

A15. DIRECTORY SERVICES

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>	<u>Revision Number</u>	<u>Sheet</u>
11th	CS A*	2nd	4	3rd	8
3rd	1*	3rd	5	8th	9
2nd	2	3rd	6	6th	10
2nd	3	3rd	7	3rd	11
				1st	12

*New or revised page

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A15. DIRECTORY SERVICES

15.1.4 SPECIAL CONDITIONS

(A) LIMITATIONS

- (1) Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customers' telephone numbers as an aid to the use of telephone service. Telephone directories are furnished to customers to facilitate the use of the service and remain the property of the Utility, and may be collected upon issuance of new directories.
- (2) Telephone numbers of public telephone will not be listed in the telephone directory.

(B) BUSINESS LISTINGS

- (1) Business listings consist of a name, the address of the premises on which the primary station, switchboard, or receiving station is located, and the telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of the business.
- (2) Business listings may be those of an individual engaged in a business or profession, names of firms or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a trade name, the listing shall include a reference to the name of firm, company or corporation subscribing to the telephone service and may include the same business designation as the primary service listing or a designation descriptive of connection with the firm. A trade name may be used as a listing when the business is conducted under that name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority.
- (3) Each primary business service listing and each joint user business service listing may receive, at the option of the applicant and without additional charge, a regular type listing in the classified section of the directory under headings generally descriptive of the business as prescribed by the Utility. Each such classified listing shall contain the same name, address, and telephone number as the corresponding listing provided in the alphabetical section except that business or professional designations or titles will not be included.

(Continued)

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A15. DIRECTORY SERVICES

15.1.4 SPECIAL CONDITIONS - (Cont'd)

(C) ADDITIONAL LISTING:

- (1) All additional listings in connection with a customer's service except night service, must bear the same address and telephone number as the primary listing except that additional listings in connection with stations not located on the same premises as the primary station may show the address at which the station is located. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.
- (2) The charges for additional listings begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes for service of the same class as furnished the customer or unless the customer's service is discontinued, or in the case of guest listing, the listed party becomes a customer to residence service in his/her own name in the same exchange.
- (3) All applicants for additional listings and lines of information shall be made by the customer or authorized agent.

(D) RESIDENCE SERVICE LISTINGS

- (1) Residence service listings shall consist of name(s), address and telephone number in accordance with the following:

Name -

Individual(s) listed must reside on the premises at which the service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally the name(s) will consist of a surname and a given name or names. The name(s) may be:

- (a) That of an individual.
- (b) A combination of names and/or initials of two persons with the same surname.
- (c) Another given name and/or initials for a person known by more than one name.

(Continued)

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A15. DIRECTORY SERVICES

15.1.4 SPECIAL CONDITIONS - (Cont'd)

(D) RESIDENCE SERVICE LISTINGS - (Cont'd)

- (2) Residence listings of professional customers may indicate the same designation of title or profession as their business service listings. When professional customers are not customers to business service, the listings may include designation of title. Residence listings of clergymen, professors, military or naval officers may, for purpose of identification, include designation of title.

(E) RATE REGULATIONS

- (1) All applications for reference listings to the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents. The charges for listing referring to the service of another customer begin with the day they are entered in the information records and when such listings are included in the directory, they may not be discontinued until the end of the directory period. Listings will be discontinued at the end of the directory period upon the written order of either of the customers concerned or his authorized agent.
- (2) The Utility is liable for errors or omissions in the listings of his customers in the telephone directory subject to the provisions and limitations set forth in Schedule A2, Rule 24.

(F) HOTEL GUEST LISTINGS

Hotel guest listings shall consist of name(s), address and telephone number in accordance with the following:

Name -

Hotel guest listings may be those of individuals occupying rooms let for living quarters on the premises at which the customer is furnished hotel private branch exchange service or semi-public service. Such name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally, the name(s) will consist of a surname and a given name or names. Listings may also include options as shown in Special Condition (D) above.

(G) AGENCIES AUTHORIZED TO RECEIVE NON-PUBLISHED INFORMATION

- (1) Any California public agency which employs persons who are peace officers pursuant to California Penal Code Section 830 and all subsections thereof.

