

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.

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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.



ITEM

129 **Directory Listings – Continued**

ITEM

129.1 **Service Description – Continued**

M

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.

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.

ITEM

129.2 **Conditions of Service**

1. 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.
2. 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.
3. The Company may limit the length of listings in its directories by the use of abbreviations.
4. Listings in connection with the service of a customer must be authorized by the customer to such service.
5. The Company reserves the right to remove any listing found to be contrary to law or to the Company's practices governing directory listings.
6. 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.
7. For listing information provided under Provincial 9-1-1 Service, see Item 203.
8. 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.
9. 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.

M – moved from page 129-2.

ITEM

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

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