

PSC NO: 14 TELEPHONE  
Frontier Communications of Sylvan Lake, Inc.  
Initial Effective Date: February 28, 2015

Section 3 Leaf: 6  
Revision: 0  
Superseding Revision:

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SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

7. Non-Published Service

a. General

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

b. Regulations

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 subscriber'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 subscriber.

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.

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

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