

Office of the Revisor of Statutes

Administrative Rules



TITLE: Adopted Permanent Rules Relating to Residential White Pages Directory Publication and Distribution

AGENCY: Public Utilities Commission

MINNESOTA RULES: Chapters 7810, 7811, and 7812

RULE APPROVED
OFFICE OF ADMINISTRATIVE HEARINGS
July 9, 2015
DATE
Barbara L. Neilson
ADMINISTRATIVE LAW JUDGE.



The attached rules are approved for
filing with the Secretary of State

A blue ink signature of Ryan S. Inman, consisting of stylized initials and a surname.

Ryan S. Inman
Assistant Deputy Revisor

160135

Public Utilities Commission**Adopted Permanent Rules Relating to Residential White Pages Directory Publication and Distribution****7810.0100 DEFINITIONS.**

[For text of subps 1 to 11, see M.R.]

Subp. 11a. **Complete directory.** "Complete directory" means a directory that includes the information compiled under part 7810.2900, subpart 1, whether printed, electronically published, or some combination thereof. For example, a complete directory may ~~comprise~~ be comprised of a printed subset of exchanges in a local calling area relevant to customers in a particular geographic area or community of interest and publication of the remainder of the local calling area either electronically or in separate printed volumes.

[For text of subps 12 to 26, see M.R.]

Subp. 26a. **Local service provider or LSP.** "Local service provider" or "LSP" means a telephone company or telecommunications carrier providing local service in Minnesota pursuant to a certificate of authority granted by the commission. Local service provider includes both local exchange carriers and competitive local exchange carriers.

[For text of subps 27 to 40, see M.R.]

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.

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

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

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

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

2.10 Subp. 3. **Electronically published directories.** ~~Any electronic directory~~ A local
2.11 service provider ~~directs~~ shall only direct its customers to ~~shall comply~~ an electronically
2.12 published directory that complies with subpart 1 and part 7810.2950. Electronically
2.13 published directories shall:

2.14 A. display the name of the local service provider;

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

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

2.20 D. be prominently displayed on and accessible from the company's Web site.

2.21 **7810.2950 DIRECTORIES; CUSTOMER OPTION.**

2.22 A local service provider may publish printed or electronic directories, or some
2.23 combination thereof. A local service provider that does not make an electronic directory
2.24 available shall distribute a printed directory to each customer, except where an offer is
2.25 made and explicitly refused by the customer. A local service provider that publishes an

electronic directory shall provide, at least as often as print directories are issued, notice to customers of the availability of an electronic directory, instructions explaining how the electronic directory may be accessed, notice that a printed directory is available on request, and instructions explaining how to make a request for a printed directory. A local service provider that publishes an electronic directory must deliver a printed directory if requested by the customer. A local service provider shall not:

A. require customers to divulge any personally identifiable information, except name and delivery address, in order to request a complete directory that is printed or contained on a portable physical electronic medium;

B. require users to create an account or log in, or otherwise provide any personally identifiable information in order to access an electronic directory;

C. obtain, use, or retain any personally identifiable information from customer use of or request for a directory, except for the limited purpose of providing a directory in the requested format; or

D. market services, including through its affiliate or publisher, other than directories to requesting customers.

7811.0600 BASIC LOCAL SERVICE REQUIREMENTS.

Subpart 1. **Required services.** A local service provider (LSP) shall provide, as part of its local service offering, the following to all customers within its service area:

[For text of items A to E, see M.R.]

F. one complete directory per year for each local calling area, which may include more than one local calling area, consistent with the customer option provisions of part 7810.2950 and, upon a customer's request and in the customer's preferred format among the formats offered by the local service provider, one copy of any other directory within the local calling area;

[For text of items G to K, see M.R.]

7812.0600 BASIC SERVICE REQUIREMENTS.

Subpart 1. **Required services.** A local service provider (LSP) shall provide, as part of its local service offering, the following to all customers within its service area:

A. single party voice-grade service and touch-tone capability;

B. 911 or enhanced 911 access;

C. 1 + intraLATA and interLATA presubscription and code-specific equal access to interexchange carriers subscribing to its switched access service;

D. access to directory assistance, directory listings, and operator services;

E. toll and information service-blocking capability without recurring monthly charges as provided in the commission's ORDER REGARDING LOCAL DISCONNECTION AND TOLL BLOCKING CHARGES, Docket No. P-999/CI-96-38 (June 4