

ACCESS SERVICE

9. Directory Services

9.1 Directory Assistance Service

9.1.1 General Description

Directory Assistance (DA) Service

(N)

Transport to D.A. location can be provided in one of two ways: (1) through the Access Tandem, using Feature Group B or D or LISA trunks, hereafter referred to as Tandem Directory Access Service, or (2) at the Utility's option, through direct trunking arrangements to the Utility's Automatic Call Distributor (ACD); hereafter referred to as dedicated Directory Access Service.

Refer to Section 18 of this tariff for a description of and the terms and conditions for ordering LISA trunks.

Nonpublished Number Report Service

In the event of an emergency request by a calling party, a Utility Operator will attempt to reach a nonpublished subscriber with the calling party's name and number, unless the nonpublished subscriber has indicated that in no event should he or she be contacted unless through a direct-dialed call.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 9.

Continued

ACCESS SERVICE

- 9. Directory Services (Cont'd) z
- 9.1 Directory Assistance Service (Cont'd) z
- 9.1.2 Undertaking of the Utility (Cont'd) z

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 9.
z Correction

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) When Directory Assistance Service is provided by the Utility, Directory Access Service will also be provided between the customer premises and the Directory Assistance Service access location by the Utility at rates and charges as set forth in 9.1.6 following.

(1) General

Each Directory Access Service will consist of the following:

- An Interface Group equipped with an available Premises Interface Code at the customer's premises.
- Directory Transport between the premises of the ordering customer and the Directory Assistance Service access location.

When required by the Utility, a separate trunk group will be required for Directory Assistance Service for each NPA. Separate trunk groups will be required when the Utility notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desire Directory Assistance information.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 10.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(D)

(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(2) Directory Transport

(T)

Directory Transport provides the transmission facilities and transport termination between the Utility's local loop demarcation point on the customer's premises and the Directory Assistance location. For purposes of determining Directory Transport mileage, distance will be measured from the wire center that normally serves the customer premises to the Directory Assistance location(s).

Transport is provided in two principle ways, as described in 9.1.1, above.

(T)
(T)
(D)

(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(2) Directory Transport (Cont'd)

(a) Dedicated Directory Access Service

When Directory Transport is provided using a direct route to the Directory Assistance location, no address signaling is provided.

The number of Directory Transport transmission paths provided is based on the customer's order and is determined by the Utility in a manner similar to Switched Access Service transmission paths as set forth in 6.5.4 preceding. (T)

Except as set forth in 9.1.4 (A) following, Directory Transport provided under a Special Order is subject to the order conditions as set forth in 5. preceding.

Directory Transport is provided with one of the Local Transport Interface Groups as set forth in 6.1.3(A) preceding. (T)

(b) Tandem Directory Access Service

When Directory Transport is provided with the use of an access tandem switch. The customer shall address each call to the Directory Assistance location using NPA + 555 + 1212 or, when required by the Utility, 555-1212. Only NPA codes handled by the Directory Assistance location served by the access tandem switch will be processed.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(2) Directory Transport (Cont'd)

Dedicated and Tandem Directory Transport, when used with Feature Group B or D trunks to the Access Tandem, may at the option of the customer, be provided for both intrastate and interstate communications. When the customer requests such mixed access, the intrastate Directory Transport charges will be determined by the Utility using the data furnished by the customer as set forth in 2.3.14 preceding. Directory Transport, when used with LISA trunks, will be provided for intrastate/intralata communications, only.

(3) Special Facilities Routing - Dedicated Directory Access Service

A customer may request that Directory Access Service be provided via Special Facilities Routing. The regulations, rates and charges for Special Facility Routing (Avoidance, Diversity and Cable Only) are as set forth in 11. following.

(4) Design Layout Report - Dedicated Directory Access Service

The Utility will provide to the customer the makeup of the facilities and services provided under this section as Directory Access Service. This information will be provided in the form of a Design Layout Report similar to that as set forth in 5.4 Design Layout Reports for Directory Access Service will be provided only when specifically requested by the customer. The Design Layout Report will be provided to the customer at no charge, and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

(T)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(5) Transmission Specifications

Tandem and Dedicated Directory Access Service is provided with Type A Transmission Specification. The specifications associated with Type A Transmission are guaranteed to the Directory Assistance location.

Type A Transmission Specifications are set forth in 6.4 preceding.

(T)

Type A Transmission Specification is provided with Interface Groups 2 through 10 when routed via an access tandem switch.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(E) (Cont'd)

(6) Acceptance Testing and Testing Capabilities (T)

Tandem and Dedicated Director Access Service (N)

The acceptance testing and testing capabilities for Directory Access Service traffic routed through an access tandem are the same as those for the associated Feature Group B, D or LISA end office switching. The acceptance testing for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the Directory Assistance location will be as set forth in 6.1.6 preceding. The testing capabilities for Directory Access Service traffic routed directly to or routed in a separate trunk group through an access tandem to the Directory Assistance location will be as set forth for cooperative scheduled testing or manual scheduled testing in 13. following. (T)

(F) Trunk-side switching is provided at the Directory Assistance Service Location. The Directory Assistance Service Location will provide trunk answer and disconnect supervisory signaling. (T)
(T)

(G) The Utility will distribute the calls received over the Tandem and Dedicated Directory Access Services to the Directory Assistance operators using the Directory Assistance Service access equipment. (T)

(D)

(D)

Material omitted now on Sheet 572.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.2 Undertaking of the Utility (Cont'd)

(H) Nonpublished Number Report Service

(N)

- (1) When a Utility Operator receives an urgent or emergency request from a caller that the Operator contact a nonpublished number subscriber, the Operator will arrange for a search of the nonpublished number database. If the subscriber's name and number are found in the database, an Operator will make three attempts to contact the nonpublished number subscriber with the calling party's name, number and the message that the caller would like the subscriber to contact him or her.

(N)

- (2) If the subscriber indicates to the Operator that the subscriber will contact the calling party, the Operator will not take any further action. If the subscriber indicates to the Operator that the subscriber will not contact the calling party, the Operator will contact the calling party and inform him or her that the subscriber indicated he or she would not contact the calling party.

(T)(L)

(T)(L)

(N)

- (3) The Operator will notify the requesting party of the applicable charges at the time the request for service is made.

(N)

(N)

(L) Formerly on Sheet 568.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved

(T)

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 11.

