

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

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[indicates omission of unaffected rules]

2307. Directories for Basic Local Exchange Service.

- (a) Publication and distribution of directories.
- (I) A LEC shall cause telephone directories to be published annually to include each exchange served by that LEC, listing the name, address, and telephone number of all basic local exchange customers served by that exchange except for those requesting omission of their listing from the directory. Each directory shall include a list of all exchanges in the local calling area.
 - (II) All telephone directories shall be revised annually. However, a LEC may petition the Commission for an extension of time for good cause shown. A LEC only needs to petition the Commission to extend the life of a directory if 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, the LEC shall ensure that all customers served by that directory have access to the directory. A LEC satisfies this requirement if it, or its directory publisher, offers customers the option to receive the directory upon request, free of charge, and within a reasonable time of the request. If a directory required by this rule is not distributed automatically to all customers, then the LEC or its directory publisher shall:
 - (A) notify customers of the option to request the directory, and
 - (B) provide all customers in a directory that is distributed automatically to all customers (except those who affirmatively request not to receive directories) or alternative printed form the information required by subparagraphs 2307(b)(III) through (VI).
 - (IV) Upon request from a customer with more than one access line, a directory for each access line shall be provided at no charge. A LEC shall provide additional free directories in response to a reasonable request from any customer. Also, upon request

from a customer, directories for the other exchanges in the customer's local calling area shall be provided at no charge. A copy of each 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 directories for all exchanges served by the LEC within the state.

- (b) Directory information and instructions. Each directory shall include:
- (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) Phone service pages including 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; either contained or referenced in the front part of a directory.
 - (V) Instructions for placing local 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 or alternative information publication.
 - (VI) In a prominent manner in the instructional section of a directory, notice of the Commission's current toll free telephone number and 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 requesting otherwise) with the directory assistance operators within 72 hours of service connection.
 - (II) In the event of an error in the listed number or name of any customer by the LEC and until a new directory is published, the LEC shall make whatever special arrangements are necessary and reasonable at no charge to ensure that calling parties are able to reach the customer whose listed number or name is in error.
 - (III) In the event of an error in the 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 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 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 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 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 the customer's new number at no charge.

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[indicates omission of unaffected rules]