

Frontier Communications of Rochester, Inc.
P.S.C. No. 2 – Telephone
Effective Date: 12/30/2020

Section 4
Leaf: 1
Revision: 0
Superseding Revision:

DIRECTORY LISTINGS

A. GENERAL

The following rules apply to standard listings in light face type in the White Pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the incumbent underlying carrier.

Only information necessary to identify the customer is included in these listings. The Company may use abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the customer is legally doing business under that name.

A name may be repeated in the White Pages only when a different address or telephone number is used.

B. COMPOSITION OF LISTINGS

1. Name

a. Business Service

The following names may be included in business service listings:

- 1) The name of a customer or joint user.
- 2) The name of each business enterprise which the customer or joint user conducts.
- 3) The name by which the business of a customer or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- 4) The name of any person associated with the customer or joint user in the same business.
- 5) The name of any person, firm or organization which the customer or joint user is authorized to represent, or the name of an authorized representative of the customer or joint user.
- 6) Alternate spelling of an individual name or alternate arrangement of a business name provided the listing, in the judgment of the Company, is not for advertising purposes.

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B. COMPOSITION OF LISTINGS (Cont'd)

1. Name (Cont'd)

a. Business Service (Cont'd)

- 7) The name of a publication issued periodically by the customer or joint user.
- 8) The name of an inactive business or organization in a cross-reference listing when authorized by such business or organization.
- 9) The name of a member of a customer's domestic establishment when business service is furnished in the customer's residence.
- 10) The name of a corporation which is the parent or a subsidiary of the customer.
- 11) 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.
- 12) The name of a customer to a sharing arrangement.

b. Work@Home Service

The following names may be included in Work@Home service listings.

- 1) The customer.
- 2) Another resident of the customers home.
- 3) An alternate spelling of a name or the maiden name of a woman.
- 4) Tenants who live in the customers home for less than one year may be listed in addition to the customer.
- 5) Anyone occupying a residence for whom telephone service is furnished.
- 6) The name of a church.
- 7) Dual name listings for two people with the same last name who share the residence. For example, "Smith, Mary/John".

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B. COMPOSITION OF LISTINGS (Cont'd)

2. Designation - 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 one additional business designation may be included in the 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.

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. 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".

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

A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropractist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that customer or another customer in the same or different directory.

The listing of service in the residence of a clergyman may include the designation "parsonage", "rectory", "parish house", or "manse", and any such listing may be indented under a listing in the name of the church. Where residence service is furnished in a church study, the listing may include the designation "study".

3. Address - Each non-profit listing may, but doesn't have to, include the house number and street name where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the customer.
4. Telephone Number - Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes. A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that 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 where a corporation and its subsidiaries use the same PBX system.

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C. TYPES OF LISTINGS

1. Standard Listing - A standard listing includes a name, designation, address and telephone number of the customer. It appears in the White Pages of the telephone directory and in the underlying carrier's Directory Assistance records. The designation in the listing will be provided according to the rules above.
2. Indented Listings - Indented listings appear under a standard listing and may include only a designation, address and telephone number. Indented listings are allowed only when a customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. An example would be:

Smith, John MD
Office 125 Portland 555-4180
Residence 9 Glenway 555-8345

3. Alternate Telephone Number Listings and Night Listing - Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may have an alternate telephone number listing or a night listing such as the following:

If no answer call (telephone number)
Night calls (telephone number)
Night calls after _ PM (telephone number)
Nights, Sundays and holidays (telephone number)
5 PM to 9 AM weekdays, noon Saturday until 9 AM Monday and
holidays (telephone number)

Such listings may be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished the same customer, or one of the customer's PBX trunks not included in the incoming service group, or the service furnished a different customer.

4. Duplicate Listing - 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.
5. Reference Listing - A customer having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.
6. Cross Reference Listing - A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.
7. Extra Lines of Information - Descriptive text that does not have a telephone number.

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D. NON-PUBLISHED SERVICE (Unlisted Numbers)

1. General

Non-published service means that the customer's telephone number is not listed in the directory, nor does it appear in the incumbent underlying carrier's Directory Assistance records.

2. Regulations

This service is subject to the rules and regulations for E911 Service.

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator the number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to someone. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly rates the customer paid for non-published service.

The customer indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) 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.

3. Rates and Charges

There is a monthly rate for each non-published service as outlined below. This charge does not apply if the customer has other listed service at the same location; if the customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Other exceptions:

- a. Semi-public service.
- b. Special reversed charge service
- c. Foreign exchange service where the customer is also furnished exchange service from the normal central office.
- d. Where the customer has other listed service in the alphabetical directory for the territory in which the customer is located, provided the service is of the same class and in the same name.

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E. FREE LISTING

These listings are free:

1. One listing for each individual line service or PBX system.

F. RATES FOR ADDITIONAL LISTINGS

There is a monthly rate for additional listings. This charge takes effect as soon as the listing is shown on the underlying carrier's Directory Assistance Records. The monthly rate for each individual listing is as follows:

		Monthly Rate		
		<u>Business</u>	<u>Work@Home</u>	
1.	Standard Additional Listing	\$11.55	\$11.55*	(I)
2.	Indented Additional Listing	\$11.55	\$11.55*	
3.	Alternate Telephone Number and Night Listing			
	First Line	\$11.55	\$11.55*	
	Each Additional Line	\$11.55	\$11.55*	
4.	Duplicate Listing			
	Night listing requiring two or more lines			
	First Line	\$11.55	\$11.55*	
	Each Additional Line	\$11.55	\$11.55*	
	Other Duplicate Listings, each	\$11.55	\$11.55*	
5.	Reference and Cross Reference Listing			(I)
	First Line	\$11.55	\$11.55*	
	Each Additional Line	\$11.55	\$11.55*	
6.	Extra Lines of Information	\$12.00	\$12.00	
7.	Non-Published Service	\$3.65	\$3.65	

No charge applies to a caption or sub-caption except as provided above.

* This service is grandfathered as of November 8, 1996.