Continued

Advice Letter No. 20366B

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A.E. Swan

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Managing Director

Resolution No.

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.3 Reserved (Cont'd)

(T)

9.1.4 Minimum Periods

The minimum period for which Dedicated Directory Access Service is provided and for which charges apply is sixty days. If the Carrier fails to give sixty days notice, it will be billed for an amount equal to the previous months billing. (T)

Such amount will not exceed the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs less estimated net salvage.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 12.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(D)

(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(T)

(D)

(B) Cancellation of a Special Order - Dedicated Directory Access Service

(T)

(N)

A customer may cancel a Special Order for Dedicated Directory Access Service on any date prior to the in-service date. The cancellation date is the date the Utility receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within ten (10) days.

(T)

(T)

When a customer cancels a Special Order for Dedicated Directory Access Service after the order date but prior to the start of service, the appropriate charges as set forth in 5. preceding apply for the Directory Access Service ordered. In addition, a charge equal to any unrecoverable capital costs incurred by the Utility will apply to the customer.

(T)

(T)

(T)

(C) Changes to Special Orders - Dedicated Directory Access Service

(T)

(N)

When a customer requests changes to a pending order for Directory Assistance Service, such changes will be undertaken if they can be accommodated by the Utility. The appropriate charges as set forth in 5. preceding apply for the Directory Assistance Access Service ordered. In addition a charge equal to any other costs incurred by the Utility because of the change will apply.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(D) Moves - Dedicated Directory Access Service

A move involves a change in the physical location of the point of termination at the customer premises. Moves will be treated as set forth in 5.2.9 preceding and all associated nonrecurring charges will apply. Minimum period requirements will be established at the new location as set forth in 5.2.5 preceding. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

(E) Directory Assistance Service Rearrangements - Dedicated Directory Access Service

Nonrecurring charges apply to service rearrangements. Service rearrangements are as set forth in 6.7.1 (C) (3) preceding. The Service Rearrangement Charges are as set forth in 6.7.1 (C) (3) preceding for the type of change provided by the Utility.

Material omitted now in Schedule Cal.P.U.C. No. D5., Sheet 13.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.4 Payment Arrangements (Cont'd)

(G) Nonpublished Number Report Service

- (1) The Utility will bill the calling party's Local Carrier for the calling party's use of Nonpublished Number Report Service.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 14.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations

(A) Reserved

(T)

(B) For Dedicated Directory Access Service and Tandem Directory Access Service for Feature Groups B and D, the mileage for Directory Transport is measured from the serving wire center of the customer premises to the Directory Assistance Service access location. For Tandem Directory Access Service for LISA, the mileage for Directory Transport is measured from the point of interconnection (POI) with the CLC to the DA location. Title Page notwithstanding, these two locations may be in different LATAs. In addition, the premises of the customer must be in the same LATA as the NPA of the number being requested where DA service is or in the LATA where DA location is located.

(C) The charge per call for Directory Transport, as set forth in 9.1.6 (C) following, applies for each call to a Directory Assistance Service access location.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 15.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(D) Reserved

(T)

(E) Nonpublished Number Report Service

(1) Charges apply when the Utility Operator is successful in contacting the nonpublished subscriber and:

(a) The subscriber indicates to the Operator that the subscriber will contact the calling party;

(b) The subscriber indicates to the Operator that the subscriber will not contact the calling party and the Operator contacts the calling party and inform him or her that the subscriber has indicated he or she would not contact the calling party.

(2) Charges will not apply when:

(a) The Operator is unsuccessful in contacting the nonpublished subscriber in three attempts;

(b) The event described in (E)(1)(b) above occurs and the Operator does not contact the calling party.

Material omitted now in Schedule Cal.P.U.C. No. D5. Sheet 17.

(D)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

(N)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(F) There are two types of charges applicable to Directory Transport: Nonrecurring and Recurring. Paragraphs (1) through (6) following set forth the Directory Transport rate elements and how the recurring charges are applied for the elements. The Directory Transport elements that apply are Entrance Facility, Direct Trunked Transport and/or Tandem Switched Transport, and Directory Transport Interconnection Charge. When Tandem Switched Transport is provided, the Directory Transport tandem Switching element applies. When an Entrance Facility and/or a Direct Trunked Transport Facility require Multiplexing as set forth in 6.7.1 preceding, a Multiplexing arrangement charge applies. Paragraph (7) following sets forth the nonrecurring charges.

(1) Directory Transport Entrance Facility

A Directory Transport Entrance Facility rate is applied for a VG/DS0, DS1 and DS3 Transport Channel on a point of termination per month basis. The regulations for these charges are the same as set forth in 6.7.1(D)(1) preceding for Entrance Facility. The rates are as set forth in 9.1.6 following.

(2) Directory Transport Direct Trunked Transport

Directory Transport Direct Trunked Transport Facility rates are applied on a per Transport Channel per month fixed and per month per mile basis. The regulations for these charges are the same as set forth in 6.7.1(D)(2) preceding for Direct Trunked Transport. The rates are as set forth in 9.1.6 following.

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

(N)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(F) (Cont'd)

(3) Directory Transport Tandem Switched Transport

Directory Transport Tandem Switched Transport rates are applied on a per month per call fixed and per call per mile basis. The regulations for these charges are the same as set forth in 6.7.1(D)(3) preceding for Tandem Switched Transport. The rates are set forth in 9.1.6 following.

When a Directory Transport Tandem Switched Transport is provided, the Directory Transport Tandem Switching rate applies. This rate is applied on a per call basis. The rate is set forth in 9.1.6 following.

A call is as set forth in (A) preceding. The number of calls will be accumulated as set forth in (A) preceding.

(4) Directory Transport Interconnection Charge

Directory Transport Network Interconnection Charge provides for residual transport and switching functions not assigned to other Directory Transport rate elements. This charge is assessed to all customer's who interconnect with the Telephone company's Directory Assistance Location. The charge is applied on a per call basis. The charge is set forth in 9.1.6 following. A call is as set forth in (A) preceding. The number of calls will be accumulated as set forth in (A) preceding.

(5) Directory Transport Multiplexing

The Multiplexing rate is applied on a per Multiplexing arrangement basis. The regulations for these charges are the same as set forth in 6.7.1(D)(5) preceding for Multiplexing. The rates are as set forth in 9.1.6 following.

