

1.0 DIRECTORY LISTINGS

- 1.1.01 These regulations and rates apply to listings in light-face type that appear in the alphabetical directory list of customers' names and in information records.
- 1.1.02 The Company provides the alphabetical directory list and information service solely to permit the finding of telephone numbers listed. Listings are therefore limited to information essential for this purpose and are to conform to the Company's specifications.
- 1.1.03 All customers' services are listed except those for which the customer request privacy. The limitation of the Company's liability in respect of such omission of listings is specified in Section 85 of this Tariff.
- 1.1.04 The customer is to authorize the listings for service including any joint user of the service. Listings of the names of persons, firms or corporations who are not customers, or of any trade name, must be authorized by such persons, firms or corporations or by the proprietor of such trade name.
- 1.1.05 The Company prepares listings in accordance with the letters of the English and French alphabets only and may use such abbreviations as it considers necessary.
- 1.1.06 When two or more central-office lines are furnished for the same customer one primary listing is provided. Customers with non-equivalent lines may have primary listing for these lines in the form of extra listing if required.
- 1.1.07 The Company reserves the right, on proper showing, to discontinue or refuse to accept any Listing that is found to be contrary to law or to the regulations herein.

1.1 LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE

- 1.1.01 The Company provides one listing in light-face type without additional charge in the alphabetical directory list for the serving exchange as follows, except where otherwise stated in this Tariff:
- For each individual line, except that when two or more such lines of the same customer are arranged for equivalent service, only one listing is provided without additional charge.
 - For each two-party and four-party line service.
 - For each P.B.X. system
 - For each joint user. The telephone number in each such listing is that of the line, service or P.B.X. system for which the listing is provided.

DIRECTORY LISTINGS1.1 LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE (Cont'd)

- 1.1.02 Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.
- 1.1.03 Listings are provided without additional charge for specified services as stipulated in this Tariff.
- 1.1.04 When a government has numerous separately listed telephone services in one exchange, the Company may provide, without additional charge, a special directory list of the frequently called telephone numbers, in addition to the regular listings, if in its opinion this will facilitate the correct routing of calls to such numbers and thereby substantially reduce the number of telephone requests for information about them.

1.2 PRIMARY LISTINGS

- 1.2.01 A primary listing is the principal listing of the customer's service and of the joint user. Each additional listing, whether chargeable or not, is subject to the regulations for extra listings.
- 1.2.02 A primary listing consists of the following:
- (a) The name of the customer or joint user if a person, firm or corporation, otherwise the name under which the principal business of the customer or joint user is regularly conducted. The name also be that of a person for whose use telephone service is applied for by another person. When a customer has business and residence service in the same name, the name may be omitted from the residence primary listing if the latter is indented under the business listing.
 - (b) The standard designation, for a business listing. If the customer or joint user is engaged in more than one line of business, the designation is that of the principal business or some suitably descriptive term. If the listed name of the customer or joint user indicated the nature of his business, the designation is omitted.
 - (c) The address of the premises at which service is furnished, except that the address may be that of other premises or may be omitted when warranted, in the Company's opinion, by the circumstances (i.e. privacy concerns as in the case of shelters).
 - (d) The telephone number of the service.
- 1.2.03 When a customer has two or more service, the primary listing for each service in excess of one may be in one of the forms specified for extra listings.

1.3 EXTRA LISTINGS

1.3.01 Extra listings are provided in addition to the primary listing to facilitate the use of the alphabetical directory list and information service. Extra listing which in the Company's opinion are worded to secure a preferential position in the alphabetical list or other undue prominence are not provided.

1.3.02 A business extra listing is one that is indented under the listing of a business service or show the telephone number of a business service, except as specified in Sections 1.2.02(a) and 1.3.05(c).

1.3.03 Business extra listings are provided as follows:

- (a) In the names of partners, officers, employees and agents of the customer or joint user.
- (b) In the corporate or firm names of corporations or firms:
 - (1) In which the customer or joint user holds a controlling financial interest.
 - (2) Which the customer or joint user is duly authorized to represent and which do not maintain an office or branch in the customer's local-service area.
 - (3) Which the customer or joint user has taken over.
- (c) In distinctive names of divisions or branches of the business organization of the customer or joint user when warranted, in the Company's opinion, by the extent of use of such names by the public; otherwise the names are listed as specified in the following paragraph.
- (d) In the names of divisions, branches and offices that the customer or joint user operates as a part and under the name of his business, other than those mentioned in the preceding paragraph. Such listings are indented under the listing of the principal business of the customer or joint user.
- (e) In commonly-used names that are variations, in form or spelling, of the name contained in another business listing of the customer or joint user.
- (f) In the French or English translation of a listing of a customer or joint user in the other language.
- (g) In the form of special instructions to calling persons, other than those previously described

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1.3 EXTRA LISTINGS (Cont'd)

1.3.04 Residence extra listings are those that show the telephone number of a residence service and are not associated with the listing of a business service, except as stated in Section 900.35(c).

