

**LOCAL TERMS OF SERVICE:  
EMBARQ® TELEPHONE NUMBERS, DIRECTORY LISTINGS, TELEPHONE DIRECTORIES AND  
DIRECTORY ASSISTANCE SERVICES  
(Tennessee Business Customers)**

The applicable cover agreement, if any, and the Local Terms of Service, which include the Standard Terms and Conditions for Communications Services and these service-specific terms (collectively, the “Agreement”), govern Telephone Numbers, Directory Listings, Telephone Directories, and Directory Assistance Services (each, a “Service”). The local operating company providing the Service is identified in the Agreement.

1. **PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS.** The assignment of a number to Customer's telephone service will be made at CenturyLink's discretion. CenturyLink owns all telephone numbers assigned to Customer. Customer has no proprietary right in the number and CenturyLink may make such reasonable changes in the telephone number or Central Office designation as it deems appropriate in its sole discretion.

2. **DIRECTORY LISTINGS.**

2.1 **Service Description.**

A. **Listings at No Charge.** CenturyLink provides business customers receiving the following services with one listing in the alphabetical section and/or one listing of the classified section of the telephone directory without charge.

- (1) Each non-rotary individual line and the first individual line in a rotary group;
- (2) Each Centrex system;
- (3) Each Joint User service;
- (4) PBX directly connected to a Central Office;
- (5) Each Semi-Public or Guarantee Toll Primary Station;
- (6) Each Telephone Answering Service station; and
- (7) Shared Tenant System

B. **Listings at an Additional Charge.**

(1) CenturyLink provides the following listings to business customers for an additional charge:

(a) **Duplicate Listings.** Duplicate listings are for customers whose name may be arranged or spelled in more than one way and are provided in the alphabetical section of the telephone directory. CenturyLink may reject duplicate listings if in CenturyLink's judgment the listing is for the purpose of securing a preferential position in the directory or for advertising purposes.

(b) **Additional Listings.** Additional listings appear in the alphabetical section of the telephone directory and are in addition to the primary listing furnished with the subscribed service. In connection with private branch exchange service, additional listings at the monthly rate for business additional listings are available to permanent or seasonal guests at hotels, motels, clubs, and apartment houses. Customers with business service are permitted to designate, with the consent of those designated, the names or partners, affiliates or employees of the Customer, firms or corporations to be used in additional listings of the subscriber's call number, subject to the following provisions:

- i. The listings must not be repetitions;

- ii. The listings must be of member of the firm, officers of the corporation, agents, employees or other associated in the same business with Customer or of a business house which Customer represents or owns including a firm or corporation under his control;
  - iii. If the business telephone is located in Customer's residence, Customer may have a residence listing of that telephone as one of his additional listings, otherwise business additional listings are not permitted in connection with residential service;
  - iv. Ordinarily, all additional listings are the same address and telephone number as the primary listing, except for alternate call number listings. But when it appear necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted for the address of a private branch exchange station, Centrex station, or business extension of either, installed on same continuous property of Customer, but at a different address from that of the switchboard primary listing; and
  - v. Off-premises business extensions of a different address from the primary listing for main stations, private branch exchange stations or Centrex stations will incur the additional business listing charge at the monthly rate.
- (c) **Reference Listings.** Reference listings are furnished to customers who change their names, absorb other businesses or subdivide their business and have the authority to continue the use of the old names; and in other cases, when in the judgment of CenturyLink, they are considered necessary and are not intended for advertising purposes.
  - (d) **Information Listings.** Non-listed telephone service allows Customer to have the listing of its name, address, and telephone number omitted from the directory but included in information records. Non-address telephone service allows the customer to have the address omitted from his listing as it appears in the directory or on information records.
  - (e) **Vanity Listings.** Vanity listings are based upon the current availability of that telephone number and may be listed in the white pages. When listed, the numeric equivalent of the Vanity listing will immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.
  - (f) **Foreign Exchange and Foreign Exchange Service Listing.** Listings of subscribers to foreign exchange service appear ONLY in the alphabetical directory listing of the foreign exchange from which they receive the foreign exchange service. A foreign listing is a listing in the exchange area other than that in which the subscriber is located. The charge applying for a foreign exchange listing will be that charged by the telephone company publishing the directory in which the listing will appear.
  - (g) **Listings of Alternate Call Numbers.** Arrangements may be made to list the alternate call number in association with the listing of the primary call number. The alternate call number must also be listed in proper alphabetical order in the directory and will appear immediately under the primary call number listing. Customers whose telephone number is used as the alternate call number must provide consent,

except when the alternate call number is that of another telephone of Customer or the telephone of an employee or associate in business.

