DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

A. GENERAL REGULATIONS

1. NAMES USED AS LISTINGS

A listing in a telephone directory is for the convenience of the public in associating a party's name with the proper call number. A name will be listed only if: (1) it will lead to a positive and particular identification of the party; (2) it is a name that the party is legally authorized to use; (3) the party is using it in the community; and (4) it is not misleading, deceptive, or confusing. Upon receipt of a complaint that a listing is misleading, deceptive, or confusing, or if the Company has reason to believe or suspect that a proposed listing will mislead, deceive, or confuse the public, the Company shall take the following actions. The Company will require the complaining party, if any, to put his complaint in writing, with supporting documents, if any, and an affidavit swearing to the truthfulness of the complaint. The Company will mail a copy of the complaint, supporting documents, if any, and affidavit to the subscriber to the listing by registered or certified U.S. mail; or, in the case of a proposed listing which the Company questions, the Company will likewise mail a letter of inquiry, objection, or rejection by the Company. The party whose listing is in question will have fourteen days to respond, in writing, with supporting documents, if any, and with an affidavit. If no response is received in fourteen days, the Company will delete the listing from future directories and from its Directory Assistance Records. If a response is received, the Company will make any further inquiries it chooses, will consider the nature and purpose of the listed party's activities, and will reach an opinion whether the listing will mislead, deceive, or confuse the public. The Company shall advise all interested parties in writing of its opinion and the reason for its opinion, and shall inform the parties of their right to file a complaint with the Pennsylvania Public Utility Commission if they are unwilling to abide by the Company's decision. All complaints concerning listings in a directory that are received ninety or more days before the deadline for submitting listings for the next issue of that directory will be resolved before the deadline. A party whose listing is complained of or deleted will indemnify and hold harmless the Company from any costs and liability arising out of the appearance or nonappearance of the listing. This regulation is intended to apply only to a party who desires a telephone directory listing. A party desiring a non-published or non-listed telephone number may not obtain such non-published or non-listed telephone number by deliberately requesting a listing which will not lead to a positive and particular identification of the party, which is not a name that the party is legally authorized to use, which the party is not using in the community, or which is misleading, deceptive or confusing.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

A. GENERAL REGULATIONS (Cont'd)

1. NAMES USED AS LISTINGS (Cont'd)

The Telephone Company, upon notification to the subscriber, will discontinue any listing which includes therein the trade name of another upon notice to the Telephone Company from the party controlling the proprietary right to such trade name of its unauthorized use.

2. PARTIES LISTED

a. AUTHORITY FOR LISTINGS

The contracting individual, partnership or corporation is ordinarily the user of the service. However, one party may contract for service for the use of another party. Throughout this text the contemplated user of the service, whether this is the contracting party or the party for whom the service is provided, is referred to as the customer.

The main or first listing is ordinarily in the name of the customer. The contracting party is permitted to designate with the consent of those designated the names of other individuals, partnerships or corporations to be used in listings of the service, provided the listings are as described in b. and c. following and are not repetitions.

Listings associated with services provided to customers who subscribe to Feature Group A Switched Access are subject to the appropriate business or residence rates and regulations shown in the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

b. BUSINESS SERVICE LISTINGS

In connection with business service, listings may be of members of the partnership, officers of the corporation, agents, employees, or of a business house which the customer represents or owns, including a partnership or corporation under his control, or may be of "Joint Users" furnished service in accordance with the regulations in Section 9A of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

Patrons (clients or customers) of resellers or sharers are not entitled to a listing(s) without charge. However, the customer of record may have their patron(s) listed in accordance with the regulations and at the applicable rates for charge listings.