1.3.05 Residence extra listings are provided as follows:

- (a) In names of persons who reside in the household of a customer.
- (b) In names of persons who occupy a customer's premises temporarily under lease and continue his service without change in billing.
- (c) In names of persons who reside in premises at which only business service is furnished, the telephone number of that service being listed.
- (d) In names that are minor variations of the name in another residence listing.

1.4 OMMISSION OF LISTINGS FROM THE DIRECTORY

1.4.01 The rates below apply for the omission of each primary listing in accordance with the customer's request for privacy. The listing is omitted completely from the directory. Only name and address appear on Directory Assistance records. A non-published number is confidential information and is not given out unless pursuant to legal direction. The company will not place calls to any customer subscribing to omission of a primary listing, for the purpose of promoting new products, services or discount plans, without the customer's prior consent.

1.5 INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS

1.5.01 The initial service period for chargeable extra listings that appear in a directory is the effective period of the directory, except that the service period may be terminated before the end of the directory period upon the conditions specified in Section 85 of this Tariff.

GENERAL TARIFF

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1.6 RATES FOR EXTRA LISTINGS

1.6.01 The following rates apply for extra listings in light-face type except where otherwise specified in this Tariff:

| Description | Monthly Rate | USOC | Service Charge | |
|---|--------------|------|----------------|---|
| Residence Extra Listing – Each | \$3.10 | | MESC | A |
| Business Extra Listing – Each | \$3.10 | | MESC | A |
| Foreign Extra Listing – Each | \$3.10 | | MESC | A |
| Foreign Extra Listing Toronto/Mtl – Each | \$2.90 | | MESC | |
| Zenith Extra Listing – Each | \$5.05 | | MESC | |
| Non-Published Listing – Each | \$4.45 | | MESC | |
| Foreign Listing Business – Order Processing* | | | \$55.00 | A |
| Foreign Listing Residence – Order Processing* | | | \$25.00 | |

*Note - To add, change or omit a directory listing. One Order Processing charge applies for all additions, omissions and changes to the directory listing of each service provided to a customer at each premises and done at the same time.

EXCEPTIONS: The Order Processing charge does not apply for changes of listing:

- (a) When a customer’s legal name is changed.
- (b) When service is taken over by a receiver, executor or party in like capacity, nor to change such listing when the original customer reassumes such responsibility after the end of the receivership.
- (c) When service is taken over by a member of the previous responsible party’s household following the latter’s death.

Note: Each line of a directory notation in the form of special instructions to calling persons (see 1.3.03(g)) is classed as an extra listing.

1.6.02 Charges for extra listings are effective from the date of completion of delivery of the directory, except that when listings are placed in information records before that time on request of customers, charges apply from the date the information records are posted.

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1.7 CHARGE FOR DIRECTORY ASSISTANCE

- 1.7.01 (a) A charge as specified in (e)(1) below applies for each call requesting a telephone number in Canada and the United States (U.S.)
- (b) Exemptions from the charge specified in (e)(1) apply to:
 - (1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Local Directory Assistance.
 - (2) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.
 - (3) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
 - (4) The residence of:
 - (a) persons unable to use the alphabetical telephone directory list due to any of the following permanent disabilities which are certified by a physician, clergyman or a qualified organization's representative and are so registered with the Carrier:
 - (i) The person has a physical or mental disability
 - (ii) The person is functionally illiterate
 - (b) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
 - (c) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

Where requested by a customer in advance, for directory assistance requests, such persons are exempt from the charge specified in (e)(1) below regardless of the telephone number from which the directory assistance request originates.

- (c) No charge applies for telephone number requests of:
 - (1) Toll-free Service when telephone numbers are provided by 1-800-555-1212.
 - (2) Mobile Telephone Service from Long Distance Directory Assistance.
 - (3) Special Reversed-Charge Service and any service when the calling party indicates that an emergency exists from Local Directory Assistance.
- (d) A charge as specified in (e)(2) below applies for each call to Alternately Billed Directory Assistance (ABDA). The ABDA charge may be billed to a Calling Card, Third Number or, when calling from a suitably-equipped coin telephone for Long Distance Directory Assistance, to an authorized credit card.
- (e) Rates and Charges:

| Rate (1) | Rate (2) |
|----------|----------|
| \$0.95 | \$1.50 |

DIRECTORY LISTINGS

1.8 CHARGE FOR OPERATOR ASSISTANCE

1.8.01 (a) A charge as specified in (c)(1) below applies for each call to operator assistance.

