
LISTINGS

A. ALPHABETICAL DIRECTORY

1. General

The following terms and conditions and rates apply to listings in light face type in the alphabetical directories and the directory assistance records of the Company.

Listings are limited to information essential to the identification of the listed party. The Company reserves the right to use appropriate abbreviations in listings.

Listings which, in the judgment of the Company, are designed to advertise a commodity or service, or which are otherwise objectionable, are not permitted. A name made up by adding a term such as "Company", "Agency", "Shop", "Works", "Service", etc., to the name of a commodity or service is not accepted as a listing, unless the subscriber is legally doing business under that name.

A name may be repeated in the same alphabetical directory list only when a different address or a different telephone number is listed.

2. Composition of Listings

a. Name

(1) Business Service

The following names may be included in business service listings:

- (a) The name of the subscriber, joint user or Access Service customer.
- (b) The name of each separate business enterprise which the subscriber, joint user or Access Service customer conducts.
- (c) The name by which the business of a subscriber or joint user or Access Service customer is known to the public provided that only one such name representing the same general line of business will be accepted.
- (d) The name of any person associated with the subscriber, joint user or Access Service customer in the same business.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

2. Composition of Listings (Cont'd)

a. Name (Cont'd)

(1) Business Service (Cont'd)

- (e) The name of any person, firm or organization which the subscriber, joint user or Access Service customer is authorized to represent, or the name of an authorized representative of the subscriber, joint user or Access Service customer.
- (f) Alternate spelling of an individual name or alternate arrangement of a business name, provided that the listing, in the judgment of the Company, is not for advertising purposes.
- (g) The name of a publication issued periodically by the subscriber, joint user or Access Service customer.
- (h) The name of any inactive business or organization in a cross-reference listing when authorized by such business or organization.
- (i) The name of a member of the subscriber's or Access Service customer's domestic establishment when business service is furnished in the subscriber's or Access Service customer's residence.
- (j) The name of a corporation which is the parent or a subsidiary of the subscriber or Access Service customer.
- (k) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.

b. Designations

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, two or more designations may be included in one listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

2. Composition of Listings (Cont'd)

b. Designations (Cont'd)

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Conversely, individual names or titles are not shown following the name of a firm or corporation.

A listing may not include a designation, such as "agency", "dealer", or "representative" except in connection with the legal name of the subscriber.

A term such as "renting agent" may be included in a listing indented under the name of a building, provided that the agent maintains a renting office in such building.

c. Addresses

Each listing includes the house number and street name or a location where the telephone service is furnished, except when modification facilitates identification of the listed party by the calling public.

The name of a building will be shown, in lieu of the street address, only in the case of Federal, State, County and Municipal buildings, public libraries, large hotels and apartment houses, or other buildings commonly known by name. In suburban areas, the name of the street may also be included when necessary for identification.

The address associated with a large building, hotel or apartment house may be shown in one of the following forms where such address clearly indicates the subscriber's location or where the subscriber operates two or more branch stores on the same street:

7 Av & 158
1152 7 Av nr 158

d. Telephone Numbers

Each listing may include only one telephone number. A listing may include only the telephone number of the first line of a PBX system or incoming service group of individual lines, except that (1) a trunk not included in the incoming service group of a PBX system or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions as, for example, where a corporation and its subsidiaries use the same PBX system, (2) each Centrex line may be listed and (3) an auxiliary line not included in the incoming service group of an individual line service, or the first auxiliary line of a separate incoming service group may be listed.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

3. Types of Listings

a. Standard Listings

A standard listing is the type of listing which includes a name, designation, address and telephone number to appear in the directory assistance records and the alphabetical directory for the territory in which the telephone service is located. Designations included in the listing will be provided subject to the terms and conditions specified in Paragraph A.2.b. of this Section.

b. Indented Listings

An indented listing is the type of listing which is indented under a standard listing or under a caption and may not include more than a designation, address and telephone number. A caption consists of a name and may include a designation but not an address or telephone number. When the same designation is appropriate for two or more of the indented listings, the designation may be shown as a subcaption for such indented listings.

Indented listings are permissible when a subscriber or Access Service customer is entitled to two or more listings, whether main or additional listings, of the same name with different addresses or different telephone numbers, subject to the terms and conditions for duplicate listing when such addresses are covered by different directories.

c. Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing or a night listing such as the following:

- (1) If no answer call (telephone number)
- (2) Night calls (telephone number)
- (3) Night calls after--P.M. (telephone number)
- (4) Nights, Sundays and holidays (telephone number)
- (5) 5 P.M. to 9 A.M. weekdays noon Saturday until 9 A.M. Monday and holidays (telephone number)

Such listing may be furnished as an indented listing or as a subcaption.

The telephone number in such a listing may be that of another service furnished the same subscriber, or one of the subscriber's PBX trunks not included in the incoming service group, or a multiple terminal, or the service furnished a different subscriber, or the telephone number designated by an Access Service customer.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

3. Types of Listings (Cont'd)

d. Duplicate Listings

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

e. Reference Listings

A reference listing such as shown in the following example may be obtained in lieu of duplicate listings:

Smith and Jones Inc
Main Office 1 Wall.....HAnover 2-9914
For branches see Bklyn. Directory

f. Cross Reference Listings

A cross reference listing such as one of the following may be obtained in the same alphabetical group with the related listing when required for identification of the listed party and not designed for advertising purposes.

