

EXCHANGE SERVICE

Item
1600.

DIRECTORY LISTINGS1. GENERAL

A. The regulations and rates herein stated apply to light-face type listings which appear in the alphabetical section of the Company's telephone directories listing customers' names and telephone numbers and listings within the Company's Directory Assistance service. The alphabetical section of the Company's telephone directories is the main alphabetical section of listings and includes the listings of the government pages.

B. The Company provides alphabetical directory lists and the Directory Assistance service solely to permit the finding of telephone numbers of the Company's customers. Listings are limited to such information as is essential for this purpose and shall conform to the Company's specifications.

C. The Company may in its sole discretion require the customer to authorize in writing the listings of his service. Listings of the name of a firm, corporation or of any trade name, must be authorized by the principal of such firm or corporation and proprietor of such trade name.

D. All primary Exchange customer services are normally listed but may at the request of the customer be omitted when, in the Company's opinion, such omission is not detrimental to the service in general. A monthly charge applies for each central office line or trunk line for customers who desire to have their listing omitted from the published directories. **C**

E. Listings are prepared in accordance with the letters of the English alphabet only. The Company may adopt such abbreviations in the listings as it considers necessary.

F. When two or more Central Office or trunk lines are arranged in a group for rotary service for the same customer, only the primary telephone number will be listed. **C**

G. Where, because of a customer's request, a listing requires more lines in the directory than are necessary for proper identification, the charge for an extra listing shall apply for each additional line.

H. The Company reserves the right to discontinue or refuse to accept any listing which is found to be contrary to law or to regulations herein.

2. PRIMARY LISTINGS

A. 1) A primary listing is the principal listing of the customer's service.

2) One primary listing in light-face type which lists the telephone number associated with that service is provided without charge in the alphabetical section of the applicable Company directory for each Central Office line, trunk line or joint user. **C**

3) Each additional listing, whether chargeable or not, is subject to the regulations governing extra listings.

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DIRECTORY LISTINGS – continued

2. PRIMARY LISTINGS – continued N

B. A primary listing consists of the following:

- 1) The name of the customer or the name of a party for whose use the telephone service is applied for by another party.
- 2) In the case of a business service, the designation of the principal business of the customer if the listed name of the customer does not already indicate the nature of his business.
- 3) The address of the premises at which service is furnished or, at the customer's request and at the discretion of the Company, the address may be that of another premises. C
- 4) The telephone number of the service.

C. When a customer subscribes for business and residence service in the same name, the residence listing may be indented under the business listing and designated by the abbreviation: Res.

D. When a customer has two or more services, the primary listing for each service in excess of one may be in one of the forms specified for extra listings.

3. LISTINGS PROVIDED WITHOUT CHARGE

A. Emergency call listings may at the discretion of the Company be provided without charge in connection with police, fire and hospital services. C

B. Foreign exchange service is normally listed in the alphabetical list of the directory of the foreign exchange. An extra listing containing a reference to the service is provided without charge in the customer's normal exchange. All other listings are provided in accordance with this Tariff Item.

4. EXTRA LISTINGS

A. Extra listings are provided to facilitate the use of the alphabetical directory list and Directory Assistance Service.

B. Extra listings which, in the opinion of the Company, are worded to secure a preferential position or other undue prominence are not provided and listings of information of an advertising character are not permitted. C

C. An indented residence listing under a business listing shall be provided only when a regular residence listing of the same name and telephone number appears in its proper sequence in the alphabetical list except where conditions as specified in 2.C. preceding are applicable.

D. Directive listings such as "if no answer" or "nights, Sundays and holidays", may be arranged to refer to business or residence telephones of those entitled to use the service and are chargeable as extra listings except where such listings meet the requirements of primary listings as set out in 2.A.2) preceding.

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4. EXTRA LISTINGS – continued

E. Extra Listings are provided where the customer's telephone service is also used for facsimile or data services, or is associated with Internet service, and the customer wishes to clearly identify this use to callers. The listing showing the specific use and primary listing telephone number or Internet address is indented under the primary listing.

5. BUSINESS EXTRA LISTINGS

A. Business extra listings show the telephone numbers of services which are directly associated with the primary listing of a business service. A customer may be required to furnish proof that the primary business listing and an extra listing are related.

B. Business extra listings are provided as follows:

- 1) In the names of partners, officers, employees and agents of the customer.
- 2) In the corporate or firm names of corporations or firms which the customer is authorized to represent and which do not maintain an office or branch in the customer's exchange.
- 3) In the names of divisions, branches and offices of the business organization of the customer. These listings are indented under the primary business listing of the customer.
- 4) In commonly used names which are variations in form or spelling, of the name contained in another business listing of the customer.
- 5) Extra listings in the form of reference listings may, at the Company's discretion be provided in the alphabetical list of an exchange other than that in which the listed service is furnished. **C**
- 6) In the form of special instructions to calling persons, other than those previously described.

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6. RESIDENCE EXTRA LISTINGS

Residence extra listings are provided as follows:

- A. In the name of persons residing in the household of a customer.
- B. In the names of persons leasing and occupying the customer's premises temporarily who continue the customer's service without change in the billing.
- C. In the names of persons who reside in premises at which only business service is furnished, the telephone number of such business service being listed.
- D. In names which are minor variations of the name in which the residence service is provided.
- E. In the names of permanent guests or tenants who maintain their residence in a hotel or club and whose telephone service is furnished through the telephone facilities of the hotel or club or in the names of permanent guests or tenants of rooming or boarding houses where such guest or tenant does not have his/her own telephone service but utilizes the telephone service of the customer.

7. INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS

The initial service period for chargeable extra listings which appear in the directory is the effective period of such directory, except that charges may be terminated prior to the expiration of such directory period upon the conditions specified in Section 21.2 of Item 200.

8. RATES AND CHARGES

A. Change Charge

- 1) Charges for a change of customer and/or a change of name are as follows:

	<u>Business</u>
Per change	\$15.00

- 2) No charge will apply for a change of directory listing initiated by the Company or requested by a customer which the Company considers necessary in order to improve directory service. **C**
- 3) A change in telephone number at the customer's request is subject to a service charge as stated in Item 510 of the Company's General Tariff. **C**

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DIRECTORY LISTINGS – continued

8. RATES AND CHARGES – continued

B. Extra Listings

1) The following monthly rates apply for extra listings in lightface type:

Residence	\$2.50	
Business	\$4.25	*

2) Charges for extra listings are effective from the date on which Directory Assistance information records are posted.

9. NON-PUBLISHED LISTINGS

A. A customer for primary exchange service may apply to have his/her listing omitted from the directory and the Directory Assistance listings. The Company cannot guarantee that such a non-published number will be kept secret. In the event of a customer abusing this service the Company may refuse to provide such service.

B. Non-published listings are not provided for semi and toll public telephones.

C. In the case of business service, a monthly charge of \$2.00 applies to each telephone line that is non-published in accordance with A. above.

D. In the case of residence service, a monthly charge of \$2.00 applies to each telephone line that is non-published in accordance with A. above.

E. A service charge as stated in 8. above applies to change from a listed to a non-published listing.

F. The Company will not place calls to any customer subscribing to non-published listings telephone service, for the purposes of promoting new products, services or discount plans, without the customer's prior consent.

10. INITIAL SERVICE PERIOD FOR CHARGEABLE NON-PUBLISHED LISTINGS

The initial service period for chargeable non-published listings which are omitted from the directory and Directory Assistance is the effective period of such directory, except that charges may be terminated prior to the expiration of such directory period upon the conditions specified in Section 21.2 of Item 200.