

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

A. Description

This Section applies to listings in the alphabetical section of telephone directories in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of service.

B. Definitions

The following definitions refer to both business and residence service unless qualified.

Additional Listings

A listing provided in addition to the primary or main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Customers may purchase a listing which reverses the order of each individual's name at the regular Additional Listings rate as specified in D., following.

Caption Listing

A listing arrangement consisting of a heading or first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following:

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Second residence
- Employees or officers of a firm
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

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B. Definitions (Cont'd)

Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, or affiliation with a professional organization. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

Directory Listing

Essential information in the telephone directory or directory assistance records that identifies the telephone number of a listed customer. Each primary business service is furnished a listing in the alphabetical and classified sections of the directory at no additional charge.

Dual Name Listing - Residence

A single residence listing provided for two persons who may or may not share the same surname, but who share the same service, and reside at the same address.

E-mail Address Listing - Residence

Identifies the customer's electronic mail (E-mail) address used to send and receive mail on a computer. An example of a standard E-mail address is: userid@uswest.com.

E-mail/URL Address Listing Package - Residence

Discounted monthly rate for E-Mail Address Listing and URL Address Listing on the same account.

Informational Listings

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. Informational Listings do not include symbols such as “@”, “#”, “.”, “/”, etc., or internet or website address information. For these, see E-Mail Address Listing – Residence and Uniform Resource Locator (URL) Address Listing - Residence.

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B. Definitions (Cont'd)

Nonpublished Service

An arrangement, at the customer's request, whereby a customer's telephone number does not appear in either the telephone directory or directory assistance records.

Nonlisted Service

An arrangement, at the customer's request, in which a customer's telephone number appears on directory assistance records but is omitted from the telephone directory.

Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

- Each primary exchange access service. There is only one primary listing in connection with two or more lines furnished on a line hunting basis. The group of lines will be identified by only one number in the group. That number is used for primary service or Joint User Service listings.
- Each complex system, Centrex system, Group Use Service, and each PBX trunk number out of sequence and not arranged for line hunting. Where PALs are terminated in combination with flat rate trunks on the customer's commercial PBX system, one identified listing will be provided without additional charge to direct calls to client or guests.
- Each order receiving equipment system that is directly connected by trunks with the central office.
- Each Farmer Line Service
- Each Public Automatic Announcement System
- Interexchange Carrier (IC) Radiotelephone Service System connected to the exchange and message toll network of the Company.

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B. Definitions (Cont'd)

Secretarial Listings

Business listings for *DID* Service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing directory listings to their clients.

Uniform Resource Locator (URL) Address Listing - Residence

Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: <http://www.uswest.com>.

C. Terms and Conditions

1. Primary or Additional Listing

A primary or additional listing consists of a name, address and telephone number.

- a. At the customer's request, the address may be omitted from the listing.
- b. A post office box number and post office branch may be listed in lieu of the address or address omission.
- c. If the address is included, it may be the address of the location of the customer or Company provided equipment and/or facilities.

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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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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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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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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.

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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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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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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.

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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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5.7.1 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.

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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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
2. Business Service Listings			
<ul style="list-style-type: none"> • 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] 	CLT	\$5.00	\$1.00
<ul style="list-style-type: none"> • Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer[1] 	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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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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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.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES (Cont'd)

5.7.7 U S WEST CUSTOM NUMBER SERVICE

A. Description

This service is applicable to customer requests for specific telephone number assignments.

B. Terms and Conditions

1. Customers of the Company, may request assignment of "special" or "desirable" telephone numbers. If the telephone number or numbers requested by the customer is available, the Company may assign the number to the customer.
2. The Company reserves and retains the right:
 - To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the General Regulations of the Company. If this should occur within a one year period following assignment, the Custom Number nonrecurring charge will be refunded to the customer.
 - To reject any request for "special" or "desirable" telephone numbers.
 - Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another.
3. The Custom Number nonrecurring charge applies whenever a customer:
 - Requests a telephone number other than the next available number from the assignment list.
 - Requests a number change from their present number to a customized telephone number.
 - Requests specific numbers to be in a rotary hunt situation. A charge will apply per each additional number in the hunt group.

Qwest Corporation

WN U-40
EXCHANGE AND
NETWORK SERVICES
WASHINGTON

SECTION 5
1st Revised Sheet 134
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5.7.7 U S WEST CUSTOM NUMBER SERVICE

B. Terms and Conditions (Cont'd)

4. The Company shall in no event be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for Custom Number Service.

C. Rates and Charges

(T)

The following charges for Custom Number Service apply in addition to all other rates and charges applicable to the associated telephone service.

	USOC	NONRECURRING CHARGE	
• Each customized telephone number requested and placed into service			
- Residence	RNCSP	\$ 50.00	(T)
- Business	RNCSP	250.00	(T)

105. OBSOLETE EXCHANGE SERVICES

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105.7.1 LISTING SERVICES

A. Definitions

E-mail Address Listing - Business

Identifies the customer's electronic mail (E-Mail) address used to send and receive mail on a computer. An example of a standard E-Mail address is: userid@uswest.com.

E-mail/URL Address Listing Package - Business

Discounted monthly rate for E-Mail Address Listing and URL Address Listing on the same account.

Uniform Resource Locator (URL) Address Listing - Business

Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: http://www.uswest.com.

B. Rates and Charges

	USOC	MONTHLY RATE
1. E-Mail Address Listing, each		
• Business	EM6	\$3.00
2. URL Address Listing, each		
• Business	NL1	3.00
3. Listing Packages		
• E-Mail/URL Address Listing, each		
- Business	L9GEU	5.00