- (1) Long Island Express Company
See Adams Express Company
- (2) Long Island Express Company
Call Adams Express Company MAIn 4-9924
- (3) Long Island Express Company
Main office 2 Fulton MAIn 4-9924
For branches see Adams Express Company

g. Listings of Special Reversed Charge Toll Service

See Part D Section 2 of this Product Guide.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

4. Main Listings

a. Listings are provided without charge as follows:

- (1) One listing for each individual line except that where individual lines are grouped for incoming service, only one listing will be provided for each such group.
- (2) One listing for each PBX or intercommunicating system.
- (3) One listing for each order equipment installation with direct central office connections, provided that the initial trunk is furnished at the first trunk rate.

b. Access Service customers, as defined in Part B, Section 14 of this Product Guide, may have a billed main listing and additional listings in the alphabetical directory, subject to the same terms and conditions as the listings of Company exchange service subscribers.

5. Monthly Rates for Billed Main Listings and Additional Listings

The monthly rate for each additional listing is as follows:

a. Billed Main listings, each	\$3.75
b. Additional listings, each:	
(1) Standard listings	4.50
(2) Indented listings	4.50
(3) Cross-reference listings	4.50
(4) Alternate telephone number and night listings	
Listing or subcaption confined to one directory line	4.50
Listing or subcaption requiring two or more directory lines	6.00

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

5. Monthly Rates for Billed Main Listings and Additional Listings (Cont'd)

c. Duplicate Listings

Night listing requiring two or more directory lines	\$ 6.00
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Other duplicate listings	3.75
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d. Reference listings 3.75

No charge applies to a caption or a subcaption except as provided in Paragraph A.4. of this Section.

The rates for standard listings, indented listings (other than indented duplicate or reference listings) and cross-reference listings are effective at the time of insertion of the listing in directory assistance records. When the subscriber or Access Service customer requests that the insertion in directory assistance records be made coincident with the publication of the directory, the rates are effective with their billing date on or next succeeding the publication date of the directory in which the listing appears.

The rates for alternate telephone number and night listings, duplicate listings and reference listings will be effective with the subscriber's or Access Service customer's billing date on or next succeeding the publication date of the directory in which the listings appear.

6. Non-Published Service

a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

b. Terms and Conditions

- (1) Except as otherwise provided in this Paragraph 6.b.(1), incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a call-back to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a call-back to the calling party is refused. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

6. Non-Published Service (Cont'd)

b. Terms and Conditions (Cont'd)

- (2) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, 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 non-published service.
- (3) The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

c. Rates

A rate of \$0.00 a month applies for each non-published service

Exceptions:

The foregoing rate does not apply:

- (1) Public Telephone Service
- (2) To special reversed charge service.
- (3) To foreign exchange service* where the subscriber is also furnished exchange service from the normal central office. (N)
- (4) To additional service furnished to the same subscriber at the same address.
- (5) Where the subscriber has other service listed in the same name in the alphabetical directory for the territory in which the subscriber is located, provided that (a) both services are of the same class or (b) the services are of different classes, and arrangements have been made that calls to the listed number will be answered at all times.

* Effective January 15, 2020, foreign exchange service is no longer available. Moves, additions or changes to subscribers existing service will not be permitted. (N)
(N)

LISTINGS

A. ALPHABETICAL DIRECTORY (Cont'd)

6. Non-Published Service (Cont'd)

c. Rates (Cont'd)

- (6) Where a subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX service furnished the hotel, apartment house, boarding house or club.
- (7) Where service is installed for a temporary period.
- (8) Where a joint user* elects not to take a listing.
- (9) Where service involves data terminals where there is no voice use contemplated, except for coordination of data transmission.
- (10) Where service is furnished at normally unattended locations to assist in the maintenance of essential public services provided by power, water and pipe line companies, railroads, airlines and government agencies.
- (11) To Access Service customers.

* As defined in Part B, Section 14 of this Product Guide.

LISTINGS

B. DIRECTORY ASSISTANCE SERVICE

1. General

Customers may obtain assistance in determining telephone numbers by calling the Directory Assistance operator.

2. Charges

- a. For business service,
and calls placed over outward WATS* (N)
access lines, up to 2 requests per call \$2.99

Requests for information other than telephone numbers will be charged for as requests for numbers.

b. No charge applies for:

- (1) Calls for Directory Assistance placed from telephones served by central office equipment of other telephone companies.
- (2) Requests for telephone numbers of non-published service, as defined in Part B, Section 14 of this Product Guide.
- (3) Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance operator provided that the calling party reports the wrong number to the Company.
- (4) Requests for telephone numbers which were omitted from the alphabetical directory as a result of Company error.
- (5) Calls for Directory Assistance from disabled persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of Connecticut or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind. This exemption shall apply, at the discretion of the Company, to business service subscribers who are the sole owners and operators of the business.