(Continued)

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A15. DIRECTORY SERVICES

15.1.4 SPECIAL CONDITIONS - (Cont'd)

(G) AGENCIES AUTHORIZED TO RECEIVE NON-PUBLISHED
INFORMATION -(Cont'd)

- (2) An agency of the federal government which is lawfully authorized to:
 - (a) Conduct investigations or make arrests for violations of the criminal laws of the United States; or,
 - (b) prosecute violations of the criminal laws of the United States; or
 - (c) enforce civil sanctions which are ancillary to criminal statutes; or,
 - (d) conduct investigations into matters involving the national security of the United States; or,
 - (e) protect federal or foreign officials; or,
 - (f) protect public health and safety; or,
 - (g) conduct emergency rescue operations.
- (3) Any public health agency of the State of California or of a city, county, or other local government.
- (4) County or city 911 projects.
- (5) State Fire Marshall and local fire departments or fire protection agencies.

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A15. DIRECTORY SERVICES

15.1.4 SPECIAL CONDITIONS - (Cont'd)

(H) SALE OR LICENSE OF RESIDENTIAL CUSTOMER LISTS

- (1) A utility selling or licensing lists of residential customers shall not include the telephone number of any customer assigned a non-published access number.
- (2) A customer may waive all or part of the protection provided by this section through written notice to the utility.
- (3) This provision does not apply to the provision of telephone numbers to the following parties for the purposes indicated:
 - (a) To a collection agency, to the extent disclosures made by the agency are supervised by the commission, exclusively for the collection of unpaid debts.
 - (b) To an emergency service agency for responding to a 911 call or communicating an imminent threat to life or property.
 - (c) To a lawful process issued under state or federal law.
 - (d) To a Utility providing service between service areas for the provision to the customer of telephone service between service areas, or to third parties for the limited purpose of providing billing services.
 - (e) To the commission pursuant to its jurisdiction and control over telephone utilities.
- (4) Every deliberate violation of this section is grounds for a civil suit by the aggrieved customer against the Utility and its employees responsible for the violation.
- (5) "Non-published access number" means a telephone, telex, teletex, facsimile, computer modem or any other code number which is assigned to a customer by a Utility for the receipt of communications initiated by other customers; and which the customer has requested that the Utility keep in confidence.

(Continued)

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A15. DIRECTORY SERVICES

15.2 PERSONALIZED NUMBER SERVICE

15.2.1 APPLICABILITY

Applicable to telephone numbers available in the SureWest Telephone Serving Area. (T)

15.2.2 TERRITORY

Within the Roseville exchange area as said area is defined on a map filed as part of the tariff schedules.

15.2.3 RATES

	<u>MONTHLY</u> <u>RATE</u>	<u>NON- RECURRING</u> <u>CHARGE</u>
(A) RESIDENCE -----	--	10.00*
(B) BUSINESS -----	--	20.00*

*Plus applicable service charges as shown in Schedule A28.

(Continued)

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A15. DIRECTORY SERVICES

15.2 PERSONALIZED NUMBER SERVICE - (Cont'd)

15.2.4 SPECIAL CONDITIONS (T)

- (A) Personalized Number Service (PNS) provides the customer with a telephone number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charges set forth in rates preceding apply if the specifically requested or search selected telephone number is available. The charge will not apply if the customer's requested number is not available.
- (B) Customers placing service orders which require the assignment of a new telephone number will be offered a choice of three available numbers. Any additional searching will be considered to be a PNS and will be charged accordingly.
- (C) PNS is subject to Schedule A2. Rule 17 (C) which states in part, "the customer has no proprietary right to the number", and the Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.
- (D) All PNS telephone numbers are subject to availability and provided at the discretion of the Utility.
- (E) If the Utility finds it necessary to change the customer's personalized telephone number, the customer will be granted a refund of the non-recurring service charge.
- (F) The personalized telephone number will appear as a numeric listing in the directory.
- (G) PNS will not be offered to the following services:
 - (1) Semi-public
 - (2) 800 Service
 - (3) Centrex
- (H) Existing customers who have a specific number prior to the effective date of this tariff will not be charged for PNS Service.

