

## COLORADO DEPARTMENT OF REGULATORY AGENCIES

### Public Utilities Commission

#### 4 CODE OF COLORADO REGULATIONS (CCR) 723-2

#### PART 2 RULES REGULATING TELECOMMUNICATIONS PROVIDERS, SERVICES, AND PRODUCTS

\* \* \*

[indicates omission of unaffected rules]

#### **2307. Directories for Basic Local Exchange Service.**

- (a) Publication and distribution of White Pages telephone directories.
- (I) A LEC shall cause White Pages telephone directories to be published annually. A White Pages telephone directory shall include each exchange served by that LEC and shall list the name, address, and telephone number of all basic local exchange customers served by that exchange except for those customers that request omission of their listing from the directory. Each directory also shall include a list of all exchanges in the local calling area.
  - (II) All White Pages telephone directories shall be revised annually. A LEC may petition the Commission to extend the life of a directory for good cause shown. A LEC does not need to petition the Commission to extend the life of a directory unless the current directory will be in circulation more than an extra three months, for a total life of 15 months or more.
  - (III) Upon issuance of a White Pages telephone directory, the LEC shall ensure that all customers served by that directory have access to the directory.
  - (III) Upon issuance of a White Pages telephone directory, a LEC shall cause White Pages telephone directories to be made available and shall ensure that all customers served by a directory have access to the directory. A LEC satisfies this requirement if it does one of the following:
    - (A) provides, free of charge, a White Pages telephone directory to each customer served by that directory.
    - (B) uses the opt-in process, in which event the following apply:

- (i) a customer served by a White Pages telephone directory shall not receive a directory unless the customer requests a directory;
  - (ii) customers served by a White Pages telephone directory shall receive written and verifiable notice that they will not receive a directory unless they request a directory; shall receive written and verifiable notice that they may receive a White Pages telephone directory upon request, free of charge, and within a reasonable time of the request; and shall receive written instructions informing them how to request a directory. This information shall be contained in one notice;
  - (iii) a customer's request for a White Pages telephone directory shall be verifiable;
  - (iv) each customer served by a White Pages telephone directory shall receive the information required by subparagraphs 2307(b)(III) through (VI). This information shall be contained in a White Pages telephone directory that is provided to a customer on request or in an alternative printed form that is provided to all customers other than those that request a White Pages telephone directory; and
  - (v) the LEC shall maintain records that show the delivery of a White Pages telephone directory to all customers that are served by the directory and that requested a directory and shall maintain records that show the delivery of the alternative printed form to all customers that are served by the directory and that did not request a directory.
- (C) uses the opt-out process, in which event the following apply:
- (i) a customer served by a White Pages telephone directory shall receive, free of charge, a directory unless the customer chooses not to receive a directory and informs the LEC of that choice;
  - (ii) customers served by a White Pages telephone directory shall receive written and verifiable notice of the option not to receive a directory; shall receive written instructions informing them how to request that a White Pages telephone directory not be provided; and shall receive written notice that, if they choose, they later may request a White Pages telephone directory and instructions informing them how to make that request. This information shall be contained in one notice;
  - (iii) a customer's request not to receive a White Pages telephone directory shall be verifiable;
  - (iv) a customer that chooses not to receive a White Pages directory later may request a directory and that request must be verifiable;
  - (v) if a customer that chose not to receive a White Pages telephone directory later requests a directory, the customer shall receive the

White Pages telephone directory free of charge and within a reasonable time of the request;

- (vi) each customer served by a White Pages telephone directory shall receive the information required by subparagraphs 2307(b)(III) through (VI). This information shall be contained in a White Pages telephone directory that is provided to a customer or in an alternative printed form that is provided to all customers that choose not to receive a White Pages telephone directory; and
  - (vii) the LEC shall maintain records that show the delivery of White Pages telephone directories to all customers that are served by the directory and that received the directory and shall maintain records that show the delivery of the alternative printed form to all customers that are served by the directory and that chose not to receive a directory.
- (IV) Upon request from a customer with more than one access line, a White Pages telephone directory for each access line shall be provided at no charge. A LEC shall provide additional free White Pages telephone directories in response to a reasonable request from any customer. Also, upon request from a customer, White Pages telephone directories for the other exchanges in the customer's local calling area shall be provided at no charge. A copy of each White Pages telephone directory published for each LEC shall be provided annually to the Commission. Upon written request, public libraries within the state shall be provided free copies of the White Pages telephone directories for all exchanges served by the LEC within the state.
- (b) Directory information and instructions. Each White Pages telephone directory shall include the following:
- (I) On the front cover, an indication of the area included in the directory and the month and year of issue or, alternatively, the month and year through which the directory is effective.
  - (II) Telephone service pages that include information on every ILEC and CLEC with listings included in the directory.
  - (III) On the first page of the directory, information pertaining to emergency calls, such as for the police and fire departments, including "9-1-1."
  - (IV) If provided by governmental public safety agencies, alternative numbers to use in case of an outage of the 9-1-1 system and non-emergency numbers to reduce inappropriate use of 9-1-1; this information shall be contained in, or shall be referenced in, the front part of the directory.
  - (V) Instructions for placing local calls and long distance calls; instructions for placing calls to repair and directory assistance services; the business office website, if applicable; and the telephone number of the LEC's business offices appropriate to the area served by the directory.

