- h. Listing Information is supplied as is. The Utility makes no warranty of any kind, express or implied, including without limitation warranties of merchantability or fitness for a particular purpose.
- i. Publisher agrees to indemnify, defend, and hold harmless the Utility, its affiliates, officers, agents, and contractors (collectively, the "Indemnified Parties") from all losses, claims, demands, damages, expenses, suits, or other actions, or any liability whatsoever, including, but not limited to, costs and attorney's fees, suffered, made, instituted, or asserted by any third party arising from a Publisher's use of the listing information provided as requested.

4. RATES

a. Subscriber Listing Information (SLI)

- | | |
|-----------------|---------------------|
| 1) SLI Basefile | \$ 0.04 per listing |
| 2) Updated SLI | 0.06 per listing |

Effective: March 20, 2013

DIRECTORY SERVICES

F. PUBLISHER LISTING FEES

(N)

1. GENERAL

- a. A CD-ROM Processing Fee will apply to all full directory listing extracts and service order update requests. CD request fulfillments will be shipped via overnight UPS. Single shipments containing multiple CDs will be charged a single processing fee.
- b. A Report Fee will apply to listing extract statistical report(s) requests. Listing Reports will include total listing counts by NPA, NXX, Listing Type and Class of Service. Jobs that require multiple extracts requiring the production of multiple reports may be assessed a separate Report Fee for each extract. Reports are delivered via email.
- c. An Expedited Order Fee may apply to full directory listing extracts and service order update requests that require fulfillment in a time frame less than 30 (thirty) days from the request submission date. The fee will apply if the fulfillment of the expedited request requires reprioritization that could jeopardize on-time fulfillment of existing orders, or require employee overtime. Such assessment will be made by Verizon personnel. The Expedited Order Fee will be charged in conjunction with the Minimum Order Fee when a minimum order is requested to be fulfilled in less than thirty (30) days.
- d. A Cancellation Fee will apply to full directory listing extracts and service order update orders that are canceled more than seventy two (72) hours after receipt. Cancellation fees will post as a Minimum Charge.
- e. The Late Payment fee will be applied to invoices that have not been paid at or within thirty (30) days after the billing date. An interest charge on the unpaid balance will be assessed by Verizon at a rate not to exceed 12% per annum or the highest rate permitted by law, whichever is lower. In the instance that an unpaid invoice is the subject of a bona fide dispute of the billed amount, the customer must notify Verizon of the dispute in writing within sixty (60) days after receipt of the invoice or the dispute shall be waived.

2. RATES

1)	25.00	CD-ROM Process Fee	\$
2)		Report Fee	20.00
3)		Expedited Order Fee	100.00
4)		Cancellation Fee	100.00

(N)