

## Liability and Responsibility

© Pacific Bell 1985.

### Liability of Pacific Bell

Pacific Bell has tariff rules dealing with the limitation of its liability in connection with errors and omissions relating to telephone service. These rules do not apply to situations involving willful misconduct, fraudulent conduct or violations of law. There are special provisions dealing with gross negligence. If an error or omission has been made by Pacific Bell in your listing in the alphabetical telephone directory, (excluding the use of bold face type), you may be entitled to relief under these tariff provisions. In many instances you may be eligible for a credit allowance in accordance with tariff rules. This information notice summarizes the provisions of such rules. For complete information on the tariff provisions, please contact the nearest Pacific Bell Business Office. Thereafter, if you wish further information, you may call the California Public Utilities Commission in San Francisco or Los Angeles. (If you have questions about your advertising in our White and/or Yellow Pages - please call the number listed in the last column.)

The purpose of telephone utility credit allowance and limitation of liability tariff rules is to relate the Telephone Company's responsibility for errors or interruptions to amounts not to exceed the pro rata charges for services rendered. The basic rule applicable to all telephone services is as follows:

Except as noted above and fully set forth in RULE No. 14 OF SCHEDULE CAL. P.U.C. No. 36-T, the liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by the utility (including exchange, toll, private line, supplemental equipment, alphabetical directory listings, (excluding the use of bold face type), and all other services) shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error or defect; provided, however, that where any mistake, omission, interruption, delay, error or defect in any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall the liability exceed the total amount of the charges to the

## Liability of Pacific Bell and Customer Responsibility

A48

customer for all services or facilities for, the period affected by the mistake, omission, interruption, delay, error or defect.

The specific form of rule applicable to interruptions in exchange telephone service is as follows:

The utility shall allow, for interruptions in exchange telephone service of 24 hours or more not due to conduct of the customer, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples. Similar but not identical provisions apply to private line and other telephone services. For details of provisions covering allowances for interruptions in such other services you should call your nearest Pacific Bell Business Office.

For errors or omissions in listings in alphabetical telephone directories, (excluding the use of bold face type), allowances are provided as follows:

A. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to the customer for exchange service during the effective life of the directory in which the error or omission occurred.

B. For listings in alphabetical telephone directories furnished at additional charge set forth in SCHEDULE CAL. P.U.C. No. 17-T, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.

For information on allowances available in the event of errors or omissions in information records or in special directories, you should contact your nearest Pacific Bell Business Office.

### Limitation of Liability for Telephone Directory Advertising

Pacific Bell publishes advertising in its alphabetical and classified telephone directories. Such advertising includes use of bold face type in the alphabetical directories and everything in the classified directories, including the regular listing

provided with business telephone service. Pacific undertakes to publish such items of advertising only on the condition that its liability is limited as follows:

In the event of any error in or omission of all or any part of an advertisement, Pacific Bell's liability shall be limited to a pro rata abatement of the charges payable for such advertisement during the service life of the directory in which such error or omission occurs in the same proportion that such error or omission reduces the value of the entire advertisement. In no event shall Pacific Bell's liability to the advertiser for all claims of any kind for loss or damage arising out of or resulting from any such error or omission exceed the total of such charges payable for the advertisement. In no event shall Pacific Bell be liable for any loss of the advertiser's business, revenues or profits, the cost to the advertiser of other forms of advertising, or special, consequential or penal damages of any nature. The foregoing provisions shall apply to the full extent permitted by law and regardless of whether the advertiser's claim is based upon contract, tort (including negligence of whatever degree), strict liability or otherwise and shall constitute Pacific Bell's sole liability to the advertiser and the advertiser's exclusive remedy against Pacific Bell in the event of such error or omission.

If you have questions about your advertising - please call your Directory Service Office:

**For Northern California 1-800 228-7102**

**For Southern California 1-800 252-2054**

### Customer Responsibility

The customer assumes full responsibility concerning the right to use any name or address in a directory listing and agrees to hold the utility free and harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The utility does not undertake to determine the legal, contractual, or other right to use of a name or address to be listed in a telephone directory. The customer shall notify the utility of any change on non-service address in writing.

GOVERNMENT

# GOVERNMENT LISTING PAGES FOR YOUR CONVENIENCE EASY REFERENCE LIST

FUNCTIONALLY ARRANGED...



## ALL GOVERNMENT OFFICES

- ★ FOLSOM CITY OF
- ★ SACRAMENTO CITY OF
- ★ EL DORADO COUNTY OF
- ★ SACRAMENTO COUNTY OF
- ★ YOLO COUNTY OF
- ★ CALIFORNIA STATE OF
- ★ UNITED STATES GOVERNMENT

ALPHABETICAL LISTINGS FOLLOW THIS SECTION

© Pacific Bell 1985.