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**DIRECTORY LISTINGS**

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1. DIRECTORY LISTINGS

- 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.
- 1.02 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.
- 1.03 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 N80-13.
- 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.
- 1.05 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.
- 1.06 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. C
- 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.

2. LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE

- 2.01 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: C
- a) 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.

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**2. LISTINGS PROVIDED WITHOUT ADDITIONAL CHARGE CONT'D****2.01 Cont'd**

- b) For each P.B.X. system
  - c) 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.
- 2.02 Emergency call listings may be provided without additional charge for police and fire services, at the discretion of the Company.
- 2.03 Listings are provided without additional charge for specified services as stipulated in this Tariff.
- 2.04 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. C

**3. PRIMARY LISTINGS**

- 3.01 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.
- 3.02 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 can 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.

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3. PRIMARY LISTINGS (Cont'd)

## 3.02 Cont'd

- a) 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).
- b) The telephone number of the service.

3.03 When a customer has two or more services, the primary listing for each service in excess of one may be in one or the forms specified for extra listings.

4. EXTRA LISTINGS

**Note:** The residential and business service elements of this item are forborne from regulation in certain Exchanges, as identified in Section 100, Item 4.02. C

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

4.02 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 items 3.02 a) and 4.05 c).

4.03 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.

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N 4. EXTRA LISTINGS CONT'D

## 4.03 Cont'd

- a) 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.
- b) 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.
- c) In the French or English translation of a listing of a customer or joint user in the other language.
- d) In the form of special instructions to calling persons, other than those previously described.

4.01 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 item 4.05 c).

4.02 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.

5. OMISSION OF LISTINGS FROM THE DIRECTORY

5.01 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.

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6. INITIAL SERVICE PERIOD FOR CHARGEABLE EXTRA LISTINGS

6.01 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 N80-21.

7. RATES AND CHARGES

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

Description	Monthly Rate	USOC	S/C
Residence/Business Extra Listing - Each	\$1.94	XLNTL	MESC
Foreign Extra Listing - Residence Each	\$1.94	XLBOR	\$25.00
Foreign Extra Listing - Business Each	\$1.94	XLBOO	\$50.00
Foreign Extra Listing Toronto/Mtl Residence	\$2.90	XLBBR	\$25.00
Foreign Extra Listing Toronto/Mtl Business	\$3.25	XLBBL	\$50.00
Zenith Extra Listing - Each	\$5.05	XLBOZ	MESC
Non-published Listing - Each	\$4.45	NPU	MESC
Zenith Initial - Each	\$7.05	XLNZN	MESC
Non-posted - Each	\$1.40	NPO	MESC

An Order Processing charge applies (as found in Section N110) for all additions, omissions and changes to the directory listing of each service provided to a customer at each premises.

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 a 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 4.03 g) is classed as an extra listing.

7.02 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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8. CHARGE FOR INFORMATION SERVICE (DIRECTORY ASSISTANCE)8.01 Rates and Charges

C Rates and charges for this item are forborne from regulation pursuant to  
C Telecom Decision CRTC 2014-213.

C Where rates and charges are billed for this service pursuant to the  
| above-mentioned forbearance decision, the directory assistance charge  
C does not apply to calls originating from:

- a) Local Emergency Numbers
- b) Disabled and illiterate persons that are certified by a physician, clergyman or a qualified organization's representative and are so registered with the company
- c) Pay phones
- d) Hospitals - persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- e) Persons 65 years of age or older and who are registered with the telephone system.

9. LONG DISTANCE DIRECTORY ASSISTANCEC 9.01 Rates and charges

C Rates and charges for this item are forborne from regulation pursuant to  
C Telecom Decision CRTC 2014-213.

C Where rates and charges are billed for this service pursuant to the  
C above-mentioned forbearance decision, the directory assistance charge does not apply to calls originating from:

- a) Pay phones
- b) Hospitals - persons calling from federally or provincially registered hospitals or those administered by the provincial or federal governments.
- c) Radio Telephones
- d) Persons 65 years of age or older and who are registered with the telephone system.
- e) disabled and illiterate persons and are certified by a physician, clergyman or a qualified organization's representative are so registered with the company.