If the business telephone is located in the customer's residence, listings may be of members of the customer's household and may include a residence designation.

c. RESIDENCE SERVICE LISTINGS

In connection with Individual residence service, the main and one additional listing may be provided without charge at the time service is established. Residence listings are limited to members of the customer's household.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

A. GENERAL REGULATIONS (Cont'd)

3. TEXT OF LISTINGS

A listing consists of the name of the customer, the address where the service is located and the telephone number and is usually confined to one line in the directory. Abbreviations of designations and addresses are used whenever possible, without destroying the clarity of the listing.

Except as otherwise provided in this Guidef, residence listings may be indicated as such by the designation "residence", "farm", "summer residence", "country residence", "private garage", "private stable", "lodge", "family", "caretaker's residence", or "servants' quarters", properly abbreviated and placed after the name in the listing. In certain directories, the designation "residence" is omitted except where the residence listing is indented or under a caption.

4. NUMBERS OMITTED FROM THE DIRECTORY

a. INITIAL DIAL TONE LINES

The telephone numbers of all initial dial tone lines are listed in the directory and in the Directory Assistance Records of the Telephone Company except as otherwise specifically provided in this Guide Section.

b. PAY TELEPHONE LINES

Telephone numbers of Network Controlled Coin and Coinless lines (one-way outgoing) and Network Controlled Inmate Lines (two-way and one-way) are omitted from the directory and from the Directory Assistance Records.

c. NON-PUBLISHED TELEPHONE NUMBER SERVICE (Formerly Private Telephone Number Service)

At the request of the customer, the numbers of initial dial tone lines may be omitted from the directory and from the Directory Assistance Records of the Telephone Company, subject to the rates in B.3. following. These numbers are designated as "Non-Published Telephone Numbers". Unless the specific call number is given by the person calling, connection will not be established with a telephone having a "Non-Published Telephone Number".

The Telephone Company shall not be liable to the customer for losses or damages arising from such an arrangement. The customer indemnifies and saves the Telephone Company harmless from any and all claims arising from such an arrangement.

Non-published rates do not apply where service is installed for a temporary period of up to 30 days.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

A. GENERAL REGULATIONS (Cont'd)

4. NUMBERS OMITTED FROM THE DIRECTORY (Cont'd)

d. NON-LISTED TELEPHONE NUMBER SERVICE

At the request of the customer, the numbers of initial dial tone lines may be omitted from the directory only, subject to the rates in B.4. following. These numbers are designated as "Non-Listed Telephone Numbers" and are included in the Directory Assistance Records of the Telephone Company.

The Telephone Company shall not be liable to the customer for losses or damages arising from such an arrangement. The customer indemnifies and saves the Telephone Company harmless from any and all claims arising from such an arrangement.

e. ADDITIONAL DIAL TONE LINES

The numbers of additional dial tone lines which are operated as a group at the central office are omitted from the directory and Directory Assistance Records, except that -

(1) They may be used as alternate call numbers under the regulations of C. following.

(2) The number of the last line in the group may be used for listing the location of an extension station on that line, if the location is entitled to be listed and the extension does not have access to the initial listed line of the group.

If additional dial tone lines are not operated as a group at the central office, the numbers may be omitted from the directory and Directory Assistance Records or may be included at the option of the customer, subject to the regulation in f. following.

When omitted from the directory, the numbers of additional dial tone lines are not included in the Directory Assistance Records.

f. LIMITATION ON CUSTOMER-PROVIDED BRANCH EXCHANGE SYSTEM LISTINGS

Only one call number may be used in listings of a customer-provided branch exchange system, except that one call number of a separate group of one or more dial tone lines, not operated at the central office as a unit with the first group, may be listed if the dial tone line group is used for segregating calls to a special department or individual or to a separate partnership or group under the customer's control.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

A. GENERAL REGULATIONS (Cont'd)

4. NUMBERS OMITTED FROM THE DIRECTORY (Cont'd)

g. OUTWARD WATS SERVICE

Listings are not furnished in connection with outward WATS service.

