

Frontier Telephone of Rochester, Inc.
PSC. No. 6 – Telephone
Effective Date: 11/16/2020

Section 4
Leaf: 1
Revision: 0
Superseding Revision:

DIRECTORY LISTINGS

A. GENERAL

The following rules apply to standard listings in light face type in the White Pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Telephone Company.

Only information necessary to identify the customer 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 subscriber is legally doing business under that name.

A name may be repeated in the White Pages only when a different address or telephone number is used.

B. COMPOSITION OF LISTINGS

1. Name

a. Business Service

The following names may be included in business service listings:

- 1) The name of a subscriber or joint user.
- 2) The name of each business enterprise which the subscriber or joint user conducts.
- 3) The name by which the business of a subscriber 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 subscriber or joint user in the same business.
- 5) The name of any person, firm or organization which the subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber 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.

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B. COMPOSITION OF LISTINGS (Cont'd)

1. Name (Cont'd)

a. Business Service (Cont'd)

- 7) The name of a publication issued periodically by the subscriber 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 a subscriber's domestic establishment when business service is furnished in the subscriber's residence.
- 10) The name of a corporation which is the parent or a subsidiary of the subscriber.
- 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.
- 12) The name of a subscriber to a sharing arrangement.

b. Residence Service

The following names may be included in residence service listings.

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

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B. COMPOSITION OF LISTINGS (Cont'd)

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".

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 as permitted in A.2.b.2) of Section 1. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiroprapist, 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 clergyman 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, provided that the church study is part of a domicile, the listing may include the designation "study".

3. Address

Each residence or non-profit listing may, but doesn't have to, 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.

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B. COMPOSITION OF LISTINGS (Cont'd)

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 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.

C. TYPES OF LISTINGS

1. Standard Listing - A standard listing includes a name, designation, address and telephone number of the customer. It appears in the White Pages of the telephone directory and in the Telephone Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph B.2. preceding.
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 a customer 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

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 may 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 subscriber, or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

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C. TYPES OF LISTINGS (Cont'd)

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.
5. Reference Listing - A subscriber having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.
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.
7. Electronic Mail (email) Listings - customers already listed in the Telephone Company 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 customer's email should that customer 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.
8. Extra Lines of Information - Descriptive text that does not have a telephone number. (T)

D. FREE LISTING

These listings are free:

1. One listing for each individual line service, auxiliary line or PBX system.

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E. NON-PUBLISHED SERVICE (Unlisted Numbers)

1. General

Non-published service means that the customer's telephone number is not listed in the directory, nor does it appear in the Telephone Company's Directory Assistance Records.

2. Regulations

This service is subject to the rules and regulations for E911 Service as described in Section 7, Universal Reverse Emergency Telephone Number Service.

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 says it 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. If, in error, the telephone number is published in the directory, the Telephone Company's only obligation is to credit or refund any monthly charges the customer paid for non-published service.

The subscriber 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.

3. Domestic Violence Waiver

Pursuant to Section 91(7) of the Public Service Law, where a customer requests protection of his or her identity 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, the Company will:

- a. Allow the customer to use a modified or alternative name for a directory listing, or
- a. Waive the otherwise applicable charges for a non-published telephone listing. These listings shall conform to all the same requirements of other non-published listings. A customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

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E. NON-PUBLISHED SERVICE (Unlisted Numbers) (Cont'd)

4. Rates and Charges

There is a monthly charge for each non-published service. This charge does not apply if the customer has other listed service at the same location; if the customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Other exceptions:

- a. Public or semi-public service.
- b. Special reversed charge service
- c. Foreign exchange service where the subscriber is also furnished exchange service from the normal central office.
- d. Where the subscriber has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.

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Effective Date: 04/15/2024

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Leaf: 8
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Superseding Revision: 4

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F. RATES AND CHARGES

1. General

There is a monthly charge for additional listings. This charge takes effect as soon as the listing is shown on the Telephone Company's Directory Assistance Records. The monthly rate for each individual listing is as follows:

		Monthly Rate		
		<u>Residence</u>	<u>Business</u>	
a.	Standard Listing	\$3.35	\$21.55	(I)
b.	Indented Listing	\$3.85	\$21.55	
c.	Alternate Telephone Number and Night Listing			
	First Line	\$3.85	\$21.55	
	Each Additional Line	\$3.85	\$21.55	
d.	Duplicate Listing			
	Night listing requiring two or more lines			
	First Line	\$3.85	\$21.55	
	Each Additional Line	\$3.85	\$21.55	
	Other Duplicate Listings, each	\$3.85	\$21.55	
e.	Reference and Cross Reference Listing			
	First Line	\$3.85	\$21.55	
	Each Additional Line	\$3.85	\$21.55	(I)
f.	Email Listing	\$2.50	\$2.50	
g.	Extra Lines of Information	\$4.00	\$22.00	(I)
h.	Non-published (Unlisted Numbers)	\$4.15	\$4.15	

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F. RATES AND CHARGES (Cont'd)

2. 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 Listings.

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.
- 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 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.