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

(N)

9.1 Directory Assistance Service (Cont'd)

9.1.5 Rate Regulations (Cont'd)

(F) (Cont'd)

(6) Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels

When Directory Transport Tandem Switched Transport is provided over Direct Trunked Transport DS1 and DS3 Transport Channels, the Direct Trunked Transport rates will be adjusted and the Directory Transport Tandem Switched Transport will be billed the per call fixed and per call per mile rates for all calls as set forth in (3) preceding.

Regulations for Directory Transport Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 Transport Channels are the same as set forth in 6.7.1(D)(6) preceding for Tandem Switched Transport provided over Direct Trunked Transport DS1 and DS3 transport channel.

(7) Nonrecurring Charges

Nonrecurring charges are one time charges associated with the installation of Directory Transport and the change of Directory Transport. The regulations for these charges are the same as set forth in 6.7.1(C) for Switched Transport. The charges for Directory Transport are set forth for the selected Transport facility in 9.1.6 following.

(8) Directory Transport Application

Regulations for Directory Transport Application are the same as set forth in 6.7.1(D)(7) preceding for Transport Application.

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges

The rates and charges on a per unit basis are:

	<u>Rates</u>
(A) Reserved	
(B) Nonpublished Number Report Service: Notification to nonpublished subscriber by Utility Operator of calling party's attempt to reach subscriber, per request	\$2.36 (R)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges (Cont'd)

The rates and charges on a per unit basis are: (Cont'd)

(C) Directory Access Service

1(T)

- Directory Access
Installation Charge

Rates and charges are
the same as those set
forth in 6.8.2(E)
preceding.

(T)

(D)

(D)

NOTE 1: Pending CPUC Approval of Advice Letter No. 17884.

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

(N)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges (Cont'd)

The rates and charges on a per unit basis are: (Cont'd)

(C) Directory Access Service (Cont'd)

- Directory Transport

(1) Entrance Facilities

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
			<u>1st</u> <u>add'l</u>
(a) Voice Grade			
2-wire per point of termination	TSW2X		Rates and charges are the same as those set forth in 6.8.2(A) preceding for the Entrance Facility ordered.
4-wire per point of termination	TSW4X		
(b) DS1 per point of termination			
	TMESW		
(c) DS3 per point of termination			
- with Terminal Equipment	Z3MSW		
- without Terminal Equipment	Z0MSW		

(N)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges (Cont'd)

The rates and charges on a per unit basis are: (Cont'd)

(C) Directory Access Service (Cont'd)

- Directory Transport (Cont'd)

(2) Direct-Trunked Transport

		<u>Monthly</u> <u>Rate</u>	
	<u>USOC</u>	<u>Fixed</u>	<u>Per Mile</u>
(a) Voice Grade per transport channel	1L5SW	Rates and charges are the same as those set forth in 6.8.2(B)preceeding for the Direct Trunked Transport ordered.	
(b) DS1 per transport channel	1L5SW		
(c) DS3 per transport channel	1L5SW		
(3) Tandem Switched Transport			
		<u>ZONE</u>	<u>Per Call</u> <u>Rate</u>
(a) Tandem Switched Transport			
Fixed per Call		1 2 3	\$.000159 (R) .000159 .000159
Per Mile per Call		1 2 3	.000057 .000057 .000057
(b) Tandem Switching per Call		1 2 3	.000757 .000757 .000757 (R)

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.1 Directory Assistance Service (Cont'd)

9.1.6 Rates and Charges (Cont'd)

The rates and charges on a per unit basis are: (Cont'd)

(C) Directory Access Service (Cont'd)

- Directory Transport (Cont'd)

(4) Network Interconnection Charge

Rate

Per Call

\$.003383 (R)

(5) Multiplexing Charge

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
DS3 to DS1 - per arrangement	MQ3SW	Rates and charges are the same as those set forth in 6.8.2(G)(2) preceding for the Multiplexing arrangement ordered.	
DS1 to Voice/Digital Option 1	MQ1SW		
Option 2 - per arrangement	MQ2SW		

(6) Rollovers

DS1

SVRSW

Rates and charges are the same as those set forth in 6.8.2(F) preceding.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service

9.2.1 General Description

Customer Guide Service allows customers (interexchange carriers and competitive local carriers) who are certified by the California Public Utilities Commission to provide local and/or toll service within California's LATAs, to list their name, Company Code, telephone number and/or rates in the preface section of the Utility's White Pages directories.

Advertising, in the sense of "emphasizing desirable qualities so as to arouse a desire to buy or patronize" (Webster's Ninth New Collegiate Dictionary) is not permitted.

The customer's listing information and/or rates will appear in the Customer Guide section of all the Utility's White Pages telephone directories. This information will also appear in Spanish in those directories in which the Utility also publishes a Spanish section of the Customer Guide.

9.2.2 Undertaking of the Utility

(A) Format of Customer Guide Pages

(T)

(1) For purpose of this tariff, "listing information" in the Customer Guide is limited to two lines of information: the customer's name, its code number for dialing ("Company Code"), and either one or two telephone numbers.

(T)

(T)

(2) A customer may purchase as many listings in the Customer Guide section of any book as that customer desires.

(T)

(T)

(D)

(3) The rate for listing information will be determined at the directory close date (the date at which camera-ready graphics and text is due to the printer).

(N)

(N)

Material omitted now on Sheet 573-B-1.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.2 Undertaking of the Utility (Cont'd)

(A) Format of Customer Guide Pages (Cont'd)

- | | |
|---|-------------------|
| (4) The listing rate will vary depending upon the space purchased by a customer proportionate to the space purchased by all other customers on the same sheet (two pages) times the rate for a sheet in that directory. | (N) |
| (5) The listing rate charged will not be less than the rate for one-eighth of a page nor greater than the rate for two pages in that directory. | (N) |
| (6) Customer listing information will be displayed on a table containing similar information for other companies. | (T) (L) |
| (7) The listing of customers will be randomized, rather than alphabetical. | (L) |
| (8) The customer's Company Code may be omitted at its request. When omission is requested, a footnote will state, "Service available only to customers who have established an account with this company". | (T) |
| (9) Telephone numbers will be listed in numerical form only. | (T) |
| (10) The following designations must appear with the customer's number indicating which type of services can be ordered: Business, Residence, Business and Residence. | (T)
(T)
(T) |

(L) Formerly on Sheet 573-B.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.2 Undertaking of the Utility (Cont'd)

