
12.4 OTHER DIRECTORY SERVICES**12.4.1 BUSINESS CATEGORY SEARCH (BCS)****A. SERVICE DESCRIPTION**

Business Category Search (BCS) will provide customers with the ability to request business listings, by city, address, intersection or business location for a specified category of business, when they do not know the name of the business they are seeking. This service is available to business and residential customers.

Callers access BCS by dialing 1+411 or 0+411.

Method of Provisioning – The Company searches and retrieves listings, randomly, on a geographic basis, for city, and/or by using information such as an address, street, intersection or a specific business location. The Company will suggest three business names to the customer, unless fewer business names are available, in which case only those businesses retrieved listings will be suggested. If the suggested business names do not satisfy the customer, additional searches can be requested. Company operators will provide the business address(es), along with the telephone number, if requested by the customer.

The Company will make good faith efforts to eliminate a business customer's listing from this service upon written notice. However, it is not possible to ensure that a business listing will be permanently removed from this service unless the business customer subscribes to non-published service.

B. GENERAL REGULATIONS

The regulations and rate set forth below, apply to each customer request for assistance in determining telephone number information of a business as defined in subsection A above, when a caller does not know, or does not provide, the name of the business. BCS can be performed for local and non-local businesses nationwide.

1. The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If none of the suggested business names satisfy the customer's request, the customer will be charged a single charge for each requested search, at the applicable rate in Part 12, Section 4.2.C of this Guidebook. The BCS rate applies whether or not a number is available; including requests for numbers, which are non-published, non-listed or not found.
2. There are no handicapped billing exemptions or call allowances for BCS service requests.
3. Business Category Search is not currently available from hotel/motel and pay telephones

12.4 OTHER DIRECTORY SERVICES

12.4.1 BUSINESS CATEGORY SEARCH (BCS) (Cont'd)

B. GENERAL REGULATIONS (Cont'd)

4. With respect to any claim or suit, business customer, or others the Company will not be liable for providing the name and number of a business to a customer using BCS, for any errors or omissions, for the method of providing listings, or for any other aspect of this service. The Company's liability, if any, for its gross negligence or willful misconduct shall not be limited by this Guidebook.

C. RATES AND CHARGES

Description	<u>Charge per Listing</u> ⁽¹⁾
Sent Paid Call	\$1.99
Alternate Billing Call	1.99

(1) The customer can obtain up to ten business telephone numbers on a call. The customer will be charged for each business telephone number provided. If none of the suggested business names satisfy the customer's request, the customer will be charged a single charge at the applicable rate. The BCS rate applies whether or not a number is available; including requests for numbers, which are non-published, non-listed or not found.

12.4 OTHER DIRECTORY SERVICES

12.4.2 LIST SERVICE

A. DESCRIPTION

List Service consists of matching telephone numbers to one or more names and addresses supplied by the customer or information that the requested telephone number cannot be found and furnishing such information in written or verbal form to the customer. These telephone numbers shall be obtained from listings normally included in the alphabetical section of the Company's regular telephone directory. This service contemplates furnishing telephone numbers in effect at the time a request is received only. A request to verify or update telephone number information previously furnished shall be charged for as an initial request for service.

B. REGULATIONS

1. This service is furnished solely for telephone calling purposes of the customer. The customer shall not sell, reprint, lease, rent or permit the use of this information by others.
2. The Company assumes no responsibility or liability for any errors in the information furnished. The customer shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service.
3. Where a name supplied by a customer is included in a caption listing arrangement and a single telephone number can clearly be associated with it, only that telephone number will be furnished; otherwise all telephone numbers included in that caption arrangement will be furnished at the charge shown following.
4. Charges for list service are payable in advance upon demand by the Company.

C. RATES AND CHARGES

For Each List Service Requested

	<u>Nonrecurring Charge</u>
- Each request	\$5.00
- Each telephone number	.05

12.4 OTHER DIRECTORY SERVICES

12.4.3 TELEPHONE DIRECTORY REPRODUCTION RIGHTS

A. DESCRIPTION

This offering authorizes a directory publisher or emergency network agency to reproduce or utilize names, addresses and telephone numbers of this Company's customers contained in Company's telephone directories as described below. Such reproduction rights do not include names, addresses, telephone numbers, art work, headings and other materials contained in this Company's classified "yellow page" directories and directory sections or other utilities customers listed in this Company's directories.

