SECTION 5 - MISCELLANEOUS SERVICES AND CHARGES (CONT'D.)

5.1   Billing and Collection (Cont'd.)

    5.1.3   Billing Name and Address Service (Cont'd.)

        A.   Undertaking of the Company

            1.   A request for information on over 100 and up to 500 telephone numbers should be mailed to the Company. The Company will provide the response by first class U.S. Mail within ten (10) business days.

            2.   Upon receipt of a magnetic tape of recorded Customer messages, the Company will, at the request of the Customer, provide BNA Service on a mechanized basis. The tape of messages may be provided by the Customer or, where the Customer subscribes to Recording Service, as set forth preceding, may be the output from that service. The Company will enter the BNA information of the recorded message tape and send the tape to the Customer by first class U.S. Mail. Other methods of delivering the tape may be negotiated, and charges based on cost will apply.

                The Company will provide a response to Customer-provided tapes by mail within six (6) business days of receipt. The Company will process and mail tapes which are the output or Recording Service every fifth business day.

            3.   The Company will specify the format in which requests and tapes are to be submitted.

            4.   The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Company Customer records information system, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, End User or regulatory imposed requirements, the Company will provide an indicator on the confidential records.

            5.   The Company will provide the most current BNA information resident in its database. Due to normal End User account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.