

FRONTIER TELEPHONE OF ROCHESTER, INC.
P.S.C. NO. 5 - TELEPHONE
Effective Date: 10/05/2020

Section 10
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“Per FCC Order 19-66 and 19-72, services on this page are grandfathered and are not available for new purchases or resale. Current customers are allowed to keep grandfathered services until August 2, 2022 for resale”.

10 LISTINGS

10.1 General

The following terms and conditions apply to standard listings in light face type in the White Pages of Frontier Telephone of Rochester, Inc. 's (the Telephone Company) telephone directory and to the Directory Assistance records of the Telephone Company.

10.2 Terms and Conditions

- a. Only information necessary to identify the end user is included in these listings. The Telephone Company may use abbreviations in listings. The Telephone Company may reject a residence listing which is judged to be advertising. It may also 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 end user is legally doing business under that name.
- b. A name may be repeated in the White Pages only when a different address or telephone number is used.
- c. Information for all listings (including non-published listings) is required to be provided by Customers to the Telephone Company.
- d. Initial Directory listings for the end users of Customers who resell the Telephone Company's service to such end users will be provided at no charge. Customers whose listings are not included in the Telephone Company's records because all or part of their service is provided by a common-carrier other than the Telephone Company shall include their listings in the Telephone Company's Directory. Such Customers will have responsibility for the composition and accuracy of these listings. All non-standard listing and related charges will be billed to and be the responsibility of such Customers.
- e. The Telephone Company will maintain records of end user Directory information (name, address and phone number). The Telephone Company will annually publish a Directory of that information and provide quantities of Directories to each Customer adequate for delivery by each Customer to its end users. These quantities will be limited to the number of (end-user) records provided for 911.
- f. The Telephone Company shall include in its residential and business White Pages the listing of all customers served within the former service territory of the Telephone Company regardless of the carrier providing the service at wholesale or retail. All carriers shall provide listing information (name, address, phone number and zip code) for White Pages and directory assistance, without charge, to the Telephone Company. In addition, the Telephone Company shall include in its Yellow Pages the listing of all business customers served within the former service territory of the Telephone Company, regardless of the carrier providing the service at wholesale or retail.

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10 LISTINGS

10.3 Composition of Listings

10.3.1 Name

a. Business Service

The following names may be included in business service listings:

1. The name of an end user or joint user.
2. The name of each business enterprise which the end user or joint user conducts.
3. The name by which the business of an end user 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 end user or joint user in the same business.
5. The name of any person, firm or organization which the end user or joint user is authorized or represent, or the name of an authorized representative of the end user 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 Telephone Company, is not for advertising purposes.
7. The name of a publication issued periodically by the end user 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 an end user's domestic establishment when business service is furnished in the end user's residence.
10. The name of a corporation which is the parent or a subsidiary of the end user.
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.

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10 LISTINGS

10.3 Composition of Listings (Cont'd)

10.3.1 Name (Cont'd)

b. Residence Service

The following names may be included in residence service listings.

1. The end user.
2. Another resident of the end user's home.
3. An alternate spelling of a name or the maiden name of a woman.
4. Tenants who live in the end user's home for less than one year may be listed in addition to the end user.
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".

10.3.2 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".

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10 LISTINGS

10.3 Composition of Listings (Cont'd)

10.3.2 Designation (Cont'd)

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 designation is not ordinarily provided in a residence type listing except for residential service. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, 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 subscriber or another subscriber in the same or different directory.

The listing of service in the residence of a member of the clergy 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".

10.3.3 Address

Each residence or non-profit listing may but need not include the house number and street name of the residence 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.

10.3.4 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, Centrex 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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10 LISTINGS

10.4 Types of Listings

- 10.4.1 Standard Listing - A standard listing includes a name, designation, address and telephone number of the end user. It appears in the White Pages of the Telephone Company's Directory and in the Telephone Company's Directory Assistance records. The designation in the listing will be provided according to the rules in Paragraph 10.3.2 preceding.
- 10.4.2 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 an end user 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

- 10.4.3 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 will 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 end user, or one of the end user's PBX trunks not included in the incoming service group, or the service furnished a different end user.

- 10.4.4 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.
- 10.4.5 Reference Listing - An end user having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

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10 LISTINGS

10.4 Types of Listings (Cont'd)

10.4.6 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.

10.4.7 Electronic Mail (email) Listings - end users already listed in the Rochester Telephone directory may have an Electronic Mail address added to their listing.

- Unless otherwise requested, the email address will appear as the last line of the existing listing.

Example:

Smith, John 1 Main St. Anywhere..... 555-1234

Fax line..... 555-2345

jsmith@frontiercorp.com

- The Telephone Company is not responsible for forwarding any end user's email should that end user decide to change their email address during the life of the directory.
- The Telephone Company reserves the right to determine if material submitted is offensive in nature and not appropriate to be published in the directory.

10.4.8 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Additional Listing.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Additional Listings at any time upon 1-day notice to the Commission.
2. Individual promotional periods will not exceed 120 days.