(A) Format of Customer Guide Pages

- (11) For purposes of this tariff, "rates" is limited to the customer's actual rates and/or descriptions of services and does not include any form of: advertising; puffery; slogans; comparisons to other companies' rates, services, or quality of service; or other promotional material. The Utility reserves the right to refuse to publish rates that do not comply with these requirements.
- (12) The Utility shall provide space in the Customer Guide section of the White Pages directory on a full-page, half-page or quarter-page basis for inclusion of rates.
- (13) Directories are always published in two-page (one sheet) increments. If the total space purchased by all customers in the Customer Guide results in an additional sheet or sheets being added to the Customer Guide that contains unused space, customers will be charged for the unused space on a prorated basis, according to the number of customers who have purchased space in that directory. (T)
(T)
- (14) If a customer purchases an amount of space on a page that requires space on an additional page to be used (e.g., the customer buys a half page beginning in the last quarter of a page that is already three-quarters full, necessitating purchase of one quarter of a new page), the Utility will work with the customer to design the text and graphic material so it can fit in less space (e.g., a quarter page instead of a half page).

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.2 Undertaking of the Utility (Cont'd)

(A) Format of Customer Guide Pages (Cont'd) (T)

(15) The customer shall include the following statement with its rates: "Rates are those in effect on (effective date). For updated rates, please call (customer telephone number)". (T)

(16) The rates shall be displayed according to established Customer Guide guidelines in regards to type face, point size, columnization, and other features. (T)

(17) Changes to previously published rates will be accommodated according to the Utility's Customer Guide production and publishing schedules. (T)

(18) If the customer provides inaccurate rates, the Utility will not issue corrective material. (T)

9.2.3 Obligations of the Customer

(A) The customer will provide rates in "camera-ready" form. No transcription of the rates will be done by the Utility. The rates shall be provided to the Utility according to the Customer Guide production and publishing schedules.

(B) If desired, the customer may provide a Spanish version of their rates. If not provided by the customer, the Utility will undertake translation activities on behalf of the customer. There is no additional charge for this translation service. Per-page publication rates still apply.

(C) The customer shall certify in writing that the rates and service description(s) it has provided are true and correct.

(D) Prior to publication of each Customer Guide version, the customer shall approve final "OK TO PRINT" copies of listing information and/or rates.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.4 Indemnification and Limitation of Liability

- (A) The customer shall indemnify, hold harmless, and defend (T)
the Utility from and against any costs, damages, expenses
(including reasonable attorney's fees), or liability
arising in any manner out of any demand, claim, suit, or
judgment for damages or injuries, however caused, which
may arise out of the Utility's publishing of listing
information or rates under this schedule. (T)
- (B) Precaution will be taken to avoid errors and omissions in (T)
publishing the listing information and rates in the (T)
Customer Guide. However, should any error or omission
occur, the Utility's liability for such error or omission
shall be limited to a pro-rata abatement of the charge
paid by the customer to the Utility for Customer Guide (T)
services in the same proportion that the error or omission
reduces the value of the entire Customer Guide service
provided for that customer. In no event shall such
liability exceed the amount paid by the customer to the (T)
Utility for the Customer Guide service during the time it
is in error, and in no event shall the Utility be liable
for a consequential damage.

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.5 Payment Arrangements

(A) Minimum Period

The minimum period for which Customer Guide service will be provided and for which charges apply is one year. A minimum period of one year applies for each additional period of service extended.

If the customer discontinues Customer Guide service prior to the end of each one-year period, refunds will not be provided for partial or unfulfilled White Pages directory schedules.

(B) The Utility will issue one bill for each directory in which the customer purchases space, or one bill if a customer purchases space in all directories in the state.

9.2.6 Rates

<u>Directory</u>	<u>One Page (1)</u>	<u>Half Page (1)</u>	<u>Quarter Page (1)</u>
Airport	\$ 461.55 (R)	\$ 230.77 (R)	\$ 115.39 (R)
Amador	231.72	116.33	57.69
Antelope Valley	316.84	158.89	79.45
Auburn	232.66	116.33	57.69
Bakersfield	734.88	366.97	183.48
Beverly Hills	588.28	294.14	147.54
Butte	333.86	166.46	83.23
Calaveras	202.40	101.20	51.07
Campbell	249.69	124.84	62.42
Catalina	80.39	39.72	19.86
Contra Costa Central	601.52	300.76	150.38
Contra Costa East	296.03	148.49	73.77
Contra Costa West	394.39	196.72	98.36
Corona	225.10	112.55	55.80
Culver City	361.29 (R)	180.65 (R)	90.80 ®

(1) A page is equal to one side of a sheet in the directory. For instance, the first sheet in the directory would contain page one on the front side of the sheet and page two on back side of the sheet. Directories are always published in two-page increments. (See section 9.2.2(A)(13) and (14).

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.6 Rates (Cont'd)

<u>Directory</u>	<u>One</u> <u>Page (1)</u>	<u>Half</u> <u>Page (1)</u>	<u>Quarter</u> <u>Page (1)</u>
Fair Oaks	\$ 610.98 (R)	\$ 305.49 (R)	\$ 153.22 (R)
Fairfield-Dixon	314.95	157.95	78.50
Fremont-Hayward	700.83	349.94	174.97
Fresno-Clovis	1,747.82	873.91	436.95
Fresno-Madera	363.18	181.59	90.80
Glenn & Tehama	175.92	87.96	44.45
Grass Valley	170.24	85.12	42.56
Humboldt	285.63	142.81	71.88
Imperial	213.75	106.87	52.96
Inland Empire North	617.60	308.33	154.16
Kings Tulare	571.26	285.63	142.81
La Mirada	47.29	23.64	11.35
Lake & Mendocino	269.55	134.30	67.15
Lake Tahoe	314.95	157.95	78.50
Lodi	195.78	98.36	49.18
Los Altos	343.32	171.19	86.07
Los Angeles	2,712.53	1,356.26	678.13
Marin	472.90	236.45	118.22
Merced Mariposa	187.27	93.63	46.34
Mid-Cities	345.21	172.13	86.07
Monterey	578.82	289.41	144.71
Napa	414.26	207.13	104.04
Oakland	1,344.91	672.46	336.70
Orange Co.	2,110.06	1,054.56	527.75
Orange Co. South	641.25	320.62	160.78
Palo Alto/Redwood City	637.46	318.73	158.89
Quincy	112.55	56.75	28.37
Riverside	570.31	284.68	142.81
Sacramento	1,793.31	870.13	435.06
San Diego (Greater)	2,678.48	1339.24	669.62
San Diego No. Co.	720.69	360.35	179.70
San Fernando Valley	1,838.62	919.31	459.65
San Francisco	1,868.88 (R)	934.44 (R)	467.22 (R)

(1) A page is equal to one side of a sheet in the directory. For instance, the first sheet in the directory would contain page one on the front side of the sheet and page two on back side of the sheet. Directories are always published in two-page increments. (See section 9.2.2(A) (13) and (14).