5. LISTINGS OF EXTENSION SERVICE AND BRANCH EXCHANGE TELEPHONE LOCATIONS

Listings containing the address of an extension or branch exchange telephone, located in a building having a different address than the main telephone or branch exchange location, are furnished subject to the same regulations which apply to listings of the main service location, except that no listing will be furnished of the address of a branch exchange telephone provided only for intercommunication with other telephones of the same branch exchange system.

6. LISTINGS OF INDIALING SERVICE OR CENTREX SERVICE

In addition to the main listed number for which calls are answered at an attendant or night service location, the numbers of Centrex or Indialing service stations other than Centrex service station lines in the living quarters of students or employees of an educational institution, which can be reached by direct inward dialing may be listed at charges specified in B.2. following. Such listings may include names, designations and addresses as authorized by other regulations in this Guide Section. A note following the main service listing may be provided without additional charge calling attention to the fact that station lines may be dialed directly if the number is known.

7. APPLICATION OF LISTING CHARGES

Listing charges apply from the day the listing is inserted in the Directory Assistance Records. Listings may be terminated subject to the provisions and charges covered in Section 30 of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

8. LISTING OF TOLL FREE SERVICE

Toll Free Service listings will be provided on a charge basis only. Listings may be furnished in directories included in the subscriber's Toll Free Service area subject to the regulations of this Guide.

B. RATES

1. LISTINGS FURNISHED WITHOUT EXTRA CHARGE CUSTOMER LISTINGS IN REGULAR ALPHABETICAL LIST

Except as provided in Section B. 2 following, listings are furnished without extra charge as indicated following, and may include listings indented or placed under a caption.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

B. RATES (Cont'd)

1. LISTINGS FURNISHED WITHOUT EXTRA CHARGE (Cont'd)

	Number of Listings
BUSINESS SERVICE LISTINGS	
For each business telephone number listed, except numbers of Centrex or Indialing Service station lines	1
RESIDENCE SERVICE LISTINGS	
For each residence telephone number when provided at the time service is established	2
JOINT USER LISTINGS	
For each joint user	1
FOREIGN EXCHANGE SERVICE LISTINGS	
For each number listed in the alphabetical list for the foreign exchange	1

2. CHARGE LISTINGS

a. PRODUCT/SERVICE CHARGES FOR LISTINGS OF THE TYPE COVERED IN B.1, PRECEDING, WITHIN THE NUMBER SPECIFIED THEREIN.

A Product/Service Charge applies as follows:

For a listing within the number specified in B.1. preceding when the order for the listing is not part of an order for other services for which a Product/Service Charge applies.

For a listing within the number specified in B.1. preceding when requested subsequent to the establishment of service.

For each change requested in an existing listing within the number specified in B.1. preceding.[1]

[1] The Product/Service charge does not apply for changing a listing on a residence account when a customer has assumed the outstanding charges on an existing account and the listing change is caused by divorce, death, marriage or court order.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

B. RATES (Cont'd)

2. CHARGE LISTINGS (Cont'd)

a. PRODUCT/SERVICE CHARGES FOR LISTINGS OF THE TYPE COVERED IN B.1, PRECEDING, WITHIN THE NUMBER SPECIFIED THEREIN. (Cont'd)

	Product/Service Charge
First business listing requested, per order	$15.00
Each subsequent business listing requested on the same order	9.00
Each residence listing	12.00

b. LISTINGS OF THE TYPE COVERED IN 1., PRECEDING, IN ADDITION TO THE NUMBER SPECIFIED THEREIN

	Monthly Rate
For each business listing	$5.00
For each residence listing	4.75

In addition, a Product/Service charge applies as follows:

For each residence or business listing requested in excess of the number provided without extra charge as specified in B.1. preceding.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

B. RATES (Cont'd)

2. CHARGE LISTINGS (Cont'd)

b. LISTINGS OF THE TYPE COVERED IN 1., PRECEDING, IN ADDITION TO THE NUMBER SPECIFIED THEREIN (Cont'd)