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10 LISTINGS

10.4 Types of Listings (Cont'd)

10.4.8 Demonstration Period (Cont'd)

b. Regulations (Cont'd)

3. Within a promotional period, individual line subscribers may be offered the use of Additional Listings for a 60-day free trial period. The purpose of this offering is to acquaint subscribers with the benefits of these features. If, at the conclusion of the 60-day period, the subscriber elects to retain any or all of the features, rates specified in Section 13, Rates will apply from the date the service was permanently established. Features which the subscriber does not elect to retain will be discontinued and no charge will apply. Installation or service charges for this initial installation may not apply. A customer can take advantage of this offer only once within the same serving central office.
4. Recurring charges for Additional Listings may be waived for a 60-day period for new customers.
5. Non-Listed – A listing that is available in directory assistance but not printed in the telephone directory.
6. Foreign – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have a directory listing agreement in place.

10.5 Alternative Network Provider Listing

One listing for each individual line service, auxiliary line or PBX system will be included in the Telephone Company's Directory for customers of an alternative network provider. The network provider will be charged a non-recurring charge per listing, as found in Section 13, Rates.

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10 LISTINGS

10.6 Non-Published Service (Unlisted Numbers)

10.6.1 General

Non-published service means that the end user's telephone number is not listed in the Telephone Company's Directory, nor does it appear in the Telephone Company's Directory Assistance Records. Requests for non-published service must be made by the Customer.

10.6.2 Terms and Conditions

This service is subject to the rules and regulations for E911 Service as described in Section 4.

The Telephone 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 claims the reason for the call is an emergency.

When the Telephone Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Telephone Company is not liable for any damages that might arise from publishing a non-published number in the Directory or disclosing it to someone.

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

10.6.3 Alternative Network Provider Non-Published Service

Non-Published service will be provided for Alternative Network Providers at a charge found in Section 13, Rates.

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10 LISTINGS

10.7 Preferential Telephone Number Service

10.7.1 General

Preferential Telephone Number Service is provided to Customers who request a telephone number other than the telephone number randomly offered by the Telephone Company.

10.7.2 Terms and Conditions

- a. Customers can request a specific telephone number when ordering new service or changing existing service for end users.
- b. Preferential Telephone Numbers are furnished subject to the availability of facilities and the requirements of local exchange service as defined by the Telephone Company.
- c. The Telephone Company will not be responsible for the manner in which the Preferential Telephone Number is used for marketing purposes by the Customer.
- d. The Telephone Company reserves all rights to the Preferential Telephone Numbers assigned to Customers and may, therefore, change them if required.
- e. If a new end user takes over the existing service, she/he may keep the old number only if the former end user gives written consent.

Rates for Preferential Telephone Number Service can be found in Section 13, Rates.

10.7.3 Demonstration Period

a. General

The Demonstration Period gives the Telephone Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Preferential Telephone Number Service.

b. Regulations

1. The Telephone Company reserves the right to waive any or all of the recurring charges, nonrecurring charges, or both, associated with Preferential Telephone Number Service at any time upon 1 days' notice to the Commission.
2. Individual promotional periods will not exceed 120 days.
3. Appropriate notification of waived charges will be made to eligible customers.

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10 LISTINGS

10.8 Directory Subscriber Listing Information

10.8.1 Definition

Directory Subscriber Listing Information, referred to as Directory Database, is defined as a white page listing that identifies the subscribers of a telephone company which includes the subscriber's name, telephone number, address or primary advertising classification used for publication or used in any directory or directory assistance format.

10.8.2 General

- a. Directory Database information will be made available, by the Telephone Company on a non-discriminatory basis. Directory Database information cannot be resold or reproduced by any entity without written prior consent of the Telephone Company.
- b. Directory Database updates will be provided by the Telephone Company, in a timely manner, as often as the Telephone Company updates their own Directory Database.
- c. Directory Database information can be provided either in paper or electronic format. A provider may request the data in either or both formats and additional charges may apply accordingly.

10.8.3 Unlisted or Non-published Listings

- a. Pursuant to Public Service Law, unlisted or non-published listings of subscribers will not be provided with the Directory Database for purposes of publishing a directory. Any listing which the Telephone Company has been advised or has reason to know is or has become unlisted or non-published will be removed from the Telephone Company's compilation and not published in any future directories.
- b. For any entity not providing Directory Assistance service under contract to the Telephone Company, names or addresses of unlisted or non-published subscribers, without telephone numbers and with a designation that the subscriber's number is unlisted or non-published, shall be provided with the Directory Database for the purpose of providing Directory Assistance service only.
- c. A non-local exchange carrier can receive the unlisted or non-published information for Directory Assistance purposes listed in (b) above, if it has agreed to adhere to the Commission's Privacy Principles, as outlined in Case 90-C-0075, prior to receiving the information.
- d. Any address information can only be used for identification purposes only and must not be given out to Directory Assistance callers. This information may be used only to inform callers that a customer's telephone number is unlisted or non-published.

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10 LISTINGS

10.8 Directory Subscriber Listing Information (Cont'd)

10.8.4 Liability of the Telephone Company

- a. The Telephone Company will make every effort to ensure accuracy of the Directory Database. The Telephone Company makes no express or implied warranties with respect to the accuracy and completeness of the Directory Database.
- b. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors in the Directory Database, including errors in the reporting thereof, shall attach to the Telephone Company. The purchaser of the Directory Database releases the Telephone Company from any liability for damages due to errors or omissions in the Directory Database provided under this tariff or by reason of delay in providing the Directory Database. A listing is considered in error only when it makes it difficult to locate a customer's telephone number. An address is considered in error only when it shows the customer on the wrong street or wrong community. The customer must notify the Telephone Company of an error.

10.8.5 Rates and Charges in Section 13, Rates