

MEMBER SERVICES TARIFF

DIRECTORY PUBLICATION AND USE

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MEMBER SERVICES TARIFF
DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS

A. General Regulations

The regulations for directory listings, as provided in this Section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical listing of names of customers.

The alphabetical listing of names of customers is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use customer's service. Special arrangement of names is not contemplated, nor any form of listing which does not facilitate use of directory service or is otherwise objectionable or unnecessary for purposes of identification.

1. Names in directory listings shall be limited to the following in connection with residential service:
 - a. The individual name of the customer, or
 - b. The individual name of a member of the customer's family, or
 - c. Any such listing deemed necessary by the Cooperative.
 - d. Any listing other than an individual name will be considered a business service listing with exception of those specified in this Tariff.
2. In connection with business service:
 - a. The Individual name of the customer, or
 - b. The name under which the customer is actually doing business as evidenced by signs on the premises, by letterheads, and by name under which a bank account is carried, or

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DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS (Continued)

A. General Regulations (Continued)

1. (Continued)

- c. The name under which a business is actually being conducted by someone other than the customer and which the customer is authorized by such other to use, or
- d. The individual names of the officers, partners, or employees of customer, or
- e. The names of departments when such listings are deemed necessary from a public reference viewpoint.

2. Whenever any question arises as to the right of a customer to list the name of a business which they claim they are authorized to represent or to use a listing which includes the trade name of another, the Cooperative may require the customer to provide written authorization to use such name, from the owner of such name, addressed to the Cooperative for the acceptance, insertion or continuance of such listings. The Cooperative may refuse to accept or to delete such listings where such written authority is not furnished or such authority is withdrawn by the owner, in writing, to the Cooperative.

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I. DIRECTORY LISTINGS (Continued)

B. Primary Listing

One listing termed the primary listing, is provided without charge for each separate customer service. When two or more main station lines are consecutively operated, the first number of the group is considered the primary listing.

The primary listing must be the actual name of the customer to whom service is rendered or:

1. In the case of residence service, the name of a member of the customer's family or household. Also, a dual name primary listing may be provided for two persons who share the same surname and reside at the same address or for a person known by two first names. This listing is comprised of a surname, two first names, address and telephone number.

2. When providing a primary listing for two individuals and an extra line is required for that primary listing, extra line charges will apply.

3. In the case of business service, the name of the business or of a member, officer, employee, or representative thereof, or the name of another business which the customer owns controls or represents.

4. No name, whether actual or assumed, or phrase will be listed when in the opinion of the Cooperative the name or phrase is requested for advertising purposes or to gain special position or prominence in the directory. No name or phrase will be listed which in the opinion of the Cooperative is likely to mislead or deceive the public.

5. The name of a party for whom service is contracted for by another insofar as it meets the above requirements.

6. An additional listing reversing the order of the individual's given name may be obtained at the rates specified for regular additional listings as specified in rates following. The restriction of no more than two individuals' names applies only to listings involving two individuals' names.

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I. DIRECTORY LISTING (Continued)

C. Extra Listings

1. Business extra listings may be the names of partners or members of the firm, if the customer is a partnership or firm; the names of the officers of the corporation, if the customer is a corporation; and for any business establishment, the names of business associates or employees of the customer. Business extra listings may be the bonafide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity such as service, agency, or commodity designations are not accepted.

2. Residence extra listings may be the names of the customer's immediate family.

3. In connection with semi-public telephone service, residence extra listings are allowed in the names of permanent guests or tenants at that location. Business extra listings in connection with semi-public stations are furnished under the regulations as specified in Paragraph C. 1. above.

4. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Cooperative it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted under the address of a PBX station or extension station, installed on premises of the customer, but at an address different from that of the switchboard, or main station using the telephone number of the primary listing.

5. Customers, whose names may commonly be spelled in more than one way, may arrange for additional listings under the alternate spelling at the rate for regular extra listings.

6. Regular extra listings are furnished at the rate quoted in Part I. Paragraph K, of this Section.

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DIRECTORY PUBLICATION AND USE

I. DIRECTORY LISTINGS (Continued)

D. Special Types and Cross-Reference Listings

Duplicate and cross-reference listings:

1. Duplicate listings, listings of nicknames, abbreviated names, which are commonly spelled in more than one way, and rearrangements of names, are permitted when, in the opinion of the Cooperative, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purpose.

2. Cross-reference listings are permitted when their use will facilitate in the handling of telephone calls.

3. The regular extra listing rate applies for each duplicate or cross reference listing.

E. Alternate Call Number Listings

1. Listing of an alternate telephone number, other than those covered under Paragraph H, "Office Hour Listings" of this Section, to be called in case no answer is received, is permitted for customers of all classes of service.

2. The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately-listed service is required before the alternate listing is furnished.