	Product/Service Charge
First business listing requested, per order	$15.00
Each subsequent business listing requested on the same order	9.00
Each residence listing	12.00

c. ALTERNATE CALL NUMBER LISTINGS

	Monthly Rate	Product/Service Charge
Duplicate Listings Foreign Listings Reference Listings Temporary Listings		
First business listing requested, per order	$5.00	$15.00
Each subsequent business listing requested on the same order	5.00	9.00
First existing business listing rearranged, per order	-	15.00
Each subsequent existing business listing rearranged on the same order	-	9.00
Each residence listing	4.75	12.00
Each existing residence listing rearranged	- 12.00	

d. TOLL FREE SERVICE

First listing requested, per order	4.50	15.00
Each subsequent listing requested on the same order	4.50	9.00
First existing listing rearranged, per order	-	15.00
Each subsequent existing listing rearranged on the same order	-	9.00

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

B. RATES (Cont'd)

3. NON-PUBLISHED TELEPHONE NUMBER SERVICE

	Monthly Rate	Product/Service Charge	
Each Non-Published telephone number service	$0.00	$15.00	*

4. NON-LISTED TELEPHONE NUMBER SERVICE

Each Non-Listed telephone number service	0.00	15.00	*

* The Product/Service charge will apply only when customers are not requesting billable orders with Product/Service charges for other services from the Telephone Company at the time the order is requested.

C. ALTERNATE CALL NUMBER LISTINGS

1. CONDITIONS UNDER WHICH FURNISHED

When it is desired to have calls for a listed telephone number placed for another telephone number, arrangements may be made to list the alternate call number in association with the listing of the primary call number under the following conditions:

a. The alternate call number may be that of a line of the same or a different customer in the same or in another exchange, but may not be a non-published telephone number or a non-listed telephone number.

b. The customer to whom the alternate call number is to be assigned must furnish written consent to the arrangement from the customer whose telephone number is to be used as the alternate call number, except when the alternate call number is that of another dial tone line of the customer to whom the alternate call number is assigned or of the dial tone line of a party associated with the customer as described in A.2.b. and A.2.c. preceding.

c. The customer desiring the listing of the alternate call number must make satisfactory arrangements for receiving calls at the alternate call number location.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

C. ALTERNATE CALL NUMBER LISTINGS (Cont'd)

2. DIRECTIVE NOTE COMBINED WITH LISTING

The alternate call number listing appears in the telephone directory immediately under the primary call number listing. The following types of alternate call number listings indented under the primary listings are furnished at the rates in B. preceding:

Deal Mfg Co Surg Insts 1690 Pine 564-0560
Res of Richard Boone 724-2699
(or) Res of Service Manager 567-0216
(or) If no answer 567-0216
(or) After .....PM (weekdays) 567-0216
(or) Bet .....PM & ..... AM (weekdays) 567-0216
(or) At Night 567-0216
(or) Sundays & Holidays 567-0216
(or) After business hours 567-0216
(or) After office hours 567-0216
(or) Nights Sundays & Holidays 567-0216

3. DIRECTIVE NOTE SEPARATE FROM LISTINGS

a. ARRANGEMENT

When more than one alternate call number is provided, a designation and address may be associated with each number listed under a directive note. The following example is illustrative:

Suture O A Phys ofc 1770 Pine 567-3456

If no answer

Res 5383 Spruce 747-6298
Physicians Exchange 564-5000

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

C. ALTERNATE CALL NUMBER LISTINGS (Cont'd)

3. DIRECTIVE NOTE SEPARATE FROM LISTINGS (Cont'd)

b. DIRECTIVE NOTE

The directive notes shown in the following three groups are furnished subject to the charges specified following:

