

Verizon North LLC

## DIRECTORY LISTINGS

### A. TELEPHONE DIRECTORIES

#### 1. General

Telephone directories containing the listings of customers within a specified area, issued by the Telephone Company to its customers and patrons without charge, are the property of the Telephone Company and shall be surrendered to the Company upon termination of service, or to the carrier who delivers the subsequent issue of the directory, in as good condition as reasonable wear and tear, without mutilation, will permit. Customers may only use with or attach to directories furnished by the Telephone Company, binders, holders, inserts, auxiliary covers or attachments which do not contain advertising and which are not so attached as to impede reference to essential service information, or otherwise interfere with service. No other binders, holders, inserts, auxiliary covers or attachments of any kind not furnished by the Telephone Company shall be attached to or used with directories furnished by the Telephone Company.

#### 2. Liability of Company

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omission from its directories nor for the result of the publication of such errors in the directory nor will the Telephone Company be a party to controversies arising between customers or others as a result of listings published in the directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

### B. CONDITIONS

#### 1. General

- a. The rules and rates in this section apply only to an alphabetically arranged list of customers that is furnished by the Telephone Company to aid the public in determining the telephone number of the party they wish to call.
- b. The form, length and content of all listings will be prescribed by the Telephone Company, including the use of abbreviations where the identification of the customer will not be impaired.
- c. Each primary listing will include the name, address and telephone number of the individual, partnership, corporation, association or governmental agency for whom service has been contracted.
- d. A Joint User is permitted the same listing privileges as the regular customer whose service he shares.
- e. Listings will be accepted for other than individual, partnership, corporation, association or governmental agency names when the customer is actually conducting business under the listing requested as evidenced by billing forms, letterheads, etc. However, listings that in the judgment of the Telephone Company are misleading, deceiving or designed to achieve a special prominence will not be accepted.
- f. Listings are not provided in connection with services that do not require a listing for normal operation, such as pay telephone line service, toll terminals, outward-WATS, nonexchange connected services, auxiliary service lines and any exchange line arranged only for outward service.

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## DIRECTORY LISTINGS

### B. CONDITIONS (Cont'd)

#### 1. General (Cont'd)

- g. Caption listings consist of suitable designations or names, addresses and numbers of the various exchange telephone services furnished to a single customer, indented and arranged alphabetically beneath the individual, company agency or organization name.

Names of individuals are easier to find in the regular alphabetic list and will be permitted under a caption only if they also appear elsewhere in the regular alphabetic list of customers.

- h. Indented listings consisting of a designation, address and telephone number indented beneath another listing of the same name are furnished to prevent repetition and to differentiate between two or more services furnished to an individual customer.
- i. A dual name listing is comprised of a surname, two first names, an address and a telephone number. This listing may be provided as the primary listing associated with residence service for two persons who share the same surname and reside at the same address or for a person known by two first names.

#### 2. Additional Listings

- a. An additional listing must include the same address and telephone number as the primary listing, except that the address may be that of an off-premises extension or PBX station located on another premises occupied solely by the customer.
- b. Only those members of the customer's domestic establishment who occupy the same premises may be listed in connection with residence service.

A temporary residence additional listing of a tenant will be permitted when the customer leases his residence to another party for a period of less than one year and requests the service to continue without any change in billing or service, provided that both the tenant and the customer do not simultaneously occupy the premises.

- c. Additional listings in connection with business or PBX service may consist only of members of the firm, officers of the corporation, agents, employees, departments, other businesses operating under control of the primary listed business and associated governmental agencies operating under a single bureau or department.
- d. Additional listings are available with Pay Telephone Line Service.
- e. Business additional listings are not available in connection with residence service.
- f. A dual name additional listing may be provided to the customer subject to the same terms and conditions as specified in B.1.i. preceding.

#### 3. Cross Reference and Duplicate Listings

Cross reference of listings with two logical finding names and duplicate listings of names commonly spelled in more than one way are permitted when, in the judgment of the Telephone Company, they are required for proper identification and to facilitate finding the telephone number of a listed party. Listings of this type are considered to be additional listings when requested by the customer.

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## DIRECTORY LISTINGS

### B. CONDITIONS (Cont'd)

#### 4. Alternate Call Number Listings

The purpose of an alternate call number listing is to direct the calling party to another telephone where someone will be available to answer the call after normal business hours, or if there is no answer at the first listed number. The calling instruction and alternate telephone number are indented beneath the primary number. Telephone numbers used as alternate call numbers must also appear elsewhere in the alphabetical directory list.