B. REGULATIONS

1. General

- a) Customer Telephone Directories are generally published annually. However, a customer of this service may ask for a current database run, as needed, at the rates and charges detailed below.
- b) See specific regulations for publishers of directories or emergency network agencies below.
- c) Publishers or emergency network agencies shall not permit anyone but their employees or authorized representatives to inspect, use or reproduce any information furnished hereunder. Reproduction rights in this offering are nonassignable and nontransferable.
- d) The Company assumes no responsibility or liability for any error in the information furnished. The publisher or emergency network agency shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of the offering.
- e) The Company reserves the right to discontinue any of its directories in whole or part, to rearrange or change any such directory in whole or in part or to split or combine one or more of such directories as it deems necessary in the ordinary conduct of its business.
- f) Charges in Part 12, Section 4.3.C of this Guidebook, for this offering include furnishing a single current copy of the listings requested on magnetic tape or printed copy.
- g) Should the publisher or emergency network agency purchase the directory rights and use the listing information for other than specifically outlined below, the publisher or emergency network agency will pay the Company two times the price stated in Part 12, Section 4.3.C following and will forfeit the right to purchase directory listings at any future time.

2. Directory Publishers

- a) This offering is limited to publishers engaged in the business of publishing a general directory for general public use and distribution and may not be used by such publishers or anyone else for any other purpose. The publisher can only use the provided list within 120 days from the date of purchase. The publisher shall sign a contract with the Company agreeing to the above stated rule.

12.4 OTHER DIRECTORY SERVICES

12.4.3 TELEPHONE DIRECTORY REPRODUCTION RIGHTS (Cont'd)

B. REGULATIONS (Cont'd)

2. Directory Publishers (Cont'd)

- b) As a condition of this offering, the publisher shall obtain in its own name an effective copyright covering each such directory published pursuant to this offering and shall use its best efforts to maintain, protect and enforce each such copyright by any means necessary, including litigation. This shall not restrict, impair or in any way diminish the proprietary interest of the Company in the information supplied to the publisher, and the Company may copyright any and all directories published by it without regard to the prior publication and copyright of the publisher's general directory.
- c) A general directory is defined as a publication normally distributed periodically to the public which contains a classified compilation of a number of individuals or concerns together with their respective telephone numbers and advertisements regarding their products or services. These directories may also contain an associated compilation of telephone customer's names, addresses and telephone numbers.
- d) The publisher shall furnish a copy of any published directory containing any listing information furnished hereunder to the Company within 10 days following publication. The Company may refuse to furnish reproduction rights henceforth to any publisher who fails to comply with this provision.
- e) The charges in Part 12, Section 4.3.C are based, in part, on the estimated number of listings the publisher expects to include in one or more general directories and are payable in advance. The Company may, at its discretion, accept a guarantor to secure payment. The Company, within 40 days following publication of one or more such directories, shall:
 - 1) Refund or bill, as appropriate, any difference between the estimated amount collected and the applicable charge or,
 - 2) Where a guarantor has been accepted, determine the applicable charge, advise the guarantor of such applicable charge and bill the publisher that amount.
- f) Each listing or line of information furnished by the Company with or without additional charge in accordance with this Guidebook and included in a publisher's general directory will be counted to determine the charge. This charge applies separately to each separate general directory containing any listing information furnished hereunder. The charge shown as follows applies for each request.
- g) The estimated charge for listings to be included in a publisher's general directory, collected or incurred hereunder, are refundable or subject to cancellation, upon request, in the event a publisher fails to produce a general directory within 120 days from date of purchase of reproduction rights hereunder. The charge for reproduction rights, each directory, each issue, is not refundable or subject to cancellation.
- h) Directory publishers may purchase daily or monthly Listing Update files to modify a previously purchased Listing base file. The Directory Publisher is prohibited from using the Listing Update file to market local telephone services.