- (VI) In a prominent manner in the instructional section of the directory, notice of the Commission's current toll free telephone number and notice of the customer's right to make inquiries regarding telecommunications services to the Commission.
- (c) Directory assistance and intercept.
  - (I) The LEC shall list its basic local exchange customers (except for those customers that request otherwise) with the directory assistance operators within 72 hours of service connection.
  - (II) In the event of an error in the listed telephone number or name of any customer by the LEC and until a new White Pages telephone directory is published, the LEC shall make, at no charge to the customer, whatever special arrangements are necessary and reasonable to ensure that calling parties are able to reach the customer whose listed telephone number or name is in error.
  - (III) In the event of an error in the telephone number, name, or address listing of any customer, the customer's correct name, address, and telephone number shall be included in the databases of directory assistance and intercept operators within 72 hours of confirmation of the error by the LEC or shall be sent to the providers of these services within 24 hours if the LEC does not provide its own services. The LEC shall take the necessary steps to ensure that the error is corrected in the next issue of the White Pages telephone directory.
  - (IV) In the event a customer's telephone number is changed, the correct number shall be in the databases of directory assistance and intercept operators within 72 hours of the number change or shall be sent to the providers of these services within 24 hours if the LEC does not provide its own services.
    - (A) Whenever a customer's telephone number is changed at the request of the customer after a directory is published, the LEC shall provide intercept service for all calls to the former number for a reasonable period but not fewer than 60 days. The customer may pay to have the intercept recording include the customer's new number.
    - (B) If the telephone number change is due to the initiative of the LEC, the LEC shall provide intercept service for all calls to the former number for 60 days or the remaining life of the directory, whichever is greater. The intercept recording shall include, at no charge to the customer, the customer's new number.

\* \* \*

[indicates omission of unaffected rules]

**2504. Other Intercompany Arrangements.**

\* \* \*

[indicates omission of unaffected provisions of rule 2504]

- (I) Regarding directories for basic local exchange service.
  - (I) Each ILEC (White Pages provider) shall cause the customer information (i.e., name, address, and telephone number) of all customers within the local calling area served by the LEC to be published in a White Pages telephone directory, regardless of whether the customer subscribes to the telecommunications services of that particular ILEC. Upon Commission approval, a different LEC may assume the responsibilities identified in this rule.
  - (II) Unless the LEC provides written notice limiting the number of White Pages telephone directories it will receive, each White Pages provider shall cause each LEC to receive one directory for each access line the LEC serves in the directory provider's operating area.
  - (III) Each LEC shall cause a White Pages telephone directory to be delivered to its customers in accordance with the requirements of rule 2307(a).
  - (IV) Each LEC shall provide to all White Pages providers the information required to adequately list all subscribers' information (i.e., name, address, and telephone number) in the telephone directory(ies). This information shall be provided in a mutually agreeable format.
  - (V) Each directory provider shall offer premium listings in its directory to other LECs' subscribers.
  - (VI) Each White Pages provider shall provide space in the customer guide pages of the White Pages telephone directory for the purpose of notifying customers how to reach LECs to:
    - (A) Request service;
    - (B) Contact repair service;
    - (C) Dial directory assistance;
    - (D) Reach an account representative;
    - (E) Request buried cable local service; and
    - (F) Contact the special needs center for customers with disabilities.

- (VII) All parties involved shall abide by the Commission's rules on privacy and the handling of customer proprietary network information.

\* \* \*

[indicates omission of unaffected provisions of rule 2504]