**C. Components of Directory Listings.**

- (1) **Listings.** Business listings consist of Customer's business name, designation descriptive of Customer's business, and the telephone number. At Customer's discretion, the business listing may also include Customer's business address, which must be the physical address of the active business location where the Customer renders service. Fictitious addresses or physical addresses which are not active Customer business locations are prohibited and may result in termination of Customer's business listings, at CenturyLink's sole discretion. For services that transfer calls placed to the listed telephone number to a different telephone number (e.g., Remote Call Forwarding), the physical address associated with the listing must be the active physical address to which calls are ultimately terminated, although the physical address of the premises at which service is rendered may be omitted at Customer's request.
- (2) **Name.** Each listing contains the name of the customer to whom service is rendered. If that name is the same as, or deceptively similar to, the name of any other customer in the directory, CenturyLink may add language it deems necessary to distinguish the identity of the customer seeking the listing.
- (3) **Address.** When Customer requests that its business address is included, all Customer listings will include a street numbers, followed by the name of streets, except when CenturyLink deems that other information serves as a better means of identification. The use of floor, room, or suite numbers of buildings or other detailed designations are not permitted except as an Additional Listing.
- (4) **Changes by CenturyLink to Directory Listings.** CenturyLink reserves the right to make any changes in directory listings as necessary in its sole discretion.
- (5) **Restricted Service.** In connection with private branch exchange, Centrex, or key system services, no listing will be furnished if a telephone is furnished only for intercommunications with other stations of the same private branch exchange Centrex or key system.

**2.2 Non-published Number Service.** Upon Customer's request, CenturyLink will assign a non-published telephone number to Customer for an additional charge.

- A. A non-published telephone number is one omitted from both the directory and CenturyLink's information records.
- B. CenturyLink will exercise reasonable care not to disclose the non-published number to any person other than to representatives of a law enforcement agency, to its own employees for use in connection with service records, to persons involved in the CenturyLink's billing and collection activities, to telecommunications common carriers for use in billing and collection activities, or to other telephone customers billed for calls placed from non-published number. CenturyLink will disclose the non-published number when compelled by applicable law or regulation.
- C. If the non-published number is published or disclosed other than as permitted under these provisions, all liability of CenturyLink to Customer for such publication or disclosure, regardless of the type or nature of Customer's damages, will be limited to and satisfied by refund of all amounts collected and cancellation of any charges which CenturyLink assessed Customer related to the non-published number service for the six billing periods immediately preceding the month in which Customer suffered the damage, plus waiver of the service charge for a change of telephone number.
- D. Customers with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trap or Call

Trace procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

- E. Non-published number service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler services.
- F. Non-published number service is not available to Customers operating business(es) from a hotel, apartment house, boarding house, hospital, retirement home, club, or like complex which is listed under the number of the PBX, PABX or semi-public service furnished to such premises.

### 2.3 Limitation of Liability.

#### A. Directory Error or Omissions.

- (1) **Directory Listings Furnished Without Additional Charge.** CenturyLink is not liable for any error, omission or other failure in connection with directory listings furnished without an additional charge. Customer holds CenturyLink harmless from any claims, loss, damage, or liability which may result from such errors, omissions, or other failures.
- (2) **Directory Listings Furnished at an Additional Charge.** The liability, if any, of CenturyLink for any error, omission or other failure in connection with directory listings furnished at an additional charge will not exceed the total additional charge specifically paid by Customer to CenturyLink for the additional listing.

**B. Right to Use Business Name.** Customer assumes full responsibility concerning the right to use any name as a directory listing and holds CenturyLink harmless from any claims, loss, damage, or liability which may result from the use of such name in a listing. CenturyLink does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the CenturyLink. CenturyLink will not be a party to controversies between customers as a result of the publication of such listings in its directories.

**C. Consequential Damages.** In addition to the limitations in this section, CenturyLink will not be liable for any consequential, incidental, or indirect damages for any cause of action, including any claims of lost profits, lost revenues, and loss of business opportunity, whether or not the other party was aware or should have been aware of the possibility of these damages.

**D. Indemnification.** Customer indemnifies and holds harmless CenturyLink against any third party claims for damages caused or claimed to have been caused by the publication of a non-published telephone number or the disclosing of said number to any person.

### 3. PROVISION OF TELEPHONE DIRECTORIES.

- 3.1 CenturyLink will distribute telephone directories to customers from time to time as it deems necessary.
- 3.2 Customer may be furnished a telephone directory for each telephone or exchange line. At the option of CenturyLink, additional directories may be purchased by Customer.
- 3.3 A binder, holder, insert, auxiliary cover or attachment may be attached to or used with telephone directories provided by CenturyLink as long as they are not so attached as to impede reference to emergency or essential service information.

