

PSC NO: 3 TELEPHONE  
Citizens Telecommunications Company of New York, Inc.  
d/b/a Frontier Communications of New York  
Initial Effective Date: October 15, 2014

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### SECTION 3 – DIRECTORY LISTINGS

#### A.     ALPHABETICAL DIRECTORY

##### 1.     General

The following regulations and rates apply to listings in light face type in the alphabetical directories and the information records of the Telephone Company.

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

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

The name of the subscriber or joint user.

The name of each separate business enterprise which the subscriber or joint user conducts.

The name by which the business of a subscriber or joint user is known to the public, provided that only one such name representing the same general line of business will be accepted.

The name of any person associated with the subscriber or joint user in the same building.

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.

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### SECTION 3 – DIRECTORY LISTINGS

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

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

##### a.     Name (cont'd)

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

Alternate spelling of an individual name or alternate arrangement of a business name, provided that the listing, in the judgment of the Telephone Company, is not for advertising purposes.

The name of a publication issued periodically by the subscriber or joint user.

The name of any inactive business or organization in a cross-reference listing when authorized by such business or organization.

The name of a member of the subscriber's domestic establishment when business service is furnished in the subscriber's residence.

The name of a corporation which is the parent or a subsidiary of the subscriber. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX or semi-public branch exchange service, may be included in a residence type listing with the telephone number of the PBX or semi-public service.

The name of a customer of a reseller of service.

##### 2.     Residence Service

The following names may be included in residence service listings:

The name of the subscriber.

The name of a member of the subscriber's domestic establishment, an alternative spelling of such name and the maiden name of a married woman.

The name of a radio amateur station as for example "Radio Amateur W9CNE".

Dual name listings consisting of the given name of two individuals who have the same surname and reside in the same domestic establishment, as for example, "Smith Mary & John".

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### SECTION 3 – DIRECTORY LISTINGS

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

##### 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. 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, two or more designations may be included in one 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. Conversely, 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 subscriber.

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 such building.

A designation is not ordinarily provided in connection with residence service but may be permitted in connection with a profession or occupation as specified

##### c.     Addresses

Each listing includes the house number and the street name of a location where the telephone service is furnished, except when modification facilitates identification of the listed party by the calling public.

For business service listings where the subscriber or joint user 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:
3.     A partial address such as "Broad Street" may also be shown.

Zip codes are not included in listings.

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.

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### SECTION 3 – DIRECTORY LISTINGS

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

##### 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, 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 as, for example, where a corporation and its subsidiaries use the same PBX system. Each PBX station equipped for direct inward dialing may be listed at the applicable rate for listings in excess of the allowance for free listings.

##### 3.     Types of Listings

##### a.     Standard Listings

A Standard Listing is the type of listing which may include a name, designation, address and telephone number to appear in the information records and the alphabetical directory for the territory in which the telephone service is located.

##### b.     Indented Listings

An Indented Listing is the type of listing which is indented under a standard listing or under a caption and may not include more than a designation, address and telephone number. A caption consists of a name and may include a designation but not an address or telephone number. When the same designation is appropriate for two or more of the indented listings the designation may be shown as a subcaption for such indented listings.

Indented Listings are permissible when a subscriber is entitled to two or more listings of the same name with different addresses or different telephone numbers.

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SECTION 3 – DIRECTORY LISTINGS

A.     ALPHABETICAL DIRECTORY (cont'd)

3.     Types of Listings (cont'd)

c.     Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain 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 -- P.M. (telephone number)  
Nights, Sundays and holidays (telephone number)  
5 P.M. to 9 A.M. weekdays noon Saturday until  
9 A.M. Monday and holidays (telephone number)

Such listings may be furnished as an indented listing or as a subcaption.

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.

d.     Cross Reference Listings

A Cross Reference Listing such as one of the following may be obtained in the same alphabetical group with the related listing when required for identification of the listed party and not designed for advertising purposes.

Foster Furnace Company

See Roberts Furnace Company

Foster Furnace Company

Call Roberts Furnace Company HO2-3331

e.     Extra Line of Information

Descriptive text that does not have a telephone number

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

##### 4. Free Listings

Listings are provided without charge as follows:

One listing for each individual line, but not in excess of three listings for any number of individual lines in the same incoming service group.

One listing for each trunk terminating in a PBX system, but not in excess of three listings for each such system.

One listing for each subscriber to party line service.

The allowance of free listings includes only standard listings.