12.4 OTHER DIRECTORY SERVICES

12.4.3 TELEPHONE DIRECTORY REPRODUCTION RIGHTS (Cont'd)

B. REGULATIONS (Cont'd)

3. Emergency Network Agencies

- a) Emergency network agencies, sanctioned by local and/or State governments, and the emergency network agency's authorized systems providers, may purchase directory listings under this Guidebook.
- b) Published listings, including all their addresses, will be provided to the emergency network agency by the Company for the sole purpose of emergency notification. The non-published addresses of published listings will be available to emergency network agencies no later than January 1, 2000.

Any contract between an emergency network agency and its authorized system provider shall clearly prohibit the authorized system provider from reselling the data or reusing or releasing it for commercial purposes.

- c) Should the emergency network agency choose to ballot customers for non-published numbers, the Company will work with the emergency network agency on a contractual case-by-case basis. The emergency network agency will be responsible for collecting, receiving and administering the completed ballot forms. Customers who do not respond by ballot will automatically default to a negative response and will not be included in the emergency notification database.
- d) The charges in Part 12, Section 4.3.C following are based, in part, in the estimated number of listings the emergency network agency expects to include in its authorized emergency notification database, and are payable in advance. The Company may, at its discretion, accept a guarantor to secure payment. The Company, within 40 days following the emergency network agency's receipt of the published listings, shall:
 - 1) Refund or bill, as appropriate, any difference between the estimated amount collected and the applicable charge or,
 - 2) Where a guarantor has been accepted, determine the applicable charge, advise the guarantor of such applicable charge and bill the agency that amount.
- e) Each published listing (with or without a published address) or line of information furnished by the Company with or without additional charge in accordance with its tariffs and included in the emergency network agency's database will be counted to determine the charge. This charge applies separately to each emergency notification database containing any listing information furnished hereunder. The charge shown as follow applies for each request.
- f) The charge for reproduction rights, each issue, is not refundable or subject to cancellation.
- g) Emergency network agencies may purchase daily or monthly Listing Update files to modify a previously purchased Listing base file. The emergency network agency is prohibited from using the Listing Update file to market local telephone services.

12.4 OTHER DIRECTORY SERVICES

12.4.3 TELEPHONE DIRECTORY REPRODUCTION RIGHTS (Cont'd)

C. RATES AND CHARGES

Directory Publishers

Nonrecurring
Charge

- | | |
|--|----------|
| - Each Published Directory, each issue | \$100.00 |
| - Each Listing (Base file) | 0.04 |
| - Each Listing (Update file) | 0.06 |

Emergency Network Agencies

- | | |
|--|----------|
| - Each Published Directory, each issue | \$100.00 |
| - Each Listing (Base file) | 0.04 |
| - Each Listing (Update file) | 0.06 |

12.4 OTHER DIRECTORY SERVICES

12.4.4 APPOINTMENT SERVICE

A. DESCRIPTION

Appointment Service provides the calling party with Directory Assistance for multiple requests for directory information. A caller must dial a seven or ten digit number to arrange for an appointment with an Appointment Service operator. The caller will then be assigned a telephone number to connect with the Appointment Service operator will provide the length of the appointment for billing purposes.

B. Regulations

1. Appointment Service will only be furnished where facilities and operating conditions permit.
2. Telephone numbers shall be obtained from listing in the Company's Directory Assistance records. Nonpublished telephone numbers and addresses will not be released.
3. All calls placed to the telephone number for the arranged appointment and the telephone number assigned to receive the Appointment Service will be charged the appropriate call rate applicable.
4. Collect calls to Appointment Service are denied.
5. Each completed appointment will be billed in accordance with rates shown in Part 12, Section 4.3.C of this Guidebook. Charges will appear on a miscellaneous bill.
6. A request to verify or update telephone information previously furnished shall be charged as an initial request for service.
7. No credit shall apply for an unsuccessful telephone number search, an incorrect telephone number provided, or a search for a nonpublished listing.
8. This service is furnished solely for telephone calling purposes of the caller. The caller shall not sell, reprint, lease or rent this information, nor permit the use of this information by others.
9. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of this service.

C. RATES AND CHARGES

	Nonrecurring Charge
- Appointment set-up, each ¹	\$ 15.00
- Telephone number search, each 60 seconds or fraction thereof	.60