LISTINGS

A. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE (DACC)

1. General

Directory Assistance Call Completion Service provides an incoming Directory Assistance (DA) customer automatic connection to the published telephone number requested.

After the Directory Assistance Operator gives callers the requested number, a mechanized message will inform them that they may be automatically connected to that number by depressing a button (touch tone) or responding by voice (dial), as instructed by the voice message.

2. Terms and Conditions

a. DACC will be provided only where facilities and operating conditions permit.

b. There is no additional charge for DACC. However, the calling party will incur normal usage charges for all calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

c. DACC is not provided for:

- interstate calls
- interLATA calls
- non-published telephone numbers

- 700, 800/877/888 or 900 numbers
- calls from Public Access Lines

d. IntraLATA calls completed through the use of DACC will be carried by the Company, notwithstanding the identity of the presubscribed intraLATA carrier (ILP PIC) selected by the customer.

e. When a caller requests more than one number from Directory Assistance, DACC is offered only for the last number requested.

f. Customers may request that their line(s) be restricted to deny DACC. No recurring or nonrecurring charges will apply.

3. Rates and Charges

There is no separate charge for DACC Service. This service is included with the local Directory Assistance Service charge.

LISTINGS

B. (RESERVED FOR FUTURE USE)

(D)

Effective May 17, 2014, to be implemented prior to October 31, 2014, Call Direct and Call Direct Plus (Call Mover) for residential customers are withdrawn from this Product Guide, and Verizon will no longer provide this service to residential customers as of that date. (T)

Effective April 1, 2015, Call Direct and Call Direct Plus (Call Mover) for business customers are withdrawn from this Product Guide, and Verizon will no longer provide this service to business customers as of that date. (N)

LISTINGS

B. (RESERVED FOR FUTURE USE)

Effective May 17, 2014, to be implemented prior to October 31, 2014, Call Direct and Call Direct Plus (Call Mover) for residential customers are withdrawn from this Product Guide, and Verizon will no longer provide this service to residential customers as of that date. (T)

Effective April 1, 2015, Call Direct and Call Direct Plus (Call Mover) for business customers are withdrawn from this Product Guide, and Verizon will no longer provide this service to business customers as of that date. (N)

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES

The Company will provide access to the Company's New York Directory Listings. Access is provided to Directory Publishers (DP) in order to publish a directory and to Directory Assistance Service Providers (DASPs) in order to provide Directory Assistance Service to their end users. The Company will provide two Directory Listings Data Services as set forth in Paragraphs C.1.and C.2. following.

1. Directory Assistance Listing Service (DALS)

a. Description of Service

Directory Assistance Listing Service (DALS) provides Directory Assistance Service Providers (DASPs) with subscriber name, address and telephone number listing data (including EAS Listings) contained in the Company's directory assistance database solely for the purpose of their provision of Directory Assistance services. A DALS Technical Transfer Specification document will be made available to DASPs for use in designing their DALS database system.

DALS will include Initial Extract and Daily Updates as follows:

(1) Initial Extract

Initial Extract contains the listed names, addresses and telephone numbers of Company, Independent Company, and CLEC subscribers. Within sixty (60) days after receiving a written order to prepare the Initial Extract, the Company will process the electronic file transfer. Requests for any other media will be handled on a negotiated basis, and rates will be based on incremental cost.

(2) Daily Updates

Daily Updates will reflect all listing change activity occurring since the DASP's previous update. The updates shall be used solely by the DASP to keep the Initial Extract current. Delivery of Daily Updates will commence the day after the DASP receives the Initial Extract. Each update will be provided via electronic file transfer. Requests for any other media will be handled on a negotiated basis, and rates will be based on incremental cost.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
1. Directory Assistance Listing Service (DALS) (Cont'd)

b. Terms and Conditions

(1) This service is for use by DASPs in providing Directory Assistance Service to their end users.

(2) DALS will include all directory listings in the directory assistance database. However, non-published listings will include only the customer names and addresses, but not telephone numbers and will be designated that the customer's number is non-published. Non-published listings will be provided only for the purpose of providing Directory Assistance Services as follows:

The non-published information shall be provided subject to the DASP's agreement to abide by the Privacy Principles in Case No. 90-C-0075 and with the agreement not to use the information for any purpose other than informing directory assistance callers that the customer's telephone number is non-published. Address information of non-published customers shall not be given out by DASPs and shall be used for identification purposes only. Any violation of this provision or Public Service Law (PSL) Section 91 (5) may result in loss of DALS access and/or subject the violator to a penalty action under PSL Section 25.

