

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

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## DIRECTORY

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100 State Street, Albany NY, 12207

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## DIRECTORY

## A. ALPHABETICAL DIRECTORY

## 1. General

The following regulations and rates apply to listings in lightface type in the alphabetical directories and the Directory Assistance records of the Company.

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

Listings, which, in the judgment of the Company, are designed to advertise a commodity or service or are 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 customer 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:

- a. The name of the customer or joint user or access service customer.
- b. The name of each separate business enterprise, which the customer or joint user conducts.

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#### A. ALPHABETICAL DIRECTORY

##### 2. Composition of Listings (cont'd)

###### a. Name (cont'd)

###### 1. Business Service (cont'd)

- c. The name by which the business of a customer or joint user is known to the public, provided that only one such name representing the same general line of business will be accepted.
- d. The name of any person associated with the customer or joint user, patron of a reseller, patron of a sharer or access service customer in the same business.
- e. 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.
- f. An alternate spelling of an individual name or an alternate arrangement of a business name, provided that the listing, in the judgment of the Company, is not for advertising purposes.
- g. The name of a publication issued periodically by the customer or joint user, patron of a reseller, patron of a sharer or access service customer in the same business.

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#### A. ALPHABETICAL DIRECTORY

##### 2. Composition of Listings (cont'd)

###### a. Name (cont'd)

###### 1. Business Service (cont'd)

- h. The name of an inactive business or organization in a cross-reference listing when authorized by such business or organization.
- i. The name of a member of the customer's or access service customer's domestic establishment when business service is furnished in the customer's or Access Service Customer's residence.
- j. The name of a corporation that is the parent or a subsidiary of the customer or access service customer.
- k. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX or semi-public 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:

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

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## A. ALPHABETICAL DIRECTORY

## 2. Composition of Listings (cont'd)

## a. Name (cont'd)

## 2. Residence Service (cont'd)

- b. The name of a member of the customer's, joint user's, or access service customer's domestic establishment, an alternate spelling of such name and the maiden name of a married woman who is a customer.
- c. The name of a radio amateur station, as for example, "Radio Amateur K2BSG."
- d. The name of a tenant who is to occupy the premises of a customer or access service customer for a period of less than a year may be listed in addition to the name of the customer. The service may be billed to either the original customer, access service customer or the tenant.
- e. The name of a college fraternity or sorority house, convent, or monastery or the name of the group of persons residing therein.
- f. Dual name listings consisting of the given names of two individuals who have the same surname and reside in the same domestic establishment, as for example, "Smith Mary & John."
- g. The name of a church.

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#### A. ALPHABETICAL DIRECTORY

##### 2. Composition of Listings (cont'd)

###### b. Designations

The purpose of a business designation is to identify the listed party and not to advertise the business. If the name adequately indicates the type of business, no designation is permitted. If the customer has more than one general line of business, two or more designations may be included in one listing when needed for identification of the listed customer.

When a customer has two or more telephone numbers or two or more business addresses, designations indicating the various 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 customer'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" except in connection with the legal name of the customer.

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

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## 2. Composition of Listings (cont'd)

## b. Designations (cont'd)

A designation is not ordinarily provided in a residence type listing except as follows:

1. 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 or another in the same or different directory.
2. The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and the listing may be indented under a listing in the name of the church. Residence service may be furnished in a church study, if listed in the clergyman's name, and the listing may include the designation "study."
3. A designation of fraternity, sorority, convent or monastery is permitted on residence service of a college fraternity or sorority house, convent or monastery. The listing of a college fraternity or sorority house may be indented under a listing in the name of a college and the listing of a convent or monastery may be indented under a listing in the name of a church or school.
4. As provided below for handicapped persons who have been certified to the Company as having hearing or speech impairment and who communicate over non-voice equipment.

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## A. ALPHABETICAL DIRECTORY

## 2. Composition of Listings (cont'd)

## c. Addresses

Each listing includes the house number and street name location where the telephone service is furnished. The name of a building will be shown in the case of Federal, State, County and Municipal buildings, public libraries, large hotels and apartment houses, or other buildings commonly known by name. In suburban areas the name of a residence or cottage on a private estate may be shown, and the name of the street or locality may also be included when necessary for identification.

For business service listings where the joint user or access service customer is a not-for-profit organization and for residence service listings:

1. The address may be omitted;
2. A Post Office Box Number may be shown; or
3. A partial address such as "Broad Street" may be shown.

