

PSC NO: 14 TELEPHONE
Frontier Communications of Sylvan Lake, Inc.
Initial Effective Date: February 28, 2015

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY

1. General

The following regulations and rates apply to listings in light face type in the alphabetical directories and the information records of the Telephone Company.

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

Listings which, in the judgment of the Telephone 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:

The name of the subscriber or joint user.

The name of each separate business enterprise which the subscriber or joint user conducts.

The name by which the business of a subscriber or joint user is known to the public, provided that only one such name representing the same general line of business will be accepted.

The name of any person associated with the subscriber or joint user in the same building.

The name of any person, firm or organization which the subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

2. Composition of Listings (cont'd)

a. Name (cont'd)

1. Business Service (cont'd)

An alternate spelling of an individual name or alternate arrangement of a business name, provided that the listing, in the judgment of the Telephone Company, is not for advertising purposes.

The name of a publication issued periodically by the subscriber or joint user, patron of a reseller, patron of a sharer or access service customer in the same business.

The name of any inactive business or organization in a cross-reference listing when authorized by such business or organization.

The name of a member of the subscriber's domestic establishment when business service is furnished in the subscriber's residence.

The name of a corporation which is the parent or a subsidiary of the subscriber. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX or semi-public branch exchange service, may be included in a residence type listing with the telephone number of the PBX or semi-public service.

2. Residence Service

The following names may be included in residence service listings:

The name of the subscriber, joint user or access service customer.

The name of a member of the subscriber's, joint user's, or access service customer's domestic establishment, an alternative spelling of such name and the maiden name of a married woman.

The name of a radio amateur station as for example "Radio Amateur W9CNE".

Dual name listings consisting of the given name of two individuals who have the same surname and reside in the same domestic establishment, as for example, "Smith Mary & John".

The name of a church.

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

2. Composition of Listings (cont'd)

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 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.

Each PBX station equipped for direct inward dialing may be listed at the applicable rate for listings in excess of the allowance for free listings.

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

2. Composition of Listings (cont'd)

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 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.

Each PBX station equipped for direct inward dialing may be listed at the applicable rate for listings in excess of the allowance for free listings.

3. Types of Listings

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a. Additional Standard Listings

A Standard Listing is the type of listing which may include a name, designation, address and telephone number to appear in the information records and the alphabetical directory for the territory in which the telephone service is located.

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c. Extra Line of Information

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Descriptive text that does not have a telephone number

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

4. Free Listings

Listings are provided without charge as follows:

One listing for each individual line except where individual lines are grouped for incoming service, only one listing will be provided for each such group.

One listing for each PBX or intercommunicating system.

One listing for each subscriber to party line service.

Where more than one flat rate line is furnished to the same customer at the same address and billed on the same bill, free listing may include the telephone number of any such line which is eligible to be listed under the provision above.

5. Rates for Charge Listings (Additional Listings)

The monthly rate for each listing, in excess of the allowance of free listings is as follows:

	<u>Business</u>	<u>Residence</u>	
Additional Standard Listings	\$2.75	\$3.25	(l)
Extra Line of Information	3.25	3.25	

6. Domestic Violence Waiver

Pursuant to Section 91(7) of the Public Service Law, where a customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction, the Company will:

1. Allow the customer to use a modified or alternative name for a directory listing, or
2. Waive the otherwise applicable charges for a non-published telephone listing

These listings shall conform to all the same requirements of other non-published listings. A customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

7. Non-Published Service

a. General

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

b. Regulations

Except as otherwise provided in this Paragraph 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.

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.

The customer 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-publish service or the disclosing of said number to any person.

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

7. Non-Published Service (cont'd)

c. Rates

<u>Business</u>	<u>Residence</u>
\$3.75	\$3.75

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Exceptions:

The following exceptions apply:

1. To public 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.
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.
6. Where a subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX or semi-public branch exchange service furnished the hotel, apartment house, boarding house or club.
7. Where a joint user elects not to take a listing.
8. Where service involves data terminals where there is no voice use contemplated, except for coordination of data trans-mission.
9. 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.

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SECTION 3 – DIRECTORY LISTINGS

B. CLASSIFIED DIRECTORY

1. Definition

A classified listing consists of a name, address, and telephone number in lightface type under a classification in a classified directory (Yellow Pages) Published by the Company.

2. Regulations

A classified listing is provided only in connection with business service and service of clergymen.

Access Service customers, may have a billed main classified listing and additional listings, subject to the same regulations as the listings of Company customers.

Such listing, whether main or additional, must be the same as a listing in the alphabetical directory for the territory in which the telephone service is located except that the business designation is omitted.

Such listing may appear only in the classified directory for the territory in which the telephone service is located.

Such listing may appear only once in the classified directory and under any established classification descriptive of the business of the listed party.

Classifications are established by the Company

Listing, which, in the judgment of the Company, are objectionable, are not provided.