

7810.2900 FORMAT, CONTENT, AND DISTRIBUTION OF DIRECTORIES.

Subpart 1. **Basic requirements.** Telephone directories shall be regularly compiled, and shall contain each customer's name, telephone number, and, if practical, address, except public telephones and numbers unlisted at the customer's request. Upon issuance, a local service provider shall provide to all customers served by that directory a complete directory consistent with the customer option provisions of part 7810.2950. Upon commission request, a local service provider shall furnish to the commission a copy of each directory issued, whether printed or electronic.

Subp. 2. **Printed directories.** Printed directories shall:

A. display on the front cover the name of the local service provider, the area included in the directory, and the year and month of issue;

B. display in the front portion of the directory information pertaining to emergency calls, including information for police and fire departments; and

C. contain instructions, appropriate to the area served by the directory, concerning placing local and long distance calls, calls to repair and directory assistance services, calls to local, state, and federal government offices, and the location of local service provider business offices.

Subp. 3. **Electronically published directories.** A local service provider shall only direct its customers to an electronically published directory that complies with subpart 1 and part 7810.2950. Electronically published directories shall:

A. display the name of the local service provider;

B. display information pertaining to emergency calls, including information for police and fire departments;

C. display instructions concerning placing local and long distance calls, calls to repair and directory assistance services, calls to local, state, and federal government offices, and the location of local service provider business offices; and

D. be prominently displayed on and accessible from the company's website.

Statutory Authority: *MS s 237.10; 237.16*

History: *40 SR 47*

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