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A15. DIRECTORY SERVICES

15.3 DIRECTORY ASSISTANCE SERVICE

15.3.1 APPLICABILITY

Applicable to furnishing a calling party with telephone numbers within the United States and Canada or other information available from the Directory Assistance records by dialing 411 and/or 555-1212.

15.3.2 RESERVED

15.3.3 RATES

(A) CALLS FOR LOCAL DIRECTORY ASSISTANCE
(Request for numbers within the Utility's local exchange area.)

(D)

(D)

- Each call using 411 and/or 555-1212 access	<u>Charge</u> \$.45 (I)	(T)
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(B) CALLS FOR DIRECTORY ASSISTANCE
(Request for numbers outside the Utility's local exchange area.)

(1) Numbers within the 916 & 530* area codes		
(a) each call using 411 access	.45 (I)	
(b) each call using 555-1212	.45 (I)	
(2) Numbers outside the 916 & 530* area		
(a) each call	1.10 (I)	

* Effective November 1, 1997, per Cal. P.U.C. Decision 97-06-067.

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A15. DIRECTORY SERVICES

15.3 DIRECTORY ASSISTANCE SERVICE - (Cont'd)

15.3.3 RATES - (Cont'd)

	<u>Charge</u>
(C) DIRECTORY ASSISTANCE CALL COMPLETION	
- Each call completed	\$.80 (I)

15.3.4 DESCRIPTION

(A) Directory Assistance Service provides the calling party with the following type of information from SureWest Telephone's Directory Assistance records:

- (1) The requested telephone number and address information associated with the requested telephone number.
- (2) Information that the requested telephone number cannot be found or is non-published.

(B) The Directory Assistance operator will furnish up to a maximum of two items of the type of information in (A) preceding, per call.

(C) Directory Assistance Call Completion (DACC) provides an incoming directory assistance customer requesting local, intraLATA or interLATA number the option of being connected to the listed number they have requested where available. The caller will be advised that for an additional charge they may have their call completed.

The blocking of DACC is available as provided in Schedule Cal. P.U.C. A24, and provides the ability to restrict the DACC prompt on a per line basis.

15.3.5 SPECIAL CONDITIONS

(A) EXEMPTIONS

- (1) The following are exempt from the charges shown in 15.3.3 preceding, subject to any specified regulations.

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A15. DIRECTORY SERVICES

15.3 DIRECTORY ASSISTANCE SERVICE - (Cont'd)

15.3.5 SPECIAL CONDITIONS - (Cont'd)

(A) EXEMPTIONS - (Cont'd)

(1) - (Cont'd)

(a) Physically impaired. A service may be exempt from Directory Assistance charges if it is provided for the use of an individual who is unable to use a telephone directory due to visual or other physical limitations. The disabled persons may self-certify as to their physical inability to use telephone directories. Exemption will be granted upon receipt of a completed exemption form certifying the applicant's impairment. When these regulations are met:

- Residence service may be exempt when a member of a household cannot use the directory due to a certified visual or other physical impairment.
- An individual access line may be exempt when it is provided to a small business where all owner(s) and employees of the business on the premises have a certified visual or other physical impairment.
- A business service may be exempt when it is provided to an organization established specifically for the purpose of assisting the visually impaired. Such organizations may employ the services of both sighted and certified visually impaired individuals.
- A certified physically impaired individual may make a Directory Assistance call from any telephone and charge it to their exempt telephone number or credit card. No charge will apply to this type of call.

(2) No exemption is applicable to Centrex or PBX services.

(Continued)

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A15. DIRECTORY SERVICES

15.3 DIRECTORY ASSISTANCE SERVICE - (Cont'd)

15.3.5 SPECIAL CONDITIONS - (Cont'd)

(B) LIMITATIONS

- (1) DACC will only be furnished where facilities and operating conditions permit.
- (2) The Utility assumes no responsibility for any errors in the information furnished. The caller shall indemnify the Utility and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

(Continued)

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