	Monthly Rate
Group I	Included in charges for the listings
Notes containing the directive text of any of the alternate listings in 2. preceding	
Group II-each note	$3.50
After PM and on Sundays and Holidays From.....PM to..... AM and on Sundays and Holidays	
Group III-each note	3.50
From.....PM to..... AM weekdays from noon (or..... Saturdays to. AM Mondays and on Holidays	

In addition, for each listing added or rearranged in Group II or III Directive Notes, a Product/Service charge applies as follows:

	Product/Service Charge
First business listing requested, per order	$15.00
Each subsequent business listing requested on the same order	9.00
Each residence listing	12.00

c. LISTINGS

For each listing under the note the alternate call number listing charge specified in B. preceding applies. The designations may be any of those authorized under G.3. for indented and caption listings and in addition may consist of the names of any other individuals or concerns with whom arrangements have been made for the receipt of alternate calls. For alternate call number listings of residence locations the forms of designation shown in the following examples may be used where appropriate in place of the single term "residence":

Res of T F Link.....(Telephone Number)
Res of Service Manager.....(Telephone Number)

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

D. DUPLICATE LISTINGS

A customer may be furnished a duplicate listing, including an alternate call number associated with the listing, which from a service standpoint is considered necessary to facilitate the use of the directory by the public. For example: A customer's name spelled in two ways may be listed twice in alphabetical order according to the different spellings; a hotel may be listed under "H" (Hotel) as well as under the letter where the distinctive name of the hotel is listed; an apartment house or office building may be listed additionally by street number in either or both of the following ways:

Eighteen Ninety Walnut St Apts 567-9050
(or) Number 1890 Walnut St Apts 567-9050

Rates are as shown in B. preceding.

E. FOREIGN EXCHANGE SERVICE LISTINGS

When foreign exchange service is listed in the alphabetical list for the foreign exchange, a listing of the service in the alphabetical list for the local exchange in connection with contiguous exchange service must be included unless the customer has a local service listing and requests the omission, but in connection with non-contiguous exchange service is omitted unless its inclusion is requested by the customer. Rates are as shown in B. preceding.

F. FOREIGN LISTINGS

A customer or an additionally listed party may be listed in an alphabetical list other than that in which the customer is regularly listed. Such listings may be indented or placed under a caption. (See G. following). Rates are as shown in B. preceding except that foreign listings of groups of customers may be furnished without charge when it is determined by the Telephone Company that it is desirable to do so in order to facilitate finding telephone numbers in cases where the boundaries of the exchanges comprising the regular list for such customers do not coincide with the municipal, postal or other geographical designations of their locations.

G. INDENTED AND CAPTION LISTINGS

1. CONDITIONS UNDER WHICH FURNISHED
A customer is permitted to have listings indented or, except in the case of one business and one residence listing, to have them placed under a caption without extra charge for the indented or caption arrangement when he has:

a. A business listing and a residence listing of the same service at the same address.

b. Two or more listings of the same or different services at different addresses.

c. Two or more listings of different services at the same address. Subcaptions may also be furnished without charge, when required.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

G. INDENTED AND CAPTION LISTINGS (Cont'd)

2. ARRANGEMENT

a. INDENTED LISTINGS

One or more listings are indented under an original listing of the same customer without repetition of the name.

The following is an example of indented listings furnished:

Smith John Tailor 1690 Pine 545-2875
Residence 1690 Pine 545-2875

Doe John Lawyer 8 S Broad 563-9872
Residence 1896 Westmoreland 232-8462

Roe Richard Dentist 607 S 17 545-3084
Residence 607 S 17 545-5215

Apex Department Store 1316 Chestnut 545-1275
Warehouse 1315 Sansom 545-1275
Garage 1204 Spruce 545-1275
Employment Dept 1316 Chestnut 545-3120

b. CAPTIONS AND SUBCAPTIONS

Two or more listings may be placed under a caption consisting of the name of the customer or of any of the parties which the customer is entitled to list as set forth under A. preceding, together with a designation or title where the name is not indicative of the business or profession.