##### 5. Rates for Charge Listings (Additional Listings)

The monthly rate for each listing, in excess of the allowance of free listings is as follows:

	<u>Upstate</u>	<u>C&amp;U</u>	<u>Iroquois</u>	<u>Western Counties</u>	<u>Red Hook</u>	<u>Delaware</u>
Standard Listings	\$1.08	\$1.46	\$.97	\$.89	\$.93	\$.69
Indented Listings	1.08	1.46	.97	.89	.93	.69
Cross-Reference Listings	1.08	1.46	.97	.89	.93	.69
Extra Line of Information Alternate Telephone Listings	5.50	5.50	5.50	5.50	5.50	5.50
Foreign Listings	1.08	1.46	.97	.89	.93	.69
Vanity Listings*	1.25	2.19	1.45	1.17	.93	1.18
	1.00	1.00	1.00	1.00	1.00	1.00

\* Only available with Vanity Number Service

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SECTION 3 – DIRECTORY LISTINGS

A.     ALPHABETICAL DIRECTORY (cont'd)

6.    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.

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

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

##### c. Rates

<u>Upstate</u>	<u>C&amp;U</u>	<u>Iroquois</u>	<u>Western Counties</u>	<u>Red Hook</u>	<u>Delaware</u>
\$1.58	\$2.19	\$1.45	\$1.17	\$1.20	\$1.18

##### Exceptions:

The foregoing rate does not apply:

1. To public service.
2. To special reversed charge service.
3. To foreign exchange service where the subscriber is also furnished exchange service from the normal central office.
4. To additional service furnished to the same subscriber at the same address.
5. Where the subscriber has other service listed in the same name in the alphabetical directory for the territory in which the subscriber 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 subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX or semi-public branch exchange service furnished the hotel, apartment house, boarding house or club.
7. Where service is installed for a temporary period.
8. Where a joint user elects not to take a listing.
9. Where service involves data terminals where there is no voice use contemplated, except for coordination of data trans-mission.
10. Where service is furnished at normally unattended locations to assist in the maintenance of essential public services provided by power, water and pipe line companies, railroads, airlines and government agencies.



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

##### 7. Unlisted Service

##### a. General

Unlisted telephone numbers are not listed in the Telephone Company's alphabetical directory but are available from the information operator upon subscriber request.

##### b. Rates

<u>Upstate</u>	<u>C&amp;U</u>	<u>Iroquois</u>	<u>Western Counties</u>	<u>Red Hook</u>	<u>Delaware</u>
\$1.25	\$2.19	\$1.45	\$ .89	\$ .93	\$1.18

##### c. 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:

1. Allow the customer to use a modified or alternative name for a directory listing, or
2. 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.

#### B. WHOLESALE LISTINGS

##### 1. Directory Subscriber Listing Information

##### a. General

Directory Subscriber Listing Information, referred to as Directory Database, is defined as a white Leaf No. listing that identifies the subscriber of a telephone Company which includes the subscriber's name, telephone number, address or primary advertising classification used for publication or used in any directory assistance format.

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### SECTION 3 – DIRECTORY LISTINGS

#### B. WHOLESALE LISTINGS (cont'd)

##### 1. Directory Subscriber Listing Information (cont'd)

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

Directory Database information will be made available, by the Company, to entities requesting directory information solely for the purpose of publishing directories or providing a directory assistance service. Directory Database cannot be resold or reproduced by any entity without the expressed written prior consent of the Company. For certified local exchange carriers, The Company will provide nonpublished customer names, addresses, and telephone numbers, with a notation that the number is nonpublished.

For other entities, The Company will provide nonpublished customer names and addresses, but not telephone numbers, for the purpose of providing directory assistance services. The nonpublished information will be provided subject to the requesting entity's agreement to abide by the Privacy Principles in Case 90-C-0075 and agreement not to use the information for any purpose other than informing directory assistance callers that the customer's telephone number is unlisted.

Directory Database updates will be provided by the Company in a timely manner, to competing providers and other entities as often as the Company updates its own Directory Database.

Directory Database information will be provided in a format as generally used by the Company and as agreed upon between the Company and buyer of the Directory Database. Customized data beyond the Companies general format will require the buyer to incur an additional cost.

##### c. Liability of the Company

The Company will make every effort to ensure accuracy of the Directory Database.

In the absence of gross negligence or willful misconduct, no liability for damages arising from errors in the Database, 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 wrong community. The customer must notify the Company of an error.

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B. WHOLESALE LISTINGS (cont'd)

1. Directory Subscriber Listing Information (cont'd)

c. Liability of the Company (cont'd)

Rates and Charges

Rates

Directory Assistance Listings

Initial Load File, per listing	\$0.0062
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Updates, per listing	\$0.0062
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Clearing House, per listing	\$0.0173
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Compensation to Listing Provider, per listing	\$0.0062
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Directory Listings

Initial load files per listing	\$0.193
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Clearing House, per listing	\$0.0173
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Compensation to Listing Provider, per listing	\$0.0062
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