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# General/Terms of Service

**ITEM** 

129 **Directory Listings** 

ITEM

129.1 **Service Description** 

Directory listings are the names, addresses, and telephone numbers of customers and other individuals, firms, corporations, or organizations entitled to use the service, as listed in the Company's telephone directories.

Similar listings to those in the directories also appear in the Directory Assistance records.

The regulations and rates contained herein apply to listings which appear in the section of the Company's directories containing the alphabetically arranged list of names.

#### a. Primary Listings

One listing in light face type is provided without charge:

- for each exchange line;
- for each separate group of multi-lines connected to a private branch exchange (PBX) system;
- for each Rotary circuit [commonly referred to as overline service in British Columbia (B.C.)] connected to a PBX;
- per customer group for Centrex Service in B.C and Alberta.;
- per Direct In Dial (DID) Service main billing telephone number in B.C.; and
- per IP-Evolution customer group.

For DID Service in Alberta, the customer receives, at no charge, one light face listing in the serving exchange for each DID number up to the total number of listed trunks terminating on the PBX.

Primary listings may also be provided in connection with police, fire, or other emergency service at the discretion of the Company.

## b. Extra Listings

Additional listings to those provided under 129.1.a. above may be contracted for, at the customer's request, to facilitate association of a telephone number with names or addresses other than those shown in the free listings. Such listings are known as Extra Listings, and all information contained therein shall conform in all respects to the Company's practices governing directory listings.

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# **Directory Listings - Continued**

**ITEM** 

## 129.1 **Service Description – Continued**

## b. Extra Listings – Continued

Business extra listings are those which show the telephone number of a business service or which are associated with the listing of a business service. However, in cases where an individual resides in premises at which only business service is furnished, and he is provided with an extra listing to indicate such residence, the listing will not be so classified. Business extra listings are only offered in B.C., and not in Alberta.

Residence extra listings are those which show the telephone number of a residence service and which are not associated with the listing of a business service. However, if an individual resides in premises at which only business service is furnished and an extra listing is provided to indicate such residence, it will be classified as a "residence" extra listing.

#### c. Non-Published Telephone Numbers

Primary listings may be omitted from both the directory and the Directory Assistance records. Such numbers are known as Non-published Telephone Numbers. As an exception to General Tariff (CRTC 21461), General Terms of Service, Item 119.0, Confidentiality of Customer Records, any Non-published telephone number from which a call originates is furnished, as facilities permit, on a call-by-call basis to Provincial 9-1-1 Service under General Tariff (CRTC 21461), Item 203, and, any Non-published telephone number located in a Call Management Service (CMS) equipped area from which a call originates is furnished, as facilities permit, on a call-by-call basis to CMS Call Number Display customers and to the Company's Security Department for CMS Call Trace customers.

Also as an exception to General Tariff (CRTC 21461), General Terms of Service, Item 119.0, Confidentiality of Customer Records, certain information will be made accessible to an Authority or Authorized Administrator of an Authority, for emergency public alerting purposes, if a public authority has determined that there is an imminent or unfolding danger that threatens the life, health or security of an individual and that the danger could be avoided or minimized by disclosure of information pursuant to Item 218 - Enhanced Community Notification Service – Information Service. The customer waives the right to privacy afforded under Item 119.0 to the extent that the service location which includes the class of service (residence or business) and telephone number associated with the customer are furnished to the Authority or Authorized Administrator of the Authority for emergency public alerting purposes.

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**ITEM** 129 **Directory Listings – Continued ITEM** M 129.1 **Service Description – Continued** d. Non-Listed Telephone Numbers (Note 1) In Alberta, at the customer's request, a number may be omitted from the directory but be available from Directory Assistance and be given out on request. Effective 2006 05 30, Non-Listed Telephone Numbers is no longer available to new

# **ITEM**

#### 129.2 **Conditions of Service**

changes and rearrangements.

The alphabetical directory and Directory Assistance Service are provided by the Company solely to permit the finding of telephone numbers listed in the names of customers and other persons entitled to use the service. Therefore, the listings are limited to such information as is essential for this purpose, and shall conform in all respects to the Company's practices governing directory listings.

Customers; it will continue to be available to existing customers, including moves,

- Except as provided for in General Tariff (CRTC 21461), General Terms of Service, Item 117.0, Telephone Directory Errors and Omissions, the Company is not responsible for the results of the publication of listings in its directories, nor will it be a party or be made a party to controversies arising between customers or others as a result of listings published in its directories.
- The Company may limit the length of listings in its directories by the use of abbreviations.
- Listings in connection with the service of a customer must be authorized by the customer to such service.
- The Company reserves the right to remove any listing found to be contrary to law or to the Company's practices governing directory listings.
- The listing of customer telephone services may be omitted only when, in the opinion of the Company, such omission is not detrimental to the service in general. In instances where a non-published listing is permitted, the Company does not undertake to guarantee the security of the telephone number.
- For listing information provided under Provincial 9-1-1 Service, see Item 203.
- The Company's liability in respect of errors or omissions of such listings is specified in General Tariff (CRTC 21461), General Terms of Service, Item 117.0, Telephone Directory Errors and Omissions. However, the Company shall incur no liability in respect of the continuation of the customer's listing in a directory after the termination of services where the continuation is not the result of any error or omission by the Company.
- Except in Alberta, where Business Extra listings are not provided, Extra listings may be provided to a customer who shares or resells service in accordance with General Tariff (CRTC 21461), Item 24.

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129 **Directory Listings – Continued** 

**ITEM** 

129.3 **Rates** 

> The customer shall pay to the Company the following rates and charges for Directory Listings Service. Such rates and charges are in addition to any other rates and charges that may be applicable.

Service Item	Monthly Rate		Service Charge		1
	B.C.	Alberta	B.C.	Alberta	
Primary Listing All Exchange Rate	Free	Free	CRTC 1005, Item 110	CRTC 18001, Item 550	
Bands/Groups			Item 110	Item 330	
Extra Listing					
All Rate Bands/Groups					
<ul> <li>Business</li> </ul>	\$5.40	N/A	CRTC 1005,	CRTC 18001,	A
			Item 110	Item 550	
<ul> <li>Residence</li> </ul>	\$1.75	\$1.25	N/A	N/A	
Non-Published Telephone					
Number					
All Rate Bands/Groups					
• Business	\$6.85	\$6.05	CRTC 1005,	CRTC 18001,	
			Item 110	Item 550	
<ul> <li>Residence</li> </ul>	\$2.00	\$2.00	N/A	N/A	
Non-Listed Telephone Number					
(Note 1)					
<ul> <li>Business</li> </ul>	N/A	\$6.05	N/A	CRTC 18001,	lι
				Item 550	
Residence	N/A	\$2.00	N/A	N/A	

Note 1: Effective 2006 05 30, Non-Listed Telephone Numbers is no longer available to new Customers; it will continue to be available to existing customers, including moves, changes and rearrangements.

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