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Section 8 - <u>DIRECTORY</u> (Cont'd)

8.1 ALPHABETICAL DIRECTORY (Cont'd)

8.1.1 Directory Listings (Cont'd)

8.1.1.5 (Cont'd)

- c. <u>Nonpublished Listings</u>: 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 8.1.1. Rates for Nonpublished Listings are specified in Section 8.1.1.5.f.
 - 1. Effective December 11, 2010, where the Customer requests protection of his or her identity in connection with the Customer's purchase of telephone service, and the customer is a victim of domestic violence as defined in Section 459-a of the social services law, and 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 shall waive the otherwise applicable charges for a non-published telephone listing. This waiver of charges shall be for the duration of the applicable, non-temporary, order. A customer requesting such an accommodation may be required to provide a copy of the order of protection to the Company. Any nonpublished listings provided under this Paragraph 8.1.1.5.c.1 shall conform to all the same requirements of other nonpublished listings, as described in this Section 8.

Issued By: Mary K. O'Connell; Senior VP, Secretary & General Counsel, Fairport, New York

Material previously found on this Leaf may now be found on Leaf No. 3.1, Section 8.