DALS Updates will be provided on the same periodic basis that the Company updates its database.

(3) The Company will correct errors in its previously transmitted DALS data via daily updates in the same manner that the Company corrects errors included in its own database. DASP inquiries regarding DASP listing content will be directed to the owner of the listing (i.e., the Company, Independent Telephone Company, or CLEC).

(4) The minimum service period for DALS is twelve (12) months. DALS service shall renew for a new minimum service period of twelve (12) months at the end of the initial or renewal term unless the DASP provides written notice of termination 90 days in advance of the expiration of the then current term. The provisions specified for deposits and payment of service in Part A, Section 1.L of this Product Guide will apply. If a DASP cancels an order for the Initial Extract prior to the scheduled delivery date, the Company shall apply a cancellation fee to the DASP which will be the full nonrecurring charge for the DALS service. If a DASP terminates subscription to DALS on or after the scheduled delivery date of the Initial Extract, termination fees will equal the DALS monthly rate multiplied by the remaining months in the minimum service period.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
1. Directory Assistance Listing Service (DALS) (Cont'd)
b. Terms and Conditions (Cont'd)

(5) DALS may not be used for any purpose which violates federal or state laws, statutes, regulatory orders or this Product Guide.

(6) The Company will provide written specifications for the format and delivery of DALS data in a Technical Specifications document. Any future changes to the format are at the sole discretion of the Company and will be communicated to all DASPs with not less than 90 days notification.

(7) The DASP is not permitted to resell or transfer the listings or use the listings for telemarketing, sales, marketing, or other non-directory assistance purposes.

(8) The provisioning of DALS data will be subject to (a) and (b) as follows:

(a) Except for the permitted uses, the DASP shall not disclose DALS data to others and shall use due care in providing the security and confidentiality of DALS data. The DASP shall not rent, license, resell or otherwise exchange DALS data with or without compensation for any purpose nor shall the DASP permit its end users to do the same. The DASP shall not reproduce DALS data.

(b) Failure to comply with the provisions of this Product Guide shall result in termination of the service and the DASP shall immediately return to the Company all copies of DALS data in its possession and shall make no further use of DALS data. The Company may suspend or cease the service when the DASP fails to make timely payment of charges or when the Company has reasonable grounds to believe that the DASP has been or is in violation of the prescribed use and application of the data or other terms of the Product Guide. Upon DASP termination of DALS, the DASP shall return all copies of DALS or provide adequate written proof that the data has been removed from its systems and has been destroyed.

(9) The DASP, upon request, shall make available to the Company all reasonable and necessary records to allow the Company to verify and audit the uses and applications of the DALS data provided to DASP. The Company may perform an audit at any time upon written notice to the DASP.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
1. Directory Assistance Listing Service (DALS) (Cont'd)
b. Terms and Conditions (Cont'd)

(10) The Company does not warrant continued availability of (a) any particular format, specifications, mode, or medium in which it makes DALS data available, or (b) all the data presently provided as part of DALS. The Company will provide written notice ninety (90) days in advance of the discontinuance of such information to the DASP. Performance by the Company shall be excused if the Company no longer maintains a directory assistance database containing DALS data or no longer produces, in the ordinary conduct of its business, DALS data, as described in this Product Guide.

(11) The Company makes no express or implied warranties with respect to the accuracy or completeness of the directory listing data provided as part of DALS, and the DASP hereby releases the Company from any liability for damages due to errors or omissions in the directory listing data provided under this Product Guide or by reason of delay in providing the directory listing data.

(12) The DASP will provide a written request, signed by a duly authorized representative, to initiate DALS service. The DASP shall not permit anyone but its duly authorized employees, affiliates, or agents to inspect or use the DALS data furnished by the Company. The DASP shall take appropriate security measures to guard against unauthorized use of the DALS data furnished hereunder by employees, affiliates, agents, or others; but any unauthorized use, whether by the DASP, its employees, affiliates, or others, shall be deemed a violation of this Product Guide, irrespective of the security measures which have been or are being taken by the DASP.