In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.

The term "not-for-profit organization" as used herein means religious, educational, political, charitable, social service, civic, patriotic, fraternal and similar types of organizations which are not commercial in nature.

Zip codes are not required to be included in listings.

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#### A. ALPHABETICAL DIRECTORY

##### 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.

The first line of additional incoming service groups may be listed to meet special conditions, as for example, where a corporation and its subsidiaries use the same PBX system.

##### 3. Types of Listings

###### a. Standard Listings

A standard listing includes a name, designation, address and telephone number which appears in the Directory Assistance records and the alphabetical directory for the territory in which the telephone service is located. Designations included in the listing will be provided subject to the regulations specified in this section.

###### b. Indented Listings

An indented listing is indented under a standard listing or under a caption and may not include more than a designation, address, and telephone number.

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#### A. ALPHABETICAL DIRECTORY

##### 3. Types of Listings (cont'd)

###### b. Indented Listings (cont'd)

A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption is located at the same address.

When the same designation is appropriate for two or more of the indented listings, the designation may be shown as a sub-caption for the indented listings.

Indented listings are permissible when a customer or access service customer is entitled to two or more listings of the same name with different addresses or different telephone numbers, subject to the regulation for duplicate listings when such addresses are covered by different directories.

###### c. Duplicate Listings

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.

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#### A. ALPHABETICAL DIRECTORY

##### 3. Types of Listings (cont'd)

###### d. Reference Listings

A reference listing such as shown in the following example may be obtained in lieu of duplicate listings:

Smith and Jones Inc.  
Main Office 1 Main.....555-9914  
For branches see Company Directory

A cross-reference listing such as one of the following is permitted when required for identification of the listed party and not designed for advertising purposes.

1. Rapid Express Company  
See Adams Express Company
2. Rapid Express Company  
Call Adams Express Company 555-9924
3. Rapid Express Company  
Main Office 2 Fulton 555-9924  
For branches see Adams Express Company

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#### A. ALPHABETICAL DIRECTORY (cont'd)

##### 4. Main Listings

Listings are provided without charge as follows:

- a. 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.
- b. One listing for each PBX or intercommunicating system.
- c. One listing for each customer party-line service.
- d. 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 provisions of 1 through 3 above.

##### 5. Rates for Billed Main Listings and Additional Listings

The rates for standard listings, indented listings (other than indented duplicate or reference listings) and cross reference listings are effective at the time of insertion of the listing in Directory Assistance records. When a customer requests the insertion of the listing in Directory Assistance records be made coincident with the publication of the directory, the rates are effective with the customer's billing date on or next succeeding the publication date of the directory in which the listing appears.

The rates for alternate telephone number and night listings and reference listings will be effective with the customer's billing date on or next succeeding the publication of the directory in which the listings appear.

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### DIRECTORY

#### A. ALPHABETICAL DIRECTORY

##### 5. Rates for Billed Main Listings and Additional Listings (cont'd)

All rates are listed in the concurring Company's tariff, Section 3, Group 11. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

##### 6. Non-Published Service

###### a. General

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

However, in the interest of public safety, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Number Service (E911) the telephone number, name, and address of a customer with non-published service will be displayed when that customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a customer's non-published number when a law enforcement agency requests it in writing.

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### DIRECTORY

#### A. ALPHABETICAL DIRECTORY

##### 6. Non-Published Service (cont'd)

##### b. Regulations

1. 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 customer'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 customer.
2. 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.

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A. ALPHABETICAL DIRECTORY (cont'd)

6. Non-Published Service (cont'd)

b. Regulations (cont'd)

3. 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-published service or the disclosing of said number to any person.

c. Rates

Rates for this service are located in the concurring Company's tariff, Section 3, Group 11.

The following exceptions apply:

1. To public service.
2. To special reversed charge service.
3. To foreign exchange service where the customer is also furnished exchange service from the normal central office.
4. To additional service furnished to the same customer at the same address when that service is not part of the customers non-published service group.

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### DIRECTORY

#### A. ALPHABETICAL DIRECTORY (cont'd)

##### 6. Non-Published Service (cont'd)

##### c. Rates (cont'd)

5. Where the customer has other service listed in the same name in the alphabetical directory for the territory in which the customer 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 customer living in a hotel, apartment house, boarding house, or club is listed under the number of the PBX or public access line 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 transmission.
9. To access service customers.

