



Cincinnati, Cleveland and Columbus area consumers: Know the changes in delivery of white pages directories

Residential white pages telephone directories for consumers in Cincinnati, Cleveland and Columbus are now limited to only those who specifically request a copy from their telephone company. The Public Utilities Commission of Ohio (PUCO) is allowing AT&T Ohio and Cincinnati Bell, along with several competitive telephone providers in AT&T's service area, to discontinue automatic distribution of the directories to customers. The companies will include business and government listings along with consumer information in the yellow pages directories which will continue to be distributed automatically to customers.

Customers in the local service areas of Embarq, Verizon and other traditional home telephone companies in Ohio will not be affected by this change and will continue to receive both white and yellow pages directories.



The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, opposed a swift elimination of the delivery of residential white pages directories to all but those consumers who proactively request a copy. The OCC has developed this fact sheet to help make residential customers aware that, depending on which telephone company serves them, they may not automatically receive printed white pages

directories in the future. Customers who wish to receive a printed directory need to call the company to request one.

What customers need to know and do:

AT&T Ohio customers:

- Beginning in 2009, customers in the Cleveland and Columbus areas will no longer automatically receive the AT&T residential white pages directories.
- AT&T may limit distribution of residential white pages directories in other areas in the future.
- AT&T customers may receive a printed white pages directory only by ordering one through the company.
- To have a free printed 2009 white pages directory or a free CD-ROM containing residential, business, government and yellow pages listings delivered for free, AT&T customers in Cleveland can now call the company toll free at 1-800-346-4377.
- AT&T customers in Columbus can request new directories or a CD-ROM beginning in September 2009 by calling 1-800-346-4377.
- AT&T customers requesting that a white pages directory be delivered should generally expect to receive the directory in about 14 business days.
- AT&T's directory listings are available through www.RealPagesLive.com and www.YELLOWPAGES.com.
- OCC encourages consumers to recycle old telephone directories. For information, please contact local solid waste authorities in your area.

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Cincinnati Bell customers:

- Consumers in the Cincinnati area will no longer automatically receive the Cincinnati Bell residential white pages directory.
- Cincinnati Bell customers can have a free residential white pages directory delivered or learn about accessing the directory online by calling the company locally at (513) 566-2665 (BOOK). Online forms to order white pages directories are available at www.cincinnatiBellgreenpages.com.
- Cincinnati Bell customers requesting that a white pages directory be delivered should generally expect to receive the directory in five business days or less.
- For Cincinnati Bell customers, printed residential directories are available at the company's retail store locations. A list of retail store locations is available at www.cincinnatiBell.com/whitepages.

Customers may also recycle old directories at these locations.

- Customers can look up telephone numbers electronically at www.cincinnatiBell.com/whitepages. For customers with Cincinnati Bell's ZoomTown broadband service, white pages searches can be conducted through the service's home page, www.zoomtown.com.

For additional information, consumers are encouraged to contact OCC at www.pickocc.org or toll free at 1-877-PICKOCC (1-877-742-5622).

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals. To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC Web site at www.pickocc.org.

The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

For additional information from the Office of the Ohio Consumers' Counsel:

Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574
Write: 10 West Broad Street, Suite 1800, Columbus, Ohio 43215-3485
E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org