Continued

ACCESS SERVICE

9. Directory Services (Cont'd)

9.2 Customer Guide Service (Cont'd)

9.2.6 Rates (Cont'd)

<u>Directory</u>	<u>One Page (1)</u>	<u>Half Page (1)</u>	<u>Quarter Page (1)</u>
San Gabriel	\$ 1,054.56	\$ 527.75	\$ 263.88
San Jose	1559.61	780.28	389.67
San Luis Obispo	409.53 (R)	205.24	102.15
San Mateo Central	435.06	217.53	108.77
San Mateo No.	318.73	159.84	79.45
Santa Clarita	244.01	122.01	60.53
Santa Cruz	428.44	214.69	106.87
Shasta	367.91	183.48	91.74
Simi Valley	346.16	173.08	86.07
Sonoma	700.83	350.89	174.97
South Bay	755.69	377.37	189.16
Stanislaus	577.88	288.47	144.71
Stockton	522.08	261.04	130.52
Tracy	199.56	99.31	50.13
Tri-Valley	431.28	215.64	107.82
Upper Mojave	106.87	52.96	26.48
Vallejo	248.74	124.84	62.42
Ventura	468.17	234.56	117.28
Yolo	322.51	160.78	80.39
Yuba-Sutter	218.48	109.71	54.86
All Directories in the State	40,943.25	20,471.62	10,236.29

(1) A page is equal to one side of a sheet in the directory. For instance, the first sheet in the directory would contain page one on the front side of the sheet and page two on back side of the sheet. Directories are always published in two-page increments. (See section 9.2.2(A) (13) and (14).)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.1 General Description

(A) Where used in this section, the word "customer" refers to an interexchange carrier, facilities-based Competitive Local Carrier or a Competitive Local Carrier that is a reseller of Pacific Bell services.

(N)

(B) Except where specifically noted, the word "end-user" refers to both the customer's primary end-user and to the customer's alternate end-user.

(1) An alternate end-user is a Carrier retail customer who has been provided with Alternate User Service, as described in section 9.3.2.

(N)

(C) Applicable to listings in the alphabetical (white) section of a Telephone Directory and to listings in the Directory Assistance Database that are purchased by the customer for its end-users who have service at addresses within Pacific Bell's franchised territory.

(T)

(T)

(1) Listings in the alphabetical (white) section of the directory are intended solely for the purpose of identifying end-users' telephone numbers as an aid to the use of telephone service.

(2) Any end-user whose number is published in the White Pages will also be provided with a Directory Assistance Listing, as described in 9.3.2(B), below. For operational reasons, if an end-user does not wish to be provided with Directory Assistance Listing Service, then Pacific Bell will not provide that end-user with a listing in the White Pages.

(N)

(N)

Material omitted now appears on Sheet 573-G-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.1 General Description

(D) Nonpublished Service (T) (L)

(1) Primary Service listings will be nonpublished at the specific request of the Carrier. The end-user name, address and telephone number will not be listed in any telephone directory, street address directory or in the directory assistance records available to the general public except that the number may be included in reference listings. (T) (T) (L)

(2) This tariff shall not prohibit the disclosure of non-published, non-listed telephone numbers of Public Safety Answering Points (PSAPs) to certified Competitive Local Carriers (CLCs), upon request, for the purpose of providing emergency operator services. The Utility shall have no liability to the CLC for the accuracy of such numbers. (N) (N)

9.3.2 Undertaking of the Utility (L)

(A) Telephone numbers of public telephones will not be listed in the telephone directory.

(1) Telephone numbers of COPT service will be provided a listing in the telephone directory on an optional basis.

(B) Directory Assistance-Only Listing Service (T)

(1) Directory Assistance Listings are end-user primary/additional listing(s) available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.

(2) Foreign Exchange Service and Remote Call Forwarding, furnished in connection with Directory Assistance Listing service, may be published in both directory assistance records in which the number is purchased. (L)

(L) Formerly on Sheet 573-G.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility

(L)

(A) Telephone numbers of public telephones will not be listed in the telephone directory.

(1) Telephone numbers of COPT service will be provided a listing in the telephone directory on an optional basis.

(B) Directory Assistance-Only Listing Service

(1) Directory Assistance Listings are end-user primary/additional listings available only through Directory Assistance. These listings will not appear in the alphabetical (white) section of a telephone directory or street address directory.

(2) Foreign Exchange Service and Remote Call Forwarding, furnished in connection with Directory Assistance Listing service, may be published in both directory assistance records in which the number is purchased.

(L)

(3) For directory delivery purposes, a nonpublished listing must be submitted for end-users that do not want to be listed in the directory but do want to receive a local directory.

(N)

(N)

(L) Formerly on Sheet 573-G.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

- (B) Directory Assistance-Only Listing Service (Cont'd) (T)
- (3) There is an additional fee, as shown in section, (N)
following, to suppress the printing of an end-user's |
number in the White Pages directory. (N)
- (4) The address shall be that of a premises on which any
portion of the end-user's exchange service is located,
except:
- (a) The address may be omitted on request of the
end-user.
- (b) The customer may not substitute a different address (T)
for that of the premises on which the end-user's |
exchange service is located. (T)
- (5) Directory Assistance-Only Listing service will be (T)
offered to the 976 IAS customer at the rate shown in
section 9.3.5(D) following.
- (6) Directory Assistance-Only Listing service will not be (T)
offered to: (T)
- (a) Mobile Telephone Service, Wide Area
Telecommunications Service, Toll Station Service,
Toll Service - Station Service and Interexchange
Receiving Service. (D)
|
(D)
- (b) Customers ordering caption listing arrangements. (T)
- (7) Directory Assistance Listing-Only Service is applicable (N)
for a minimum period of one month, as set forth in |
Schedule Cal. P.U.C. No. A2.1.9. (N)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(C) Business Service Listings

- (1) Business Service Primary Listings and Alternate (T)
User listings may consist of a name, designation, (T)
address and telephone number in accordance with the
following:

(a) Name

The name must be the name under which the end-user is conducting business and may be either the name of an individual, firm, company, corporation or association. Listings in an individual's name may include professional titles, abbreviations indicating degrees of profession or scholarship, or abbreviations indicating affiliation with a business or professional group, organization, or association. A fictitious name may be used when the end-user's business is conducted under that name.