One or more subcaptions may be furnished under a caption, each subcaption consisting of a directive heading which serves to identify two or more listings placed thereunder, where this grouping is necessary for the proper routing of calls.

The following is an example of caption and subcaption listings furnished:

Van Horn Co bakers
General Offices 516 S 15 735-4550
Retail Shops
1813 E Allegheny Ave 634-6114
3634 N Broad 232-9758
Cafeterias
219 S Broad 545-2488
3520 Chestnut 222-5607

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

G. INDENTED AND CAPTION LISTINGS (Cont'd)

3. LISTINGS

Listings of the customer's services indented or placed under a caption or subcaption consist of a designation, an address and a telephone number. The designation may be omitted where it is explicit in the caption or subcaption. The address may be omitted where the designation contains information necessary to segregate calls and an address is not required. The designations permitted may consist of:

a. Any of the names or designations which the customer is entitled to list as covered under A. preceding, e.g.:

(1)	Stevens John Mgr	(Officer)
(2)	McGrady Construction Co	(Controlled Corporation)
(3)	Residence	(Name appears in caption or first listing of indented arrangement)

Individual names may be placed under a caption only when they are listed also in their proper alphabetical order and only when the caption is in the name of the customer.

b. A branch, department or division of the business when necessary for the proper completion of calls, e.g.:

(1) Warehouse
(2) Employment Dept
(3) Continental Sales Division

c. A business title, e.g.:

(1) Vice President
(2) Plant Superintendent

d. The name of a function of the business when necessary to segregate calls, e.g.:

(1) Coal orders
(2) Refrigerator service
(3) For fuel oil delivery
(4) For telephone shopping

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

G. INDENTED AND CAPTION LISTINGS (Cont'd)

3. LISTINGS (Cont'd)

e. Information necessary to segregate calls from different exchanges or geographical areas, e.g.:

(1) Order Dept (Subcaption)
Within city limits
Outside city limits

(2) Catalogue Telephone Order Service (Subcaption)
Ridley Park subscribers only
Sycamore subscribers

H. REFERENCE LISTINGS

Cross reference listings will be furnished only where they will facilitate the use of the directory and are not intended as an advertising medium. Rates are as shown in B. preceding.

I. TEMPORARY LISTINGS

A customer to residence service who leases his premises for a period of less than one year and who requests the Telephone Company to render service to his tenant without change in billing may arrange for the listing of the tenant, provided the customer and tenant do not occupy the premises at the same time. Rates are as shown in B. preceding.

J. DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished, where facilities permit, upon customer request for assistance in determining telephone numbers. Local Directory Assistance and National Directory Assistance are provided. Customers will be charged for all requests, including requests for listings that are not available or not found. Alternate billing arrangements are not permitted.

1. LOCAL DIRECTORY ASSISTANCE

a. GENERAL

Local Directory Assistance provides customers with the listings of individuals or businesses located within the Regional Calling Area.

b. REGULATIONS

(1) MONTHLY CALL ALLOWANCE

No call allowances apply.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

J. DIRECTORY ASSISTANCE SERVICE (Cont'd)

1. LOCAL DIRECTORY ASSISTANCE (Cont'd)

b. REGULATIONS (Cont'd)

(2) EXEMPTIONS

Charges for Directory Assistance Service are not applicable to the following types of calls to Directory Assistance:

(a) calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.

(b) calls placed from residence dial tone lines where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or from the business dial tone line of a certified handicapped customer where assistance is otherwise not available.

(3) MULTIPLE NUMBER REQUEST

A maximum of two requested telephone numbers per call are permitted.

