

Frontier Communications of America, Inc.  
P.S.C. No. 4  
Effective Date: 12/30/2020

Section 4  
Leaf: 1  
Revision: 0  
Superseding Revision:

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## DIRECTORY LISTINGS

### A. DIRECTORY LISTINGS

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

1. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one listing is required to properly list the Customer, no additional charge is made.
2. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
3. Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Government listings in the Government section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
4. In order for listing to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

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### A. DIRECTORY LISTINGS (Cont'd)

5. Directory listing are provided in connection with each Customer service as specified herein.
- a. Primary Listing - A primary listing contains the name of the Customer, or the name under which a business regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
  - b. Additional Listings - In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein.
  - c. Extra Line Listings - Additional lines of information that clarify the primary listing.
  - d. Non-Published Listings - Listings that are not printed in directories nor available from Directory Assistance. A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records subject to the provisions set forth in Section 10.1.1. Rates for Nonpublished Listings are specified in Section 10.1.1.5.f.
  - e. Cross Reference Listings - Listings in a different section of the directory that refer to the primary listing.
6. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<u>Per Listing or Per Number Charge</u>		
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.50	\$10.00
Extra Line Listing	\$1.50	\$10.00
Non-Published Number	\$1.95	\$10.00
Cross Reference Listing	\$1.50	\$10.00
Multiple Appearance Directory Numbers	\$7.00	\$10.00

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### B. DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. Information will not be issued by the Company outside of normal directory assistance procedures unless the request the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information and must certify that the information will be used only for the purpose of providing its services to the community.

### C. LIABILITY OF THE COMPANY FOR ERRORS

#### 1. General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

#### 2. Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

- a. Free Listings - For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.
- b. Charge Listings - For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.
- c. Operator Records - For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

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D. INTERCEPT SERVICE

Intercept service is the furnishing of a message to incoming callers that the phone number they have called is changed and furnishes the new number. This service will be offered free of charge for the first three months and at an additional charge for an additional nine months.

	Nonrecurring <u>Charge</u>
Intercept Service (1-3 months)	\$0.00
Intercept Service (additional 9 months)	\$150.00