

Verizon Delaware Obtains Approval to Limit Distribution of White Pages

On September 21, 2010 Verizon obtained approval from the Delaware Public Service Commission to cease annual publication of their white pages to all of its Delaware-based customers. The decision is another sign of how the utility and communications business is changing to reflect changes in society. Verizon notes that most of its customers no longer use the printed white pages and instead rely on white pages that are available through the internet. Their contention is it saves money, is more accurate, and reduces energy costs through the elimination of printing a yearly directory. Verizon will still provide paper listings to those who specifically request them. They'll also provide for an online link, which will be free, to obtain the telephone listings that appeared in traditional telephone books. Customers may also ask for a CD of the directory. They will continue to publish a Yellow Pages directory through a third party non-regulated company. A printed copy of Verizon's white pages may be obtained from www.verizon.com/whitepages or by calling toll-free 1-800-888-8448.