

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

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(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

**Issued by**

Harry H. Baker

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. \_\_\_\_\_

A16. DIRECTORY LISTINGS AND JOINT USER SERVICE

16.1 GENERAL INFORMATION

16.1.1 APPLICABILITY

Applicable to listings in the alphabetical section of the telephone directory.

16.1.2 TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

16.2 RATES

	<u>S&amp;E CODE</u>	<u>MONTHLY RATE</u>
Primary Service Listings		
Each Residence Primary Listing	ML	No Charge
Each Business Primary Listing	ML	No Charge
Each Public Access Line (PAL) Service Listing	ML	No Charge
Additional Listings		
Each Residence Additional Listing	AL	\$ 0.75
Each Business Additional Listing	AL	1.00
Joint User Listings		
Each Business Joint User Listing	JU	4.00
Non-Published Service		
Each Business or Residence Non-Published Line	NP	No Charge*
		<u>ANNUAL RATE</u>
Interexchange Carrier (IEC) Information Listings 2 Line Listing		\$ 13.45
Allows for two lines of information to include specifically, IEC name, 10XXX dialing code, and telephone number(s) (maximum of two) for residence and business service.		
Sample Rate Table		53.75
Allows for eight lines of information to include specifically the same information included in the IEC two line listing plus a sample rate table which includes information for day, evening, and night rate with rates for first minute and for each additional minute.		

\*In compliance with California State Senate Bill No. 1035 that was enacted January 1997.

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16.3 SPECIAL CONDITIONS

A. Primary Service Listings

1. Residence primary service listings shall consist of name(s), service address and telephone number in accordance with the following:
  - a. 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. Normally the name(s) will consist of a surname and a given name or names. The name(s) may be that of an individual, a combination of names and/or initials for a person known by more than one name.
  - b. Residence listings of professional customers may include the professional title indicated by the designation of profession in their business service listing. When professional customers are not subscribers to business service, and are not practicing a profession on the premises where residence service is installed, the residence listing may include the professional title. Names of clergymen, professors, military or naval officers, and nurses may, for the purposes of identification, include their professional title.
2. Business primary service listings and Public Access Line (PAL) Service listings consist of a name, service address and telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of business.
3. Business listings may be those of an individual engaged in a business or profession, names of firms or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. A trade name may be used as a listing when the business is conducted under that name provided that authorization in writing has been obtained by the proper authority.

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16.3 SPECIAL CONDITIONS - Continued

B. Additional Listings

1. All additional listings in connection with a customer's service must bear the same address and telephone number as the primary service listing, except:
  - a. Additional listings in connection with extension stations that are not located on the same premises as the primary service may show the address at which the extension is located.
  - b. Where a customer 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.
2. Reference listings and lines of information shall be treated as additional listings.
3. All applications for additional listings and lines of information shall be made by the customer or authorized agent. All applications for reference listings to the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents.
4. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a trade name, the listing shall include a reference to the name of the firm, company, or corporation furnished the telephone service and may include the same description of connection with the firm.
5. The charges for additional listings begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or becomes the same class of customer as the primary customer, or unless the primary customer's service is discontinued, or in the case of guest listings, the listed party becomes a residence service customer in his own name in the same exchange.

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A16. DIRECTORY LISTINGS AND JOINT USER SERVICE

16.3 SPECIAL CONDITIONS - Continued

C. Joint User Service

1. Joint User Service is provided in connection with business service only. Listings in connection with Joint User Service must bear the same address and telephone number as the listed service of the customer at the address at which Joint User Service is rendered, except:

Where a customer is furnished separate lines or trunks or groups of lines or trunks, joint user listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.

2. The charges for Joint User Service begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or becomes the same class of customer as the primary customer, or unless the primary customer's service is discontinued.
- D. Listings in the alphabetical section of the directory are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service. Telephone directories are furnished to customers to facilitate the use of the service and remain the property of the Utility, and may be collected upon issuance of new directories.
- E. The Utility is liable for errors or omissions in the listings of its customers in the telephone directory subject to the provisions and limitations set forth in Sections A. and C. of Schedule Cal. P.U.C. No. A2, Rule 24, Limitation of Liability.
- F. Each primary business service listing and each joint user business service listing may receive, at the option of the applicant, and without additional charge, a regular type listing in the classified section of the directory under headings generally descriptive of the business as prescribed by the Utility. Each such classified listing shall contain the same name, address and telephone number as the corresponding listing provided in the alphabetical section except that business or professional designations or titles will not be included.

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A16. DIRECTORY LISTINGS AND JOINT USER SERVICE

16.3 SPECIAL CONDITIONS - Continued

G. Interexchange Carrier (IEC) Information Listings

1. Interexchange Carrier (IEC) Information Listings provide a directory listing of an Interexchange Carrier (IEC) in the "Information Pages" section of the telephone directory's white pages. Two types of listings are available. The first type allows for two lines of information to include specifically the IEC name, 10XXX dialing code, and telephone numbers (maximum of two) for residence and business service. The second type allows for eight lines of information to include specifically the same information from the first type plus a sample rate table including information for day, evening, and night rates with rates for the first minutes and each additional minute.
2. The customer assumes full responsibility concerning the accuracy of listing information provided to the Utility and for verification of the draft listing prior to publication.
3. The customer must provide listing information prior to the closing date of the directory in order for the listing to appear in the next directory.
4. Interexchange Carrier (IEC) Information Listings will be randomized, rather than alphabetical.
5. For purposes of this tariff, "rate table information" is limited to the Interexchange Carrier's (IEC's) actual rates and/or descriptions of services and does not include any form of: advertising; slogans; logos; 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.
6. The minimum period for which IEC Information Listing Service is provided is one year. If an IEC discontinues its Interexchange Carrier (IEC) Information Listing prior to the end of a one year period a refund will not be provided.
7. The Utility will issue one bill for the annual amount of the Interexchange Carrier (IEC) Information Listing.
8. The customer agrees to indemnify and hold the Utility harmless from any claims of liability arising out of, or resulting from, inaccurate information provided to the Utility by the customer.

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