

Public Service Commission

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CONSUMER ALERT

Three Local Telephone Directories are Incomplete – Supplements Published by Verizon

Albany, N.Y. – 06/02/2003 – Recently, Verizon-NY published and distributed new local telephone directories for various regions of New York State. In three regions - the Capital District, Wayne County, and the Town of Hoosick in Rensselaer County - approximately 3,800 business and residential listings were omitted.

The omissions in these 2003-2004 directories have led Verizon-NY, after discussions with New York State Department of Public Service staff and the New York State Attorney General's Office, to take the following actions.

- Supplemental directories have been printed and are being distributed in the affected communities. All residential and business consumers in these communities will receive these supplements free of charge.
- A \$5.00 credit will be issued to those residential and business consumers whose telephone numbers should have been listed in the directories.
- There will be no charge for calls to Verizon Directory Assistance for a telephone number that was not included in the local directories because of this mistake. Verizon will continue to waive the charges until the new directories are printed and distributed next year.
- Bill messages will be sent to Verizon customers in the affected communities informing them of the new supplements and that the charges to Verizon Directory Assistance for numbers not listed in the Telephone Directory will be waived.

Listings can also be accessed at no charge on the Verizon SuperPages website, www.superpages.com. Consumers in the Capital District area will be able to find listings in another directory, published by Transwestern, which will be delivered in that area starting in September 2003. Transwestern has recently published a directory for the Hoosick area.

The electronic databases relied upon by Verizon and other companies to provide directory assistance were not affected. The NYS Department of Public Service is continuing to investigate the root cause(s) for the omissions.

For additional copies of the supplement, call Verizon at 1-800-888-8448.