Acceptable titles are those by which a person is commonly addressed or recognized by the general public.

Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the end-user actually conducts business under the name to be listed. The Utility may require proof that the end-user is authorized to use the name. (N)

(b) Designation

A designation descriptive of the business or profession may be included in the listing when the name does not indicate the nature of the business. (T)

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(C) Business Service Listings (Cont'd)

(1) (Cont'd)

(c) Address

The address shall be that of a premises on which any portion of the end-user's exchange service is located, except:

- (i) The end-user may substitute a United States Post Office Box number address within the same local service area at no additional charge. A United States Post Office Box number outside the local service area may be substituted as a line of information at the applicable rate. (T)
- (ii) The address may be omitted where the end-user does not conduct business with the public at their address.
- (iii) The address where the exchange service is located may be omitted and another legitimate address where the end-user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as office, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement. (T)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(C) Business Service Listings (Cont'd)

(1) (Cont'd)

(c) Address (Cont'd)

(iv) Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owner's premises, the address at which the telephone service is rendered must be included in a business listing.

(d) Telephone Number

(i) The listed telephone number shall be that assigned to the telephone service.

(ii) Alternate end-user listings shall bear the same telephone number as the listed service of the end-user at the address where alternate end-user service is rendered, except: (N)

(iii) Where an end-user is furnished separate lines or trunks or groups of lines or trunks, alternate end-user listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks. (N)

Material omitted now on Sheet 573-K-1.

Continued

ACCESS SERVICE

9. Directory Services

-9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(C) Business Service Listings (Cont'd)

(2) Alphabetical Section Business Service Additional Listings shall consist of a name, designation, address and telephone number in accordance with the following:

(a) Name

The name may be that of:

- (i) An individual engaged in a business or profession,
- (ii) An employee, officer or member of a firm, company, corporation or association,
- (iii) A branch, department or division of the same business,
- (iv) Another individual, firm, company, corporation or association represented by the end-user when the use of the name to be listed is authorized by the owner of the name or,
- (v) A fictitious name by which the end-user is known or desires to be known.

(L)

(L)

(L) Formerly on Sheet 573-K.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(a) Name (Cont'd)

The name may be that of: (Cont'd)

(vi) Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the end-user actually conducts business under the name to be listed. The Utility may require proof that the end-user is authorized to use the name. (T) (T) (T)

(vii) Additional listings may include a reference to the name shown in a primary or additional listing.

(viii) Customers that order business service for their end-users' residences may for the residence additional listing rate, arrange for a residence additional listing in the name of an individual residing in the residence. (T) (T)

(ix) Customers that order business service for their end-users may, for the residence additional listing rate, arrange for a residence additional listing in the name of a member of the firm, company, corporation, association or an employee thereof, residing on the premises of the end-user. (T) (T)

Material omitted now on Sheet 573-L-1.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(a) Name (Cont'd)

The name may be that of: (Cont'd)

(x) A school, college, university or hotel which subscribes to Centrex Service may, for the residence additional listing rate, arrange for a residence additional listing in the name of a student, faculty member, guest or other employee residing in living quarters which are owned or leased and operated by the school, college, university or hotel.

(N)

(N)

(b) Designation

The same designation may be included as that used in the primary listing or descriptive designation of the business connection.

(L)

(c) Address

The address shall be the same as the primary listing, except:

(i) Where a building has more than one address, an additional listing may bear any one of such addresses.

(L)

(L) Formerly on Sheet 573-L.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(c) Address (Cont'd)

(D)

(D)

- (ii) Listings may show the address at which any portion of the end-user's exchange service is located.
- (iii) The address may be omitted where the end-users do not conduct business with the public at their address.
- (iv) The address where the exchange service is located may be omitted and another legitimate address where the end-user can be found or communicated with may be furnished. To protect the directory, user against being misled directly or by inference, such an address will be preceded by a descriptive term such as office, ware-house or shop. In addition, such address will be followed by the name of the community (city. The rate for lines of information apply to this arrangement.
- (v) Where the type of business generally involves the removal of appliances, furniture or other articles of value from the owners' premises, the address at which the telephone service is rendered must be included in a business listing.
- (vi) The address may be omitted from listings of night service telephone numbers.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(d) Telephone Number

Business additional listings shall bear the same telephone number as the primary listing or alternate end-user listing, except: (T) (T)

(i) Where an end-user is furnished separate lines or trunks or groups of lines or trunks, additional listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.

(ii) Where a customer desires listings for its end-users for use after business hours, the telephone number may be that of an off-group trunk associated therewith or a night terminal. (T) (T)

(D)

(D)

(iii) Where a customer to Centrex Service or Centrex Trunk Line Service for United States Departments of the Army, Navy and Air Force so desires, the telephone number may be that assigned to a Centrex system station. (N)

(N)

(L)

(L)

(L) Material omitted now on Sheet 573-N-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Business Service Caption Arrangements (T)

A caption arrangement is defined as a group of listings indented under a common header. Business listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory. (T) (T)

(a) Branches, departments, divisions and individuals of an end-user's business may be listed under a caption, provided that such listings show either addresses or telephone numbers differing from the caption header or from one another where the caption header shows no address or telephone number. The address may be omitted from such listings if the end-user does not conduct business with the public at the address at which the service is furnished and where such listing is furnished under a caption, provided the caption includes other listings where the addresses are shown. (T) (T)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Business Service Caption Listings (Cont'd)

- (b) Where several end-users operate together as a business group under one name, that name may be shown as a caption with listings of the end-users thereunder.
- (c) There is a non-recurring charge for the caption listing, as shown in section 9.3.5. (N)
(N)
- (d) Simple Captions will be ordered by and billed to the customer. Complex captions are available as additional listings and will be billed to the end-user. (N)
|
(N)

(D) Residence Service Listings

(1) Residence Service Primary Listings and Additional Listings

(a) Name

Individual(s) listed must reside on the premises at which the service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. The name(s) may consist of a surname and a given name or names. (T)

The Utility may require proof that the name requested is the name that the individual commonly uses and is known by:

Material omitted now on Sheet 573-O-1.