The customer must arrange to have the calls answered at the alternate location and both parties must be agreeable to the use of the alternate location service for this purpose.

#### 5. Foreign Listings

A listing will be furnished, upon request of the customer, in a directory other than that for the exchange from which the customer receives service provided the customer is also listed in the directory of the serving exchange.

The listing of a Foreign Exchange service customer in the directory for the area in which he is located is considered a Foreign Listing.

#### 6. Private Telephone Number Service

The customer's telephone number is omitted from both the telephone directory and Directory Assistance lists of the telephone company at the request of the customer. The arrangement permits the customer to limit inward calls to calls from those parties to whom he has furnished the telephone number.

- a. Unless the specific call number is dialed or given to an operator by the calling party, connection will not be made with a telephone service having a Private Telephone Number.
- b. The Telephone Company will treat private telephone numbers as confidential information and will not reveal such numbers to anyone except for the following:
  - (1) The Telephone Company reserves the right to indicate the existence of a private telephone number service, but, except when required by law, the number itself will not be disclosed to anyone other than representatives of duly constituted law enforcement agencies, employees of the Telephone Company and those of other telephone companies when such information is required for the proper performance of their duties and to customers who are billed for calls placed to or from the private number.
  - (2) When a customer with Private Telephone Number Service places a call to 911 emergency service or other public safety agency of government, and the public safety answering point attendant places such a call on called party hold, and such call is represented to the Telephone Company to be of an emergency nature, the Telephone Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the emergency service upon request of such governmental authority.
  - (3) The Company reserves the right to forward name and address information of Non-Published Telephone Number Service customers to governmental agencies subscribing to Enhanced 911 Service.

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## DIRECTORY LISTINGS

### B. CONDITIONS (Cont'd)

#### 6. Private Telephone Number Service (Cont'd)

c. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a Non-Published Service customer in the directory or disclosing a Non-Published Service telephone number to any person shall attach to the Company, and where such a number is published or is disclosed by a Telephone Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such service.

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

#### 7. Semi-Private Telephone Number Service

The customer's telephone number is available to the public from the Telephone Company's Directory Assistance Service and is omitted from the directory at the request of the customer. The service permits the customer to receive calls from only those persons that know his name.

#### 8. Inward Wide Area Telephone Service (WATS) Listings

Inward WATS listings may be included in the alphabetical section of any telephone directory within the Inward WATS area to which the customer has subscribed.

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DIRECTORY LISTINGS

C. RATES

1. Listings Furnished as part of the Service without Additional Charge<sup>1</sup>:

One primary listing of each exchange telephone service.

One primary listing for each PBX system, except that a listing may be furnished for each group of trunks when more than one Company under common ownership shares the use of the PBX. One primary listing for each group of exchange lines equipped for trunk hunting within the group.

Caption and indented primary listings.

Dual name listing when provided as primary listing.

2. Listings Furnished at a Charge <sup>1, 2</sup>

	<u>Monthly</u>	
	<u>Residence</u>	<u>Business</u>
Additional Listings, Cross Reference and Duplicate Listings, Alternate Call Numbers, Residence Primary Additional Listing, ea.	\$4.50	\$5.00
Foreign Listings in directories of this company ea.	4.50	5.00
Inward WATS Listings	-	3.50
3. Private Telephone Number Service	4.00	4.00
4. Semi-Private Telephone Number Service	4.00	4.00

<sup>1</sup> An NRC as specified in Section 3 of the Telephone-Pa. P.U.C. No. 4 tariff or the Telephone-Pa. P.U.C No. 6 tariff is applicable for establishing or changing a listing when the customer's order does not include any other work for which a service order would otherwise be required. The NRC is not applicable for listing changes for reasons beyond control of the customer, such as, a change of address of the service location resulting from a change from R.D. number to street number or by renumbering of house numbers by a municipal government agency.

<sup>2</sup> These rates are applicable to customers served in exchanges listed in Section 2 of Telephone-Pa. P.U.C. No. 4 tariff and listed in Section 1 of the Telephone-Pa. P.U.C No. 6 tariff.

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DIRECTORY LISTINGS

C. RATES

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One primary listing of each exchange telephone service.

One primary listing for each PBX system, except that a listing may be furnished for each group of trunks when more than one Company under common ownership shares the use of the PBX. One primary listing for each group of exchange lines equipped for trunk hunting within the group.