### 4. DIRECTORY ASSISTANCE.

#### 4.1 Service Description.

**A. Local, Long Distance and National Directory Assistance.** CenturyLink provides local and national Directory Assistance for customers to request assistance in determining

telephone numbers or names associated with directory listings of individuals or businesses.

- B. Directory Assistance Call Completion.** CenturyLink provides Directory Assistance Call Completion with Directory Assistance at no additional charge where technically feasible. Customers who request Directory Assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. Directory Assistance Call Completion is not available when requesting the name associated with a directory listing. Directory Assistance Call Completion is not available for collect calls, calling card calls, pay-per-call services, third party calling, and calls placed from hotels/motels, hospitals, payphones, universities, interexchange carriers, and prisons. Directory Assistance Call Completions is not available to customers subscribed to call blocking and screening service that restricts access to Directory Assistance.

#### 4.2 Service Limitations.

- A. Maximum Number of Requests.** CenturyLink will provide a maximum of two telephone numbers or names per Directory Assistance call. If two telephone numbers are requested in a single Directory Assistance call, Directory Assistance Call Completion is available only for the second telephone number provided.

#### 4.3 Service Charges.

- A. Directory Assistance Service Charge.**

- (1)** CenturyLink will charge Customer a Directory Assistance Service Charge for assistance in determining telephone numbers or names:
  - (a)** in the same local calling area in which Customer receives local exchange service (Local Directory Assistance);
  - (b)** in locations outside the local calling area but within Customer's Home Numbering Plan Area (HNPA) (Long Distance Directory Assistance); or
  - (c)** in locations outside Customer's HNPA (National Directory Assistance).
- (2)** CenturyLink will charge Customer a Directory Assistance Service Charge per call even if Customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).

- B. Operator Handled Service Charges.** In locations where Customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", CenturyLink will charge Customer an Operator Handled Service Charges in addition to the Directory Assistance Service Charge.

- C. Operator Assisted Station.** If Customer requests Directory Assistance by dialing "0" where Customer has the technical capability to direct dial Directory Assistance, CenturyLink will charge Customer the Operator Assisted Station charge in addition to the Directory Assistance Service Charge.

- D. Applicable Toll Usage Charges.** Applicable toll usage charges will apply for completed toll calls in addition to the Directory Assistance Service charge.

- E. Directory Assistance Charging for Handicapped.** Charges for Directory Assistance Service are not applicable to calls placed by visually or physically handicapped subscribers. Such person must make application to CenturyLink for exemption and will

be required to provide suitable proof of handicap such as a letter from a qualified professional or filling out of a prepared form made available by CenturyLink.

- (1) Exception may be extended to one business service in lieu of a residence service where the handicapped person subscribes only to business service which is location in the residence of said person.

## **5. JOINT USER SERVICE.**

- 5.1** Joint User Service is an arrangement whereby an individual, firm, corporation or association, doing business under a separate name shares in the use of a primary customer's business telephone service. To facilitate this use, a directory listing will be provided for each joint user without additional charge. Additional business listings at the regular monthly rate may be furnished provided the listings would be permitted if the joint user is the Customer. Customer's facilities may not be extended off the premises on which the primary service is located to provide Joint User Service only.
- 5.2** Joint User Service is applicable and is furnished upon application made by the customer as follows:
  - A.** Application for the use of the customer's service by any individual, firm, company or association doing business under a separate name and occupying jointly, or in part, the premises on which primary service is located, or the premises on which the customer has existing off-premises service.
  - B.** Application for the use of the customer's service for another business publicly conducted by the customer and differing in character or scope and in name from the business for which the facilities are furnished.
  - C.** Application for service to be furnished over the facilities utilized in furnishing service to the customer, in the name of another individual, firm, company, corporation, or association represented by the customer and the use of the name to be listed is authorized by the owner of the name.
- 5.3** Joint User Service will not be applicable, when in CenturyLink's discretion, the service arrangement requested does not constitute the sharing of the primary customer's business telephone service.
- 5.4** The minimum charge for joint user service will be the monthly rate and providing that the listing is included in the telephone directory the charge will continue until the end of the directory period unless:
  - A.** the joint user vacates the primary customer's premises;
  - B.** the primary customer's service is discontinued; or
  - C.** the joint user becomes a customer to business service in the same exchange.
- 5.5** Joint user service is not furnished in connection with foreign exchange service, or interexchange receiving service.