(13) Nothing in this Product Guide or elsewhere shall give the DASP any exclusive or proprietary right to the DALS data, and the Company shall be free at any time to provide information to others under the same or different terms and conditions as the Company, in its sole discretion, may determine.

(14) The Company shall not be liable for any errors and omissions in the Company's listings, including the DALS data provided to the DASP. The DASP shall protect, indemnify, save harmless and defend the Company from and against any and all loss, liability, damages and expense arising out of any demand, claim, suit or judgment for damages that may arise out of the Company's supplying of DALS or DASP's use of data contained therein irrespective of any fault, failure, or negligence on the part of the Company, including but not limited to claims made by consumers or other telephone companies(s) or ITC(s) relating to the provision, use or accuracy of DALS data.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
1. Directory Assistance Listing Service (DALS) (Cont'd)
b. Terms and Conditions (Cont'd)

(15) The Directory Assistance Listing Database is and shall remain the property of the Company. The DASP shall have no right to permit any other DASP or person to use any information extracted therefrom without the express written consent of the Company, provided, however, the DASP is authorized to make a general distribution of the directories that it published.

(16) Failure of the Company to enforce or insist upon compliance with any provision of this Product Guide shall not constitute a waiver of its right to enforce future compliance with that provision or compliance with any other provision hereof.

(17) The DASP, its employees, representatives, or agents shall not use any methods of advertisement, solicitation, order form, billing invoice, stationary, promotional material or any artifice or device which would tend to create the impression or imply that any service provided by the DASP, whether using DALS or not, was or sponsored by the Company.

(18) The DASP shall also be responsible to the Company for any and all loss, damage and expense the Company may suffer as a result of the publication by the DASP, whether advertent or inadvertent, by the DASP of the subscriber's non-published telephone number, including, but not limited to the cost incurred in changing the subscriber's telephone number.

c. Rate Application

The Initial Extract Charge provides for the initial full load and applies per extraction. Nonrecurring charges apply as specified in Part B, Section 18 of this Product Guide. The Daily Update monthly rate provides for the daily updates and applies on a monthly basis as specified in Part B, Section 18 of this Product Guide. In addition, shipping costs for the media will be incurred by the DASP.

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)

2. Provisioning of Listings to Directory Publishers (DPLS)

a. Description of Service

Directory Publishers Listing Service (DPLS) provides Directory Publishers (DP) with the subscriber's Directory Listing data contained in the Company's directory listings database solely for use by the DP in the publication of a directory. A DPLS Technical Transfer Specification document will be made available to DPs for use in designing their DPLS database system

DPLS information may be provided in an Electronic Secure File Transfer Protocol (SFTP) or CD ROM medium of delivery. Verizon security policy requires that private data be encrypted for transportation over public networks to protect the confidentiality and integrity of the private data. SFTP provides the necessary transport encryption for both authentication credentials and data transmission.

DPLS will include Initial Extract and Optional Updates at the option of the subscriber as follows:

(1) Initial Extract

Initial Extract contains general Verizon White Pages directory listing information such as listed names, addresses and telephone numbers. In addition, the data could include directory listing information for certain Independent Companies and CLECs that chose to include their listings in Verizon's directory publishing database and DPLS information. The DPs in their written request for DPLS, must provide the Company with one of four (4) options: i) NPA(s) and NXX(s), ii) NPA(s) and Locality(ies), iii) Book Name(s) or iv) NPA(s) and Book Name(s).

(2) Optional Updates

At the option of the DP, three updates will be available: Monthly, Weekly and Daily Updates. These updates will contain a list of the most recent listing change activity since the previous update**.** The DP is billed per listing transaction. A listing transaction reflects listing changes generated by service order activity. Transactions may insert new listings, delete existing listings, or change existing listings. Listing changes require two transactions - - one to remove the old listing and one to insert the changed listing.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
2. Provisioning of Listings to Directory Publishers (DPLS) (Cont'd)

b. Terms and Conditions

The terms and conditions for DALS set forth in Paragraphs C.1.b.(5), C.1.b.(6) and C.1.b.(8)(b) through C.1.b.(16) preceding, also apply to DPLS and the DPLS database. In addition, the following provisions apply:

(1) The Company will grant a non-exclusive right to use, copy, and enhance or modify the format of the DPLS listing information solely for use in the compilation of a directory, including non-print directories that provide telephone number and /or address information in other than printed form, including but not limited to : a) Compact Disc Read-Only Memory; b) electronic access via computer, modem, and/or gateway systems; and c) other means of electronic communication.