(4) Callers may request a second listing by remaining on the line after receiving their first listing.

c. RATES

	Per Call*
(1) Where the customer direct dials Directory Assistance	$2.99
(2) Where the customer places a call to Directory Assistance via a Local Exchange operator	2.99

* Plus the applicable operator-handled rate if the customer dials "0" and reaches a Verizon operator.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

J. DIRECTORY ASSISTANCE SERVICE (Cont'd)

2. NATIONAL DIRECTORY ASSISTANCE

a. GENERAL

National Directory Assistance provides customers with the listings of individuals or businesses located outside the Regional Calling Area but within the United States.

b. REGULATIONS

(1) A maximum of two requested telephone numbers per call is permitted. Charges are applied per call.

(2) No call allowances or discounts apply.

(3) The National Directory Assistance rate will not apply to the following types of calls:

(a) calls placed from residence dial tone lines where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical disability, or from the business dial tone line of a customer certified with a disability where assistance is otherwise not available.

(b) calls placed from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.

(4) National Directory Assistance will not be offered from the following services:

Dormitory Centrex
Hotel/Motel Guest Lines
Pay Telephone Lines
Mobile Type I Service

(5) If a customer requests both a Local Directory Assistance listing and a National Directory Assistance listing on the same call, the National Directory Assistance rate will apply for both listings.
The Local Directory Assistance request will not be subtracted from a residential customer's call allowance and an additional Local Directory Assistance rate will not apply.

(6) Verizon - Pennsylvania's Liability for any errors or omissions in the National Directory Assistance information provided to the customer shall be subject to the same liability limitation for Verizon - Pennsylvania's provision of local directory assistance information set forth in Section 1, Paragraph 15.A of the Telephone Company's Pa. P.U.C.-No. 1 Tariff.

(7) Callers may request a second listing by remaining on the line after receiving their first listing.

c. RATES

National Directory Assistance, per call	$2.99*

* Plus the applicable operator-handled rate if the customer dials "0" and reaches a Verizon operator.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

K. **Connect ReQuest**SM SERVICE

1. GENERAL

Connect ReQuestSM Service provides Directory Assistance (DA) customers the ability to have a requested number automatically dialed by the Operator Services System (OSS) for an additional charge.

2. REGULATIONS

a. Availability

(1) A DA-requested number can be dialed automatically by the OSS, upon selection by the customer of a mechanized prompt.

(2) No alternate billing is provided by the DA operator; however, alternate billing of DA Services, including **Connect ReQuest**, can be provided by dialing "O" and requesting other billing through the "O" operator.

b. Service Limitations

(1) Customer calls are transported by the Company only within the Local Access Transport Area (LATA) where the request originated.

(2) **Connect ReQuest** Service is provided only where the facilities and service used by the customer can support all billing requirements. The following types of calls are not offered by **Connect ReQuest** Service:

- AT&T Card Caller
- Cellular (see Pa. P.U.C. No. 302, Section 9A for regulations referring to Carrier **Connect ReQuest** Service)
- Pay Telephones Lines
- Charge-A-Calls
- Dormitories
- Hospitals
- Hotel/Motels
- Prisons
- Requested Directory Numbers (556, 700, 800, 900, 976)
- Toll Denied/Toll Restricted

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

K. **Connect ReQuest**SM SERVICE (Cont'd)

2. REGULATIONS (Cont'd)

b. Service Limitations (Cont'd)

(3) **Connect ReQuest** Service will be offered on only the last of the two numbers available for each request to Directory Assistance.

3. APPLICATION OF CHARGES

a. The **Connect ReQuest** Service surcharge is applied only to completed calls.

b. The customer's local usage package is applied to station-to-station calls automatically dialed and billed to the originating number.

c. **Connect ReQuest** Service calls automatically completed are subject to DA charges, dialed station-to-station rates, and the **Connect ReQuest** Service surcharge, as shown in 4. following.

d. **Connect ReQuest** Service charges are not applicable to handicapped customers who are exempt from DA charges, and are certified by a registered physician or designated agency as visually or physically handicapped.

