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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4 LIABILITY OF THE COMPANY (CONT'D)**

**2.4.4 DIRECTORY ERRORS OR OMISSIONS**

A. Listings in Directories

The Company is liable for errors or omissions in listings subscribed to in its telephone directories in accordance with the following:

1. Listing furnished without additional charge: In amount not in excess of the charge for exchange service (excluding additional message charges) during the effective life of the directory in which the error or omission is made.
2. Listing furnished at additional charge: In amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission is made.

B. Listings in Directory Assistance

The Company is liable for errors or omissions in listings subscribed to in directory assistance records in accordance with the following:

1. Listing furnished without additional charge: In amount not in excess of the charge for the exchange service (excluding additional message charges) for the period during which the error or omission continues.
2. Listing furnished at additional charge: An amount not in excess of the charge for that listing for the period during which the error or omission continues.

C. Customer Responsibility

The customer assumes full responsibility concerning the right to use any name of a business as a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company. However, the Company reserves the right to refuse listings which are designed primarily to give publicity to a commodity or service.

D. Standard Form

The Company reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form.

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### 5. EXCHANGE SERVICES

#### 5.7 DIRECTORY SERVICES

##### 5.7.1 LISTING SERVICES

C.1. (Cont'd)

- d. The address in a listing may include one of the following:
- (1) The street name and number.
  - (2) The name of a building.
  - (3) The customer's choice of street name and number when a building has more than one entrance and different addresses are assigned to each.
  - (4) A corner address.
  - (5) A community name where no street number is available.
  - (6) A community name in addition to a street number when the community is in a different post office district than the exchange.
  - (7) A route number, including box number, if necessary for the proper identification of the customer's service. A post office name may be included if the route number is served from a different post office than the exchange is.
  - (8) A number or suite, room, floor, apartment or building number, etc. may be included following the listed address where appropriate.
- e. The name used in a listing will be one of the following:
- (1) The name of a person living at a residence.
  - (2) The names of two people who may or may not share the same surname, but who share the same service and live at the same address.
  - (3) The names of a person known by two given names and/or nicknames, initials or combinations thereof.
  - (4) The name of another business conducted at the same address by the customer.

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**5. EXCHANGE SERVICES**

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**5.7.1 LISTING SERVICES**

C.1.e. (Cont'd)

- (5) Departments or branches of a business.
- (6) The owner or owners of a business.
- (7) Employees or officers of a firm.
- (8) The name of an individual who occupies rooms let for living quarters in hotels and motels, rooming houses, apartment houses, etc., at a premises at which the customer is furnished hotel or PBX Service, or PAL Service.
- (9) A rearrangement of a name or an appearance of a name using a different spelling.
- f. The name under which a customer is conducting business; the following are unacceptable names:
  - (1) An assumed name or a "doing business as" name that consists of the name of a commodity or service followed by a term such as agency, shop, works, distributor, representative, dealer, etc., unless the customer is actually conducting business under that name.
  - (2) An assumed name designed to alphabetize a customer's listing ahead of or near a competitor's listing.
  - (3) A name designed to provide geographic locations when the customer does not have telephone service in that area.
  - (4) Listings designed primarily to give publicity to a commodity or service.
- g. When a business service is furnished in a residence, residence additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.

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5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1. (Cont'd)

- h. For business and residence listings, designations or titles acceptable to the Company may be used.
- i. A telephone number is included with each primary, additional or reference listing.
- j. For primary listings the lead telephone number used for PBX Service is the one assigned to the primary line. The number used for other services is the one assigned to the primary or auxiliary station.
- k. One free directory listing will be provided for 800 Serviceline Option. Additional directory listings will be provided at applicable additional listing rates shown herein.
- l. For additional listings, the telephone number will be the same as that shown in the main listing except:
  - (1) Listings for trunks to be used after business hours may show the telephone number of a separate trunk or group of trunks.
  - (2) Where separate trunks or groups of trunks are used, the telephone number of the separate trunk or trunk group may be used.
  - (3) In Centrex-type systems, the telephone number assigned to a primary or dormitory station may be used.
  - (4) The telephone number of a hunting line may be shown for an additional listing.
  - (5) *DID* telephone numbers for custom PBX services may be used.
  - (6) Listings for patrons of a customer-of-record providing shared tenant service. See Shared Telecommunications Services, 5.10.2 and Resale of Service, 2.2.5.
- m. For reference listings, only the first telephone number in a hunting group of lines may be used.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