Caption and indented primary listings.

Dual name listing when provided as primary listing.

2. Listings Furnished at a Charge <sup>1, 2</sup>

	<u>Monthly</u>	
	<u>Residence</u>	<u>Business</u>
Additional Listings, Cross Reference and Duplicate Listings, Alternate Call Numbers, Residence Primary Additional Listing, ea.	\$4.50	\$5.00
Foreign Listings in directories of this company ea.	4.50	5.00
Inward WATS Listings	-	3.50
3. Unlisted (Non-listed) Numbers <sup>3, 4</sup>	0.00	0.00
4. Non-published Numbers <sup>4, 5</sup>	0.00	0.00

<sup>1</sup> An NRC as specified in Section 3 of Telephone-Pa. P.U.C. No. 1 tariff or the Telephone-Pa. P.U.C No. 3 tariff is applicable for establishing or changing a listing when the customer's order does not include any other work for which a service order would otherwise be required. The NRC is not applicable for listing changes for reasons beyond control of the customer, such as, a change of address of the service location resulting from a change from R.D. number to street number or by renumbering of house numbers by a municipal government agency.

<sup>2</sup> These rates are applicable to customers served in exchanges listed in Section 2 of Telephone-Pa. P.U.C. No. 1 tariff and Telephone-Pa. P.U.C No. 3 tariff.

<sup>3</sup> An unlisted (non-listed) number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

<sup>4</sup> See Private and Semi-Private Telephone Number Service conditions and rate applications.

<sup>5</sup> Non-published telephone numbers are not listed in either the Company's alphabetical directory or information records. The general public does not have access to a non-published telephone number.

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DIRECTORY LISTINGS

C. RATES (Cont'd)

5. Private and Semi-Private Telephone Service

The rate for private and semi-private telephone number services does not apply if the nature of the service does not require a listing as described in B.1F preceding or to the following:

Customer with a Published Listing

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

Customer With a Private/Semi-private Listing

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

Pay Telephone Service

Special Reversed Long Distance Service

Foreign Exchange/Zone Service

Temporary Service (service provided for a period not more than 30 days)

Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.

Local Exchange Service for customer living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.

New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

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DIRECTORY LISTINGS

C. RATES (Cont'd)

6. Application of Rates

- a. The monthly charge for listings begins on the day that the listing is posted to the Directory Assistance Files of the Telephone Company.
- b. The charge for discontinued listings appearing in a current issue of the directory will continue until the publication date of the subsequent directory. Except that the charges will cease upon discontinuance of the listing under the following conditions:
  1. Termination of the main service.
  2. The listed party moves to another location at which he does not have access to the listed number telephone service.
  3. Death of the listed party.
  4. The listed party becomes a customer with service in his own name.
  5. The service is changed to private or semi-private telephone number service.
- c. Charges for listings that appear only on the Directory Assistance Records of the Telephone Company cease when the listing is removed from that record file.

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DIRECTORY LISTINGS

D. SPECIAL REVERSE TOLL CHARGE (Enterprise Service) <sup>1</sup>

1. General

- a. Special reverse charge toll service provides a service whereby a subscriber in one exchange arranges that persons in one or more other exchanges may call him without toll charges to them and without requesting that charges be reversed.
- b. The Company assigns and lists in the directory a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One directory listing for each such exchange is provided without extra charge.
- c. Directory listings in connection with the service ordinarily will include the name of the subscriber, his business designation, his city, his special number, and instruction to ask Long Distance for the special number. Where the subscriber so desires, the phrase "No Toll Charge" may also be included.
- d. Calls for the special number of designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those calls to the special number are considered as coming within the scope of the service. Calls for the special number are completed to the designated telephone in the other exchange without, so far as possible, the calling party being aware that the calls are being established to another place.
- e. Subscribers to Special Reverse Charge Toll Service must assume all charges for completed calls made to their special numbers. Each completed call made in connection with this service is charged for at established rate for an operator assisted call.

2. Rates

Monthly Rate <sup>1</sup>

The charge, payable in advance, in addition to toll charges,  
for each exchange in which a Special Reverse Charge Toll  
Service number assigned is:

\$6.40

<sup>1</sup> This service is only available to former Contel customers who are served by Telephone-Pa. P.U.C. No. 1 and Telephone-Pa. P.U.C. No. 3 tariffs.