4. RATES AND CHARGES

	Per Call
Connect ReQuest Service surcharge	$.30

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

L. DIRECTORY LIST SERVICE

1. GENERAL

Directory List Service is the provision of telephone numbers in written form of lists of names and addresses supplied to Verizon-Pennsylvania, Inc., by a subscriber according to a prescribed format.

2. REGULATIONS

a. The use of the completed list by the subscriber will be restricted to telephone calling purposes only.

b. Non-Published Telephone Numbers will not be provided.

c. The Telephone Company assumes no responsibility or liability for any errors that may appear in the completed list.

3. RATES

a.	For each Number Plan Area List	$15.00
b.	For each telephone number requested	.15

In addition, appropriate taxes and shipping charges are applicable.

DIRECTORY LISTINGS
(Not Including Classified Telephone Directory Listings)

M. **APPOINTMENT ReQUEST**SM

1. GENERAL

Appointment ReQuest provides service for customers with an unlimited number of listing requests for an hourly fee. Arrangements must be made in advance to reserve an operator to retrieve the listings. Customers must make an appointment to call a specified number at a designated time to secure the listings. The service is provided during a single call or series of related calls.

2. REGULATIONS

a. Appointments may be made individually or consist of up to five sessions. If five sessions are scheduled within an appointment, all five sessions must occur within 15 days of the first session.

b. Customers must estimate the duration of the appointment/session during the scheduling process.

c. There are no monthly call allowances and no exemptions permitted with this service.

d. Only listed and non-listed telephone numbers will be provided. Non-Published telephone numbers will not be available.

e. Customers scheduling appointments for listing outside their originating area code are responsible for any transport charges incurred in reaching the appropriate bureau number.

f. Customers are charged for the total time of the session even if certain listing requests are determined to be unavailable.

g. The minimum first hour rates, whether Single or Multi Session, apply even if the duration of the session is less than one hour. After the first hour, charges are assessed on a 15-minute increment basis, with the same rule applying.

h. The service described in this Guide are provided to customers when/where facilities, numbers and appropriate billing arrangements are available. The Telephone Company reserves the right to decline this service where appropriate billing arrangements cannot be made.

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M. **APPOINTMENT ReQUEST**SM (Cont'd)

3. RATES

a. Single-Session Appointments

First hour or portion of an hour	$67.00
Additional increments of 15 minutes or less	12.50

b. Multi-Session Appointments

First hour of first session	$67.00
Additional increments of 15 minutes or less in first session	12.50
First hour of each additional session	50.00
Additional increments of 15 minutes or less	12.50

N. DIRECTORY LISTINGS FOR PUBLISHERS

1. GENERAL

The Telephone Company will provide an alphabetic list of its published customers' names, addresses, and telephone numbers to publishers of directories at the rates specified.

2. REGULATIONS

a. This service will be available on the same terms and conditions and on an equal basis to all publishers of alphabetic directories.

b. This service will be restricted to publishers of printed or non-printed alphabetic directories for the sole purpose of compiling and distributing the publisher's directory.

c. Publication of the listing data in more than one medium is permitted.

d. The listings will be available to publishers as often as monthly for the sole purpose of compiling and distributing directories. The recurring rates below apply for each extract.

e. The terms and conditions set forth in a separate Listings License agreement apply.

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N. DIRECTORY LISTING FOR PUBLISHERS (Cont'd)

3. RATES

		Nonrecurring Rate	Recurring Rate[1]
A.			
B.			
C.	Listings, for each via "Full File Extract"	-	$.04[2]
D.	Listings, for each via "Service Order Activity"	-	$.06[3]
E.		-	

Notes:

There is a minimum fee of $100.00 per transmission in the event the fee for Full Extracts or Service Order Activity is less than $100.00 per transaction.

Full File Extracts are a snapshot of all or selected published Listings Information in standard format and in acceptable media.

Updates, as used in this instance, refers to service order transactions, on a daily, weekly, or monthly basis which reflect any and all activity or change since the most recent extract or update that affects the Listing Information.