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## **Printed Telephone Books Will Now Be Optional for Frontier Telephone Customers**

**— Public Service Commission Approves Company's Request to Stop Printing Directories for All Customers; Frontier Will Distribute Printed Books Free of Charge upon Request —**

**ALBANY** — The New York State Public Service Commission (Commission) today granted Frontier Communications permission to stop printing and delivering phone books to all of its customers.

Today's order requires Frontier to supply free listings online and to print directories for customers who request them. Those printed books will include residential, business and government listings (except for cellular and voice over internet phone numbers). Frontier must notify each customer and post information on its website instructing customers on how they can obtain a printed directory.

The move away from printed directories is expected to save money and prevent 11 million metric tons of waste from discarded telephone books. The Commission last year issued a similar order for Verizon and the distribution of its directories.

Up until today's order, Frontier had been required to print and distribute books that included business listings, along with yellow pages, government offices and consumer guide pages. Under today's order, these listings will still be available in book form for customers who request them from Frontier.

Today's decision may be obtained by going to the Commission Documents section of the Commission's Web site at [www.dps.ny.gov](http://www.dps.ny.gov) and entering Case Numbers 17-C-0013 in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.