(2) The Company will furnish to the DP listing information consisting of the name of the listed subscriber, address, telephone number, and yellow page header obtained at the time that telephone service is initiated, if any, and other details as specified in the Company's DPLS Technical Transfer Specification which will be made available to DPs for use in designing their DPLS system.

(3) The DP will notify the Company promptly in writing, if it discontinues publication or distribution of any directory for any or all of the central office codes included in DPLS. The Company will cease to furnish to the DP the DPLS data for such central office codes.

(4) The DP may request additions to or deletions of central office codes from the request for DPLS listings. The DP shall notify the Company in writing sixty (60) days prior to the desired implementation date for any additions to or deletions from the central office codes included in DPLS.

(5) The DP will provide a written request, signed by a duly authorized representative, to initiate DPLS service. The DP shall not permit anyone but its duly authorized employees, affiliates, or agents to inspect or use the DPLS information furnished by the Company. The DP shall take appropriate security measures to guard against unauthorized use of the subscriber listing information furnished hereunder by employees, affiliates, agents, or others; but any unauthorized use, whether by DP, its employees, affiliates, or others, shall be deemed a violation of this Product Guide, irrespective of the security measures which have been or are being taken by the DP.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
2. Provisioning of Listings to Directory Publishers (DPLS) (Cont'd)
b. Terms and Conditions (Cont'd)
(5) (Cont'd)

Upon request by the Company, the DP shall advise the names of persons with access to the Subscriber listing information and shall permit the Company to inspect the premises where the DPLS information is stored, used or maintained. Such inspection shall not release the DP from any responsibility or duty required by this Product Guide or applicable law.

(6) The DP agrees that, in the publication of its directories, the DP will not use any distinctive mark, identification or classification which will identify a particular listing as being a new or changed listing.

Neither the DP nor its employees, agents, or representatives shall represent in any way to any person or make any advertising claim that its directories are sponsored or approved by the Company or that the Company has any responsibility for or in connection with the compilation, production, publication, or distribution of DP's directories. The DP shall not publish its directories in such form as may cause or create confusion with or identification with the Company's directories.

(7) The Company shall not be liable for any errors and omissions in the Company's listings. The DP agrees to release the Company from any and all liability which may arise due to any errors and omissions in the Company's listings. The DP shall assume all risk of liability and shall indemnify, protect and save harmless, and defend the Company from and against any and all loss, liability, damages, and expense arising out of any demand, claim, suit, or judgment for damages which may arise out of the Company's supplying of listing information or DPLS under this Product Guide or DP's use thereof, including but not limited to any claims of other telephone companies or residential or business subscribers irrespective of any fault, failure, knowledge, or negligence on the part of the Company.

(8) Nothing in this Product Guide or elsewhere shall limit or forbid in any way the format, content, and scope of the directories now being published on behalf of the Company or to be published in the future.

LISTINGS

C. DIRECTORY LISTINGS DATA SERVICES (Cont'd)
2. Provisioning of Listings to Directory Publishers (DPLS) (Cont'd)
b. Terms and Conditions (Cont'd)

(9) The DP shall not permit any other DP or any other person to publish, copy, reprint, or make any other use of the Subscriber DPLS data unless such use is agreed to in advance in writing by the Company. Nothing contained in this Product Guide shall restrict, impair, or in any way diminish the proprietary interest of the Company in the information supplied to the DP.

(10) The DP cannot transfer or resell or exchange DPLS information, with or without compensation, to any other DP or to any other person for any purpose.

c. Rate Application

Rates apply on a per listing basis for the initial extract or on a per listing transaction basis for updates, subject to the minimum order fee, as specified in Part B, Section 18 of this Product Guide.

Minimum Order Fee – A Minimum Order Fee applies to all orders, including orders (regardless of size) cancelled more than 72 hours post order receipt.