Continued

ACCESS SERVICE

9. Directory Services

(L)

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(D) Residence Service Listings (Cont'd)

The name(s) may be:

- (i) That of an individual
- (ii) A combination of names and/or initials of two persons with the same surname.
- (iii) Another given name and/or initials for a person known by more than one name.
- (iv) Professional Titles: For the purpose of identification, a residence listing of a professional end-user may include an abbreviation indicating a professional title, title of lineage (e.g., Jr., Sr., etc.) or scholastic degree.

(T)

(L)

(L) Formerly on Sheet 573-O.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(1) Residence Service Primary Listings and Additional Listings (Cont'd)

(b) Address

The address shall be that of a premises on which any portion of the end-user's exchange service is located, except:

- (i) The end-user may substitute a United States Post Office Box number within the same local service area at no additional charge. A United States Post Office Box number located outside the local service area may be substituted as a line of information at the applicable rate. (T)
- (ii) The address may be omitted on request of the end-user.
- (iii) The address where the end-user's exchange service is located may be omitted and another legitimate address where the end-user can be found or communicated with may be furnished. To protect the directory user against being misled directly or by inference, such an address will be preceded by a descriptive term such as residence. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than the normal community designation of the listed number. The rate for lines of information apply to this arrangement. (T)

(c) Telephone Number

The listed number shall be that assigned to the telephone service.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(2) Residence Service Caption Arrangements

(T)

Residence listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory.

(a) Separate services or off-premises station services of the end-user may be listed under a caption, provided that such services show either addresses or telephone numbers differing from the caption or from one another when the caption shows no address or telephone number.

(b) The service provided for use of the end-user's domestic employees may be listed in terms commonly used to designate employees of a domestic establishment or in the domestic employee's name.

(c) Service provided for home-office use may be listed in terms commonly used to designate the service, e.g., FAX LINE.

(N)

(d) There is a non-recurring charge for the caption listing, as shown in section 9.3.5.

(N)

(e) Simple Captions will be ordered by and billed to the customer. Complex captions are available as additional listings and will be billed to the end-user.

(N)

(N)

Material omitted now on Sheet 573-Q-1.

Continued

ACCESS SERVICE

9. Directory Services

(L)

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Residence Hotel Guest Listings

Hotel guest listings shall consist of name(s), address and telephone number in accordance with the following:

(a) Name

Hotel guest listings may be those of individuals occupying rooms let for living quarters on the premises at which the end-user is furnished hotel private branch exchange service, Centrex or semipublic service.

(T)

Such name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes.

Normally, the name(s) will consist of a surname and a given name or names. Listings may also include options as shown in 9.3.2(D)(1) preceding. The rate for Residence Additional Listings apply to this arrangement.

(L)

(L) Formerly on Sheet 573-Q.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(3) Residence Hotel Guest Listings (Cont'd)

(b) Address

The address shall be in accordance with 9.3.2(D) (1) preceding.

(c) Telephone Number

The listed number shall be that assigned to the telephone service.

(E) Duplicate Listings

(1) Customers may arrange for additional listings, similar (T) to the primary listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the end-user is commonly known (see also 9.3.2(C) preceding). All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the end-user, it shall be necessary to include a Line of Information stating "same as" or "see" and a reference to the name contained in the primary listing at the lines of information rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

(2) Business end-users who have listings arranged under a caption and desire a duplicate listing with lines of information referring to the caption listing may arrange to have the address and telephone number omitted from such duplicate listing.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(F) Listings In Different Directories

- (1) Additional listings acceptable to the Utility may be arranged for at the additional listing rate, to show an end-user's business or residence listing in a different alphabetical section of the same directory or in a separate directory.

(G) Reference Listings

(N)

A reference listing is a combination of additional listing/line-of-information all on one line. The extra 36 characters of text may run over to a second line, but, unlike a standard line-of-information, it is not treated as an indent. This type of listing is available for business subscribers, only, and is used to provide a cross-reference to another listing when a business has changed names or merged with another business.

- (1) Reference listings acceptable to the Utility may be arranged for at the rate shown in the schedule to include additional telephone numbers to be called in the event there is no answer from the end-user's station.
- (2) The reference listing telephone number may be the telephone number of a service of the same end-user or of a service of another end-user.

(N)

Material omitted now on Sheet 573-S-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(G) Lines of Information

- (1) Lines of information do not include telephone numbers. (N)
(N)
- (2) Lines of information acceptable to the Utility may be arranged for at the rate shown in the schedule to appear in addition to a regular listing for the purpose of facilitating the use of the service. (L)
|
(L)
- (3) Customers may, for the reference listings rates, arrange to include informational lines with a listing of the telephone number of a service of the same end-user or of another end-user. (T) (L)
|

(H) Directory Assistance Special Handling Service

- (1) The Utility will provide manual corrections to the Directory Assistance database in the event of an emergency affecting public safety. (T) (L)
|
- (2) There is a non-recurring charge for the special handling service. (N)
(N)

(I) Nonpublished Service (L)

- (1) Nonpublished information, as well as call forwarding information from such unlisted telephone numbers, shall be released by the Utility in response to legal process or to certain authorized governmental agencies provided the requesting party complies with Schedule Cal.P.U.C. No. A2.1.34 of Pacific's Exchange Services tariff, established for the release of nonpublished information. (L)
|
(L)

(L) Formerly on Sheet 573-S.

Continued

ACCESS SERVICE

9. Directory Services

(N)

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(I) Nonpublished Service (Cont'd)

(2) This tariff shall not prohibit the disclosure of non-published, non-listed telephone numbers of Public Safety Answering Points (PSAPs) to certified Competitive Local Carriers (CLCS), upon request, for the purpose of providing emergency operator services. The Utility shall have no liability to the CLC for the accuracy of such numbers.

(J) Foreign Exchange Service

A directory listing in connection with foreign exchange service is provided in the directory for the foreign exchange without additional charge. In addition, customers are also provided with the same directory listing in the alphabetical (white) section of the local directory without additional charge in connection with foreign exchange service, other than farmer line service, for each foreign exchange primary station and first trunk and each joint user service furnished with foreign exchange service.