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### DIRECTORY

#### A. ALPHABETICAL DIRECTORY (cont'd)

##### 6. Non-Published Service (cont'd)

##### c. Rates (cont'd)

10. Pursuant to Section 91(7) of the Public Service Law, where the customer requests protection of his or her identity, and the Telephone Company has chosen to use Non-Published Service over providing the customer with a modified or alternate listing, 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. This waiver of charges shall be for the duration of the applicable, non-temporary, order.

Any customer requesting this service is required to provide a copy of the order of protection to the Telephone Company.

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20 Corporate Woods Boulevard, Albany NY, 12211

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## DIRECTORY

## 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. A classified listing is provided only in connection with business service and service of clergymen.
- b. Access Service customers, as defined in Section 13 of this tariff, may have a billed main classified listing and additional listings, subject to the same regulations as the listings of Company customers.
- c. 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.
- d. Such listing may appear only in the classified directory for the territory in which the telephone service is located.
- e. Such listing may appear only once in the classified directory and under any established classification descriptive of the business of the listed party.
- f. Classifications are established by the Company.
- g. Listings, which, in the judgment of the Company, are objectionable, are not provided.

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### DIRECTORY

#### C. CUSTOMIZED NUMBER SERVICE

##### 1. General

- a. Customized Number Service provides for the assignment of a customer specified telephone number rather than the next available number from the assignment control list.
- b. Customized Number Service is provided to Business or Residence customers and is furnished subject to the availability of facilities and requested telephone numbers.
- c. This service is offered to customers who request a unique or specific telephone number.
- d. The customized number charge shall not apply to a request by a customer for the reassignment of his previous telephone number, if available, upon reconnection of previously terminated service.
- e. The Company will not be responsible for the manner in which customized numbers are used for marketing purposes by the customer.
- f. When a new customer assumes an existing service, which includes Custom Number Service, the customer may keep the custom number at the tariffed rate with the consent of the former customer.

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### DIRECTORY

#### C. CUSTOMIZED NUMBER SERVICE (cont'd)

##### 1. General (cont'd)

##### g. The Company reserves and retains the right:

1. To discontinue, change or reassign telephone numbers in any exchange area when it is deemed necessary or appropriate in the conduct of its business, or in accordance with the rules and procedures of the Company. Should this occur, the Company will attempt to assign another specialized number of the customer's choice without applying service charges.
2. To reject any request for specialized telephone numbers and to refuse requests for specialized numbers for any reasons, including, but not limited to, numbers that may, in the Company's judgment, be offensive to good taste, limited central office capacity, or relocation of a central office.
3. Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this tariff.
4. To assign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.

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## DIRECTORY

## C. CUSTOMIZED NUMBER SERVICE (cont'd)

## 2. Rates and Charges

- a. The rates and charges in the concurring Company's tariff, Section 3, Group 11, apply in addition to appropriate Connection Charges and all other applicable rates and charges.
- b. A one-time charge for each search of up to three numbers after the initial search of three numbers applies.

## 3. Conditions

- a. The Customized Number Charge applies when a customer:
  1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request. A customer whose service has been terminated may be reassigned their previous telephone number, if available, without additional service charges applying, if reassignment occurs within 12 months.
  2. Requests a number change from their present number to a customized telephone number.
- b. The Company shall not be liable to any customer for direct, 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 any case, the Company shall not be liable to any person; firm or corporation for an amount greater than such person; firm or corporation has actually paid to the Company for the Customized Number Service.

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## DIRECTORY

## D. 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 damages arising from errors in directory listings or errors in listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. 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 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.
- 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.

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## D. LIABILITY OF THE COMPANY FOR ERRORS

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

## E. 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 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 agency agrees to pay for the costs incurred by the Company in providing the information, and further certifies that the information will be used only for the purpose of providing its services to the community.

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F. LISTINGS FOR SPECIAL REVERSED CHARGE TOLL SERVICE

Special Reversed Charge Toll Service (sometimes referred to as Enterprise Service) is an arrangement in which the subscriber is furnished a special number so that his account can be billed for toll charges from his customers in one or more exchanges without their placing the calls on a collect basis.

The regulations and rates covering this service are contained in N.Y. Telephone Co. PSC No. A2 - Telephone in which this Company concurs.

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