

Central Telephone Company
d/b/a CenturyLink
5454 West 110th Street
Overland Park, KS 66211

Canceling First Revised
Original

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CENTURYLINK GUIDEBOOK

DIRECTORY LISTINGS

6.1 GENERAL

- 6.1.1 The guidelines set forth in this section are for directory listings in the alphabetical section of the telephone directory.
- 6.1.2 Directory listings are intended solely for the purpose of identifying Customer's telephone numbers as an aid for the use of telephone service.
- 6.1.3 Duplicate listings for customers whose name may be arranged or spelled in more than one way, may be provided in the alphabetical section of the telephone directory at the additional listing rate.
- 6.1.4 Each listing shall set forth the name of the person service is rendered.
- 6.1.5 The Company reserves the right to make such changes in directory listings that may be necessary to bring them into conformity with its standard forms and procedures.

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6.2 NONPUBLISHED NUMBER SERVICE

- 6.2.1 A Customer may request that the telephone number of his service not be published in the Company's directories. The Company may require such a request to be in writing. Upon implementation of the Customer's request, the Company will exercise reasonable care in taking the following precautions:
- A. Not to publish the nonpublished number in any of its publicly distributed directories.
 - B. Except when required by law, not to disclose the nonpublished number, regardless of any claim of emergency, to any person other than to representatives of a law enforcement agency, to its own employees for use in connection with service records, to persons involved in the Company's billing and collection activities, to telecommunications common carriers for use in billing and collection activities, or to other telephone customers billed for calls placed from nonpublished number.
- 6.2.2 In the event that the nonpublished number is published or disclosed other than as permitted under these provisions, the liability of the Company to Customer for such publication or disclosure shall be limited to and satisfied by refund of all amounts collected and cancellation of any charges which the Company may have made for nonpublished number service for the preceding six monthly billing periods plus waiver of the service charge for a change of telephone number. This provision does not limit the Company's liability for willful misconduct.
- A. Parties with nonpublished numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trap or Call Trace procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.
- 6.2.3 Nonpublished number service is not available to a Customer living in a hotel, apartment house, boarding house, hospital, retirement home, club, or like complex which is listed under the number of the PBX, PABX or semipublic service furnished to such premises.
- 6.2.4 For the purpose of this section, nonpublished service and nonpublished telephone number are synonymous.

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6.3 DIRECTORY ASSISTANCE SERVICE

6.3.1. General

- A. The Company furnishes local and national directory assistance whereby customers may request assistance in determining telephone numbers or names associated with directory listings of individuals and/or businesses. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.
- B. A Directory Assistance Service charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's HNPA (national directory assistance).
- C. Directory assistance call completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial directory assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the directory assistance call completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the directory assistance call completion announcement prompt.

Directory assistance call completion is not available when requesting the name associated with a directory listing.

6.3.2 Regulations

- A. A maximum of two telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, directory assistance call completion is available only for the second telephone number provided.

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6.3 DIRECTORY ASSISTANCE SERVICE - (Cont'd)

6.3.3. Exemptions

- A. There are no call exemptions for allowances for Directory Assistance Service except the following:
1. Charges for local Directory Assistance Service are not applicable to calls placed from customers who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by the Company, and the Company's acceptance of that form. There are no exemptions for national directory assistance calls.

6.3.4 Rate Regulations

- A. The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).

6.3.5 Rates and Charges

- A. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the Operator Assisted Station rate applies in addition to the Directory Assistance Service Charge.
- B. Applicable toll usage charges will apply for completed toll calls in addition to the Directory Assistance Service charge.

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6.4 DUAL-NAME LISTINGS

A. Dual-name listings are defined as a combination of names and/or initials of two individuals with the same or different surname(s), residing at the same address or of one person known by two sets of first and/or middle names and/or initials.

B. The following examples illustrate the format options for dual-name listings:

1. PRIMARY LISTING

Jones, John & Mary	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T & Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T Mrs	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890

2. PRIMARY WITH ADDITIONAL LISTING(S)

Jones, John T	123 Main St	Anytown 12345	123 456-7890
Jones, Mary F & John T	123 Main St	Anytown 12345	123 456-7890
Jones, John T Tex	123 Main St	Anytown 12345	123 456-7890
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Mary	123 Main St	Anytown 12345	123 456-7890
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Tom	123 Main St	Anytown 12345	123 456-7890

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6.4 DUAL-NAME LISTINGS (Cont'd)

- C. Dual-name listings are available only for residence subscribers.
- D. Dual-name listings may be provided as the primary listing at no monthly recurring charge for the addition of the second name to the listing.
- E. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- F. A service charge as specified in Section 4 applies for:
 - 1. Changing a primary single-name directory listing to a primary dual-name directory listing.
 - 2. Changing the primary or additional dual-name directory listing once established.
 - 3. Changing an additional dual-name directory listing to a primary dual-name directory listing.
- G. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.