(N)

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.2 Undertaking of the Utility (Cont'd)

(I) Nonpublished Service (Cont'd)

(3) Incoming calls to subscribers to nonpublished service will be completed only when the caller places the call to the nonpublished telephone number.

(a) Subscribers to nonpublished service may specify that a Utility Operator refuse any request by a caller to contact the nonpublished subscriber through the Nonpublished Number Report Service, as described in section 9.1. of this tariff.

(4) Non-published service furnished in connection with semi-public telephone service will be treated the same as other individual line service.

(J) Alternate User Service

Alternate User Service is an arrangement whereby an individual, other than an employee, member or officer of the concern which is the end-user or a firm, corporation or association shares in the use of an end-user's business telephone service. The alternate user is not required to occupy the same premises as that occupied by the end-user.

(1) Alternate User listings have the same rules and restrictions as Business Primary listings.

(2) Alternate User Service is not provided with residential service.

(N)

(N)

Material omitted now on Sheet 573-T-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.3 Obligations of the Customer and End-User

(L)

(A) The Utility may require the Carrier to furnish evidence satisfactory to the Utility that the business of the Carrier's end-user is being conducted under the names to be listed. If, upon request to the Utility, the Carrier for any reason does not furnish such evidence, the Utility may refuse to list the end-user's name or refuse to continue a listing of the end-user's name. Such acceptance or refusal of the Utility of the listing of an end-user's name is subject to review by the California Public Utilities Commission.

(B) The Customer assumes full responsibility concerning the right to use any name or address in a directory listing and agrees to hold the Utility free and harmless of and from any claims, loss, damage or liability which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual or other right to the use of a name or address to be listed in a telephone directory. The customer shall notify the Utility of any change to a non-service address in writing.

(T)

(T)

(C) The customer shall notify the Utility when the customer reterminates its end-user's service that is on the end-user's side of the demarcation point to another part of a building or to another building on continuous property. The customer should send a request for a listing change for this purpose. Once notified, the Utility will update the end-user's directory listing. The service charge for a listing, as given in section 9.3.5, applies to such a retermination.

(T)

(T) (L)

(L) Formerly on Sheets 573-T and 573-U.

Continued

ACCESS SERVICE

9. Directory Servicex

9.3 Listing Service

9.3.3 Obligations of the Carrier and End-User (Cont'd)

(D) The Carrier must submit orders for White Page listings to Pacific Bell by means of electronic data transmission using an approved data format and transmission protocol. (N)
(N)
(N)

(F) Nonpublished Service

(1) The customer will provide its nonpublished end-user's listing information and Pacific will include this listing in Pacific's database to provide: (T)
(T)

(a) Nonpublished Number Report Service, as described in section 9.1 of this tariff.

(b) Directory delivery.

9.3.4 Rate Regulations

(A) Carriers will be billed for all Carrier-provided end-user's listings. It will be the responsibility of the Carrier to bill its end-user. (T)

(B) Billing will be effective on the date the Utility establishes the listing in its Directory Assistance database. (T)
(T)
(T)

(C) Subsequent listing activity charges will be charged on a per-transaction basis for adds and changes.

(D) A bill will be rendered once per month. Charges will be prorated for a partial month, except that a one-month minimum billing applies. (T)
(T)
(T)

Material omitted now on Sheet 573-T-1.

Continued

ACCESS SERVICE

9. Directory Services

9.3 Listing Service

9.3.4 Rate Regulations (Cont'd)

(E) Discontinuance of Billing

When additional listings and alternate user listings are included in the directory, charges may not be discontinued until the end of the directory period unless and until the Carrier notifies Pacific Bell that: (1) its end-user's service has been discontinued, (except as shown in (1) below), (2) the listed party or concern has vacated the end-user's premises or subscribes to service of the same class as furnished the end-user, or (3) in the case of a guest listing, the listed party has either vacated the end-user's premises or has become a subscriber to residence service in his own name in the same exchange.

(T)

(T)

(D)

(D)

Material omitted now appears on Sheet 573-W.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.5 Rates and Charges

(A) Primary Service Listings

(1) Service in Local Exchange

End-user's are entitled to one listing in the alphabetical (white) section for the local service listed as follows without additional monthly charge:

(a) Each regular business or residential line.

(b) One listing per Centrex or PBX system.

(c) Additional listing charges apply to extensions off the primary number of a Centrex or PBX system.

(d) Each separate interexchange receiving service:

(i) Exchange in which the service is subscribed for.

(ii) Exchange in which the customer's primary service is located.

(iii) One listing identifying all services in a group will be given for each separate group of services having the same prefix and call number where groups of services are furnished a customer.

(e) Each airport intercommunicating mechanized station system.

(L)

(T)

(T)

(T)

(T) (L)

(N)

(D)

(D)

(N)

(N)

(L) Formerly on Sheet 573-V.

Continued

ACCESS SERVICE

9. Directory Service

9.3 Listing Service

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly Rates</u>	<u>Service Charge</u>	<u>USOC</u>
(B) Additional Listings			
Each business listing	\$1.66(R)	\$ 6.62(R)	LTGAB
Any individual residing at a residence, listed at the residence or listing of guest of hotel (temporary housing), each listing	.80	\$4.73	LTGAR
Business Reference Listing, each listing	3.31	6.62	LTGXR
(C) Lines of Information			
Other information in addition to a listing, each line			
business	1.66	6.62	LTGEB
residence	.80	4.73	LTGER
(D) Directory Assistance			
Listing Service, Each Listing			
business	.14	6.62	LTGDB
residence	.14(R)	4.73	LTGDR
(E) Caption Listing			
business		6.62	LTGCB
residence		4.73(R)	LTGCR

Continued

ACCESS SERVICE

9. Directory Service (Cont'd)

9.3 Listing Service (Cont'd)

9.3.5 Rates and Charges (Cont'd)

	<u>Monthly Rates</u>	<u>Service Charge</u>	<u>USOC</u>
(F) Directory Assistance Special Handling, per listing			
business	None LTGSH	None	
residence	None LTGSH	None	
(G) Alternate user Listing each listing	\$1.42 (R)	\$6.62(R)	LTGXB
(H) Nonpublished Service, each service			
			(D)
			(D)
resale	\$.23		(N)
wholesale	\$.28		(N)

Continued