(b) Exemptions from the charge specified in (c)(1) apply to:

- (1) Persons calling from Public Telephone Service and Semi-Public Telephone Service for Operator Assistance.
- (2) Persons calling from Mobile Telephone Service, Ship and Aircraft Service, Relay Service and Teleforum Service.
- (3) Persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- (4) The residence of:
 - (a) persons unable to use the alphabetical telephone directory list due to any of the following permanent disabilities which are certified by a physician, clergyman or a qualified organization's representative and are so registered with the Carrier:
 - (iii) The person has a physical or mental disability
 - (iv) The person is functionally illiterate
 - (b) persons 65 years of age and whose age is certified by means of suitable proof of age and is so registered with the Carrier;
 - (c) persons who inform the Carrier of a temporary handicap or disability preventing the use of the directory.

Where requested by a customer in advance, for operator assistance requests, such persons are exempt from the charge specified in (c)(1) below regardless of the telephone number from which the operator assistance request originates.

(c) Rates and Charges:

| |
|-----------------|
| Rate (1) |
| \$0.95 |

2.0 DIRECTORY FILE SERVICE

2.1.01 Directory File Service provides for a machine-readable file containing non-confidential customer listing information for the Carrier's customers listed and intended to be listed in the Carrier's directories. The Carrier provides a complete set of listings as specified in Items 2.1.06 and 2.1.07 below to independent telephone directory publishers, for the sole purpose of publishing telephone directories, to alternate open service providers for the sole purpose of providing directory assistance, and to Local Exchange Carriers, interexchange carriers, and Wireless Service Providers for the purpose of providing directory assistance. The file may not be resold, rented or otherwise disposed of to any other party.

2.1.02 Applicants to Directory Files must enter into a sublicensing agreement with the Carriers which, among other things, protects the Carrier's copyright of listed information.

2.1.03 Definitions:

- (1) The term "machine-readable" describes the output format for the Directory File. Directory Files are provided only in the electronic medium prescribed by the Carrier.
- (2) The term "Master File" means the Directory File updated monthly to include the previous Monthly Update File. The Master File reflects customer listing information of the last business day prior to the first full weekend of each month.
- (3) The term "Update File" means the current monthly file which contains only the changes to subscriber listing information (i.e. additions, revisions and deletions) resulting from service order activity affecting the Master File. During the current monthly interval, the Update File reflects changes to customer listing information as of the last business day prior to the first full weekend of each month.

2.1.04 The provision of Directory Files will be available within 120 days of receipt of the first request.

2.1.05 The Carrier is not liable for any inaccuracies in the Directory File content, fault in the information due to the medium in which it is contained, its suitability for the use by the purchaser or its merchantability or use for a particular purpose.

2.1.06 Directory Files include the following information, as printed in the Carrier's directory:

(1) Name

Residence:

- surname, name and/or given initials
- designation if applicable
- title of address (Dr.) if applicable
- title of status (Jr.) if applicable

Business:

- business name, business designation (e.g. Lawyer)
- or surname, followed by name and/or initials and designation if applicable.

GENERAL TARIFF

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2.0 DIRECTORY FILE SERVICE (CONT'D)

- 2.1.06 (2) Address (unless not included at the request of the customer):
- address/location type (floor, building, etc.) if printed in the directory;
 - address/location number (e.g. floor, suite, apartment number), if printed in the directory;
 - house number/suffix – civic number if applicable;
 - street name or unusual address;
 - community name (if part of the listed address, abbreviated as required).
- (3) Telephone Number
- (4) listed seven digit telephone number, or seven digit telephone number with area code (NPA) where appropriate.
- (5) Exchange Name Abbreviation (one per file), as defined by the Carrier.
- (6) Business/Residence/Government Indicator
- (7) Postal Code, as provided by the customer.

2.1.07 The following types of listing information are not provided in Directory Files:

- (1) Listings omitted, at the request of the customer, from both the Carrier's published directory and Directory Assistance.
- (2) Listings omitted, at the request of the customer, from the Carrier's published directory.
- (3) Listing omitted, at the request of the customer, for additional lines billed to the same customer.
- (4) 800 and 888 Listings
- (5) Reference Listings
- (6) Zenith Listings
- (7) 911, 711, 611, 411, 0, 1

2.1.08 The Directory File includes customer listing information as specified in Items 900.20 and 900.30.

2.1.09 The Directory File is available on an individual NXX level.

2.1.10 The following rates and charges are payable in advance of the preparation and/or provisioning of a Directory File.

| Service Item | Rate |
|---|--------|
| (1) Each Master File Listing | \$0.20 |
| (2) Each Update File Listing | \$0.40 |
| (3) Set-up Fee | |
| - Initial request for Master file or Update File or combination thereof | \$800 |
| - Subsequent request for a service configuration | \$800 |
| - Initial request for customized features | \$800 |

- (a) Master Files include listings for residence and/or business and/or government classifications.
- (b) Update Files are only provided in association with a Master File of the same Carrier and must be requested at the same time as the Master File.
- (c) Updates can be requested for residence and/or business and/or government listings.