Expedited Order Fee - Normal order turnaround time is 30 days from date received by the Company to allow for order processing, data cleanup, extraction, and approval and job shipment. The Company will impose the Expedited Order fee if current workload levels are sufficiently high that the fulfillment of the request will require reprioritization that could jeopardize on-time fulfillment of existing orders or require employee overtime, or for a publisher who places orders with a requested date of less than 30 days on more than 25% of their orders. 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 days.

Report Fee – A Report Fee will apply when a DP requests an optional statistical report of listing extracts. The report may include geographic specifications, such as book name, state, NPA/NXX, locality, and/or listing types such as business, residence, government, captioned or straight line listings. An example of such a report might include, but is not limited to, a summary of all listings in the requested job by NPA/NXX and class of service.

CD ROM Fee – A CD Rom fee applies for requests of listings data on a CD. Single shipments containing multiple CDs are subject to a single charge.

d. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

LISTINGS

D. EXTENDED REFERRAL SERVICE

1. General

Extended Referral Service is an optional intercept service that provides for the continued referral of a disconnected, suspended, or changed number beyond the initial referral period of sixty (60) days (which is provided without charge). Extended Referral Service uses a recorded announcement to give the caller to a disconnected, suspended, or changed number, the number's status and a referral number.

2. Terms and Conditions

1. Extended Referral Service is limited to the main line of all business services, including Centrex, Intellipath, Flexpath, PBX, and Direct Inward Dialing (DID) Services.

2. Business customers whose telephone service has been disconnected due to non-payment are not eligible for Extended Referral Service.

3. This Service is provided where facilities and numbers are available.

4. Extended Referral Service is provided for a minimum of two (2) months. The maximum period is ten (10) months, starting after the expiration of the initial period.

5. A request for Extended Referral Service must be placed at the time of disconnection, suspension, or telephone number change.

6. Any change to the initial Extended Referral Service intercept announcement or extension of service is not permitted after the initial announcement service period is processed.

7. The applicable charges for Extended Referral Service will be billed in advance as a one-time charge.

8. Extended Referral Service is subject to a two-month minimum charge, and the monthly rate applies for each full, or partial, subsequent month that service is provided.

9. An Extended Referral Service customer may request a termination of service prior to the originally agreed-upon termination date. A refund will be provided for the unused portion of the service period minus the required two-month minimum charge.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.

LISTINGS

E. BUSINESS CATEGORY SEARCH

1. General

Business Category Search (BCS) is an optional additional feature of Local Directory Assistance service. It allows customers to request business listings for a specified category of businesses when they do not know the name or address of the business they are seeking. Requested listings can be searched within or outside of the customer's local calling area, including calls outside of the customer's LATA.

2. Terms and Conditions

a. BCS is provided subject to the availability of facilities and is accessed by dialing 411 or such number(s) as the Company may designate.

b. BCS enables the customer to request business listings by category. A BCS search may respond with up to three random listings for the business category requested. A listing is the name and telephone number. Company operators will also provide the business address if requested by the customer. A request can be for either a local or a national business.

c. Customers will be charged for each BCS search that is requested whether or not listings are found. A maximum of two BCS search requests per call are permitted. If a BCS search request is made during a call in addition to another type of directory assistance request, a total of two requests are permitted.

d. Customers may request a BCS listing for a locality or city within the customer's local directory assistance area and outside of the customer's local directory assistance calling area on the same call. The same per search charge shall apply to all BCS requests, regardless of the locality or city requested. The rate applicable to any other type of directory assistance request made on the same call shall also be charged.

e. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Company harmless against all claims that may arise from the use of such information.

LISTINGS

E. BUSINESS CATEGORY SEARCH (Cont'd)
2. Terms and Conditions (Cont'd)

f. BCS is available on a direct-dialed basis. BCS is not available from Coin Telephones or the following classes of restricted service:

COCOTs with restricted bill class	Toll Restricted Lines	
Coinless Phone	Hospital Patient Lines	
	Hotel/Motel Guest Lines	(C)
Mobile Type 1 Service	WATS Lines	

g. The same charge exemptions apply to Business Category Search as those specified in Tariff PSC NY No. 15—COMMUNICATIONS, Section 5, Paragraph B., for Local Directory Assistance.

3. Rates and Charges

For Rates and Charges, see Part B, Section 18 of this Product Guide.