The term "disabled person" is defined in Part B, Section 14 of this Product Guide.

* Outward WATS is no longer available. Moves, additions or changes to subscribers existing service will not be permitted (N)
(N)

LISTINGS

B. DIRECTORY ASSISTANCE SERVICE (Cont'd)

2. Charges (Cont'd)

b. No charge applies for: (Cont'd)

- (6) Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.
- (7) Requests for address and zip code information where the subscriber has requested that they be omitted from listing.

LISTINGS

C. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE (DACC)

1. General

Directory Assistance Call Completion Service (DACC) provides for automatic connection of a person calling Directory Assistance (DA) to the published telephone number requested.

After the Directory Assistance Operator gives the caller the requested number, a service message will inform them that they may be connected to that number for a specified additional charge.

2. Terms and Conditions

- a. DACC will be provided only where facilities and operating conditions permit and only when billing requirements can be met.
- b. DACC calls can be completed within Byram and Greenwich local calling areas as outlined in Part C, Section 2 of this Product Guide.
- c. The DACC charge will apply in addition to normal usage and Directory Assistance charges.
- d. The DACC charge will be billed directly to the telephone number to which the DA charge applies. In addition, 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.
- e. In situations where the calling number cannot be billed directly, the call will be completed automatically only as a bill to third number or collect call. The charge appropriate to the billing option used will apply in addition to the DACC charge. Calls from Public Telephone Service lines will not be completed.

LISTINGS

C. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE (DACC) (Cont'd)

2. Terms and Conditions (Cont'd)

- f. DACC is not provided for:
 - Interstate calls
 - Non-published telephone numbers
 - Audio Text Services (394, 550, 540, 970, 976)
 - 700, 800 or 900 numbers
 - Calls from Public Telephone Service lines
- g. When a caller requests more than one number from Directory Assistance, DACC is offered only for the last number requested.
- h. The DACC charge applies only to calls actually completed.
- i. The DACC charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- j. The DACC charge does not apply to handicapped persons exempt from the DA charge, as provided in Paragraphs B.2.b.(5) and (6) of this Section.
- k. Customers may request that their line(s) be restricted to deny alternate billing (e.g., 3rd Number Billing) and DACC charge billing. No recurring or nonrecurring charges will apply.

3. Rates And Charges

DACC Charge -

per call completed \$.35

LISTINGS

D. NATIONAL DIRECTORY ASSISTANCE SERVICE

1. General

National Directory Assistance Service (NDA) provides customers information on listings outside the customer's local Directory Assistance area.

2. Terms and Conditions

- a. NDA is provided subject to the availability of facilities.
- b. The NDA charge applies whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found. No charge applies for NDA listing requests which result in the calling party receiving a wrong number provided that the calling party reports the wrong number to the Company.
- c. Customers will be charged for each NDA call. A maximum of two requests for listings will be allowed per call. No discounts or allowances apply on charges for NDA.
- d. A customer may request both an NDA listing and a listing located within the customer's local Directory Assistance area on the same call. The customer will be charged the price of a NDA call.
- e. Charges for NDA are not applicable to calls from customers who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Refer to Paragraphs B.2.b.(5) and (6) of this Section.
- f. 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.
- g. NDA is available on a direct dialed basis and may not be alternately billed. NDA is not available from Coin Telephones or the following classes of restricted service:

COCOTs with restricted bill class
Coinless Coin
Mobile Type 1 Service

Hospital Patient Lines
Hotel/Motel Guest Lines

3. Rates and Charges

NDA Charge - per call \$ 2.99

(I)

LISTINGS

E. 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

- a. Extended Referral Service is available to the main line of all business services, including Centrex, Intellipath II, and Direct Inward Dialing (DID) Services.
- b. Business customers whose telephone service has been disconnected due to non payment are not eligible for Extended Referral Service.
- c. This Service is provided where facilities and numbers are available.
- d. 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.
- e. A request for Extended Referral Service must be placed at the time of disconnection, suspension, or telephone number change.
- f. 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.
- g. The applicable charges for Extended Referral Service will be billed in advance as a one-time charge.
- h. 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.
- i. 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

	<u>Monthly Rate*</u>
Per Line Number	\$6.00

* In addition, applicable nonrecurring charges for telephone number changes and customer-initiated suspensions of service apply.

LISTINGS

F. 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.
- 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
Coinless Phone
Mobile Type 1 Service
Toll Restricted Lines

Hospital Patient Lines
Hotel/Motel Guest Lines
WATS Lines*

(N)

- * Wide Area Telephone Service (WATS) is no longer available. Moves, additions or changes to subscribers existing service will not be permitted.

(N)

(N)

LISTINGS

F. BUSINESS CATEGORY SEARCH

2. Terms and Conditions (Cont'd)

- g. The same charge exemptions apply to Business Category Search as those specified in Paragraph B.2.b of this Section, preceding, for Local Directory Assistance.

3. Rates and Charges

BCS Charge – per search \$1.99