2. Telephone numbers of pay telephones will not regularly be listed in the telephone directory. A listing may be provided at the request of the customer.
3. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
4. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer; or unless the customer's service is discontinued, or in the case of a guest listing, the listed party vacates the customer's premises or becomes a customer to residence service in his own name in the same exchange.
5. An additional listing of an amateur radio station located in a customer's residence may be permitted. The station must be operated under the authority of the FCC. Only call letters assigned by the FCC, preceded by the words "Radio Amateur" may be included in the listing.
6. Additional listings may be furnished at the request of customers in the alphabetical list of an exchange other than the one where they would normally be shown.
7. Additional listings may be provided to public agencies without charge where, in the Company's opinion, directory service to the public would be improved.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

8. A Secretarial Bureau (Telephone Answering Service) may subscribe for a secretarial listing on its administrative service or a secretarial listing on its *DID* Service for those patrons of the bureau who do not maintain a place of business in the exchange and who do not have a requirement for service of their own. Such listings will not be provided when the purpose of the listing and the use of the secretarial bureau's administrative service by a patron will result in the resale of service. This regulation is not intended to prohibit a bona fide Joint User Service as provided for in Joint User Service, 5.6.1.
9. Secretarial listings must have the same address as the secretarial answering service's primary listing, unless the address is omitted, and the same telephone number as the primary listing, the telephone number of a separate group of central office lines or a *DID* telephone number.
10. The secretarial answering service subscribing to secretarial listings for its patrons shall not provide telephone facilities, other than pay telephone service, for the use of its patrons; nor shall the patrons be permitted to use the secretarial answering service's administrative lines.
11. The secretarial answering service subscribing to secretarial listings shall be responsible for all charges, including toll, applied to the telephone number listed for the patron except directory advertising charges when a separate contract for directory advertising is made by the patron with the Company.
12. Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, charges begin with the day when charges for the associated service are effective. When additional listings are provided other than in conjunction with exchange facilities, the charges begin with the day following their entry into the directory assistance records.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

13. Nonpublished Listings

- a. The telephone numbers of Nonpublished Service are not listed under the current customer's name in the telephone directory or in the information records available to the general public.
- b. Nonpublished information will not be disclosed to any person except as defined in D., following.

D. Nonpublished Telephone Number Service

A customer may request that the telephone number of the customer's service not be published in either the Company's directories or other Company records containing such information available to the general public. If the customer makes such a request, the Company will take reasonable precautions:

- 1. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public.
- 2. Except when authorized by law, the Company will not disclose nonpublished information to any person except as follows:
  - a. The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
  - b. Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
  - c. Customers billed for calls to and from nonpublished numbers, who may be furnished nonpublished numbers only;

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

D.2. (Cont'd)

- d. Employees and representatives of other telecommunications companies for purposes of billing and collection. The Company may disconnect the service of a telecommunications company that uses nonpublished information for other than the provision of telecommunications.
- e. Customers who subscribe to Caller Identification Name and Number and/or Caller Identification Number Service, 5.4.3, when the nonpublished customer elects not to utilize Caller Identification Blocking-Per Call or Per Line, 10.7.
- f. In conformance with the nondisclosure agreement, which will be signed annually, prohibiting the display, storage or disclosure of nonpublished information for the following services:
  - (1) Simplified Message Desk Interface
    - Simplified Message Desk Interface is for use with voice messaging services only.
    - The nondisclosure agreement for Simplified Message Desk Interface related to calling numbers outside a customer's Centrex-type system.
  - (2) Pay-Per-View
  - (3) Message Delivery Service
    - Message Delivery Service is for use with voice messaging services only.