3. The regular extra listing rates and conditions apply to each alternate listing.

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I. DIRECTORY LISTINGS (Continued)

F. Foreign Listings

Foreign listings are listings in the alphabetical listings of an exchange other than the exchange in which the listed service is furnished. The foreign exchange listing rate applicable in the exchange in which the listing, appears applies to each foreign listing.

G. Extra Lines of Information

Listings of other lines of information which are not required by the Cooperative in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charge, whenever night connections are provided.

H. Office Hour Listings

Listings of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charges for service. Customers may have their office hours appear in connection with their listings, by paying the rates for regular extra listings or extra lines of information.

I. Temporary Tenant Listings

1. Residence customers who lease their premises and request the Cooperative to provide service to their tenant without change in contract, may arrange for listing of such tenant provided that the customer and the tenant do not occupy the premises at one same time.

2. All billing and contractual arrangements for all services and facilities remain unchanged, the customer being responsible for the payment of all charges.

3. The regular extra listing rate applies for each temporary tenant listing.

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I. DIRECTORY LISTINGS (Continued)

J. Contract Period

The length of contract period for directory listings where the listings actually appear in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

K. Rates for Directory Listings

Business or Residence Listings	Monthly Rate
1. Extra Directory Listing	\$.50 (1)
2. Special or Cross-Reference Listing	.50
3. Alternate Call Number Listing	.50
4. Foreign Listing	.50
5. Extra Line of Information, each	.50
6. Office Hour Listing	.50
7. Temporary Tenant Listing	.50

Note: (1) Extra listing charges date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory, as the customer may desire. Such listing shall continue through the issue of the directory.

L. Changes in Directory Listings

Charge for Changing Directory Listing	Secondary Service Order Charge
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II. NONPUBLISHED TELEPHONE NUMBER SERVICE

Nonpublished telephone number service is an arrangement made at the request of the customer whereby the customer's telephone number is not listed in the telephone directory or in the information records available to the general public at no charge to the customer.

A. Incoming calls to nonpublished numbers will be completed only when the calling party places the call by telephone number. The Cooperative will adhere to this regulation notwithstanding any claim made by the calling party.

B. In the absence of gross negligence or willful misconduct, the Cooperative assumes no liability for publishing or disclosing a nonpublished number.

C. When a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if a calling party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID blocking. Caller ID blocking is available at no charge, wherever caller ID disclosure is possible.

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III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES

A. Publication and Distribution

Telephone directories shall normally be published annually, listing names, addresses and telephone numbers of all customers, except public telephones and telephone service not published at customer's request.

The Cooperative will furnish to its customers one copy of each telephone directory without charge for all main stations served by that directory, and, if requested, one copy per station. Directories containing listings of other areas will be furnished at the discretion of the Cooperative at a reasonable charge.

B. Ownership and Use

Directories furnished to customers remain the property of the Cooperative and are provided to customers only as an aid to the use of the telephone service, and are to be returned to the Cooperative upon request. Customers must not deface or mutilate directories. The Cooperative shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the customer.

No binder, holder, or auxiliary cover, except such as may be provided by or with the consent of the Cooperative shall be used on or in connection with any directory furnished by the Cooperative.

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DIRECTORY PUBLICATION AND USE

III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES (Continued)

C. Directory Errors and Omissions

1. The Cooperative, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory nor will the Cooperative be a party to controversies arising between the customers or others as a result of listings published in its directories.

2. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata adjustment of the charge for such part of the customer's service as is affected, the maximum reduction not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing, the proper listing.

3. No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "information operator" shall attach to the Cooperative. In the case of additional or extra listings for which a charge is made, the Cooperative's liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

4. A number shall be changed at no charge if a customer's number is incorrectly listed in the directory, and is a working number, and if the customer to whom the incorrect number is assigned requests the change. If the incorrect number is not a working number, and is a usable number, the customer's number shall be changed to the listed number at no charge if requested.

5. No liability for damages arising from publishing the telephone number of nonpublished service in the telephone directory or disclosing the telephone number of any person shall attach to the Cooperative. Where such number is published in the telephone directory, the Cooperative's liability shall be limited to a refund of the monthly charges applied to this service by the Cooperative for nonpublished service.

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DIRECTORY PUBLICATION AND USE

III. PUBLICATION AND USE OF TELEPHONE DIRECTORIES (Continued)

C. Directory Errors and Omissions (Continued)

6. The customer indemnifies and saves the Cooperative harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request, or by the publication of a number of a nonpublished service in the telephone directory, or disclosing of such number to any person.

7. The Cooperative's directory is protected from unauthorized use of directory listings by copyright.

D. Termination of Directory Listings

1. In the case of directory listings where the listing has appeared in the directory, the charge is due as billed through the end of the directory period except that, in the following cases, charges will be continued only to the date of termination of the extra listing, subject, however, to minimum charge for one month if:

- a. The contract for the main service is terminated.
- b. The listed party becomes a customer to another class of exchange service.
- c. The listed party is deceased.