

**GENERAL PROVISIONS (Cont.)**

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**SECTION 13 - TELEPHONE DIRECTORY**

- 13.1 The Company will publish its Telephone Directories at least once a year. Said Directories shall include in alphabetical order, the name, address and telephone number of all customers, except public telephones and the numbers or addresses of customers who request that such numbers or addresses not be listed.
- 13.2 The Company shall not be liable for errors or omissions in the free listings of the Directory. For paid listings the Company shall only be liable up to the amount paid for such listing.
- 13.3 The Company shall deliver free of charge to each customer a Telephone Directory of his area for each main line provided by the company. Business customers will receive one Telephone Directory for each main line and extension. Residential customers will receive one Telephone Directory for each main line. (Additional copies at prevailing prices, may be obtained from the Company).
- 13.4 The Company shall provide information service for all telephones in service including new service and number changes, except for non-listed numbers. The previous exception will not apply when the information is requested by a legally authorized entity or agency.
- 13.5 The Directory cover shall contain the geographic area covered and the year of issue.
- 13.6 The Directories shall contain instructions regarding the procedure for placing toll and local calls and those to Information and Repair services. It shall also include the telephone number and address of the Company's Commercial Offices corresponding to the geographic area covered.

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