**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (CONT'D)**

**E. Liability for Nonpublished Number Information**

1. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or nondisclosure of said number to any person.
2. If any action of the Company results in the publication of the unauthorized disclosure of a nonpublished number, the Company will, at the customer's request, change the number without charge and refund any nonpublished number charges for the period of time during which the number was disclosed.
3. As used in this Tariff, nonpublished information is defined to include the name, address and telephone number of the nonpublished customers.

**F. Nonlisted Telephone Number Service**

1. A customer may request that the number of the customer's service be published only in the Company records containing such information available to the general public. Information records consist of both forms of directory assistance which are voice assisted Directory Assistance and electronic Directory Assistance. If the customer makes such a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.
2. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (CONT'D)**

G. Rates and Charges

1. The following terms and conditions apply to the application of rates and charges for directory listings:
  - a. No nonrecurring charge applies if listing change is due to annoyance calls.
  - b. No nonrecurring charge applies to change a published listing for the same residence customer at the same location.
  - c. No nonrecurring charge applies to remove or add an address to a customer's listing on residence service.
  - d. Nonrecurring charges and rates apply to changes to or from nonpublished, nonlisted or published service, except as described herein.
  - e. Nonpublished or nonlisted rates and charges do not apply:
    - (1) To FX Service where the customer is also furnished exchange service from the local exchange.
    - (2) To additional service furnished to the same customer at the same address when the primary listing is published.
    - (3) On services where the Company's tariff requires no listing will be provided.
    - (4) Where the customer has other service listed in the same name in the directory for the exchange where the customer is located, provided that both services are of the same class.
    - (5) Where a customer living in a hotel, apartment house, boarding house, or club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

G.1.e. (Cont'd)

- (6) Where service is installed for a temporary period.
- (7) To reverse billing, and on interexchange receiving service.
- (8) On data services where no voice use is contemplated.
- (9) To Public Access Line Service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
<b>2. Business Service Listings</b>			
<ul style="list-style-type: none"> <li>• Each listing for an individual, firm, corporation, association, or concern regularly subscribing to exchange business service, patron of a customer-of-record providing shared tenant service or a customer of a Radio-Telephone service system connected to the exchange and message toll network of the Company[1]</li> </ul>	CLT	\$5.00	\$1.00
<ul style="list-style-type: none"> <li>• Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer[1]</li> </ul>	CLT	5.00	1.00

[1] From June 1, 1995 through February 29, 1996, the monthly rate and nonrecurring charge for a Foreign Listing (USOCS: FAL/CLT/RLT) will be waived for customers in area code 360 who subscribe to Market Expansion Line Service, as specified in 5.4.4.B.9.c.

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### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Residence Service Listings			
• Each listing for an individual(s) residing at a residence	RLT	\$5.00	\$0.60
• Each listing for an individual(s) residing at a hotel (guest)	RLT	5.00	0.60
• Foreign Listings[1]	FAL	5.00	0.60
4. Information Listings			
• Each line of information in addition to a listing			
- Business	XLL	5.00	0.50
- Residence	XLL	5.00	0.60

[1] Each listing for an individual(s) furnished in an exchange other than the one where they would normally be shown.

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## 5. EXCHANGE SERVICES

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#### 5.7.1 LISTING SERVICES

##### G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. Secretarial Listing	9FK	\$ 5.00	\$2.50
6. Nonpublished Listing, each	NPU	5.00	0.75
7. Nonlisted Listing, each	NLT	5.00	0.50
8. Each telephone number listed in the white pages of the telephone directory in alpha form, e.g., 622-BOOK[1,2]	RNCAF	20.00	5.00
9. E-mail Address Listing, each[3]			
• Residence	EM6	5.00	1.50
10. URL Address Listing, each[3]			
• Residence	NL1	5.00	1.50
11. Listing Packages			
• E-Mail/URL Address Listing, each			
- Residence	L9GEU	5.00	2.50

[1] Charges apply for each directory where the number appears in alpha form.

[2] Nonrecurring charge is not applicable for the first directory when ordered with a new customized number. (See *U S WEST* Custom Number Service in 5.7.7).

[3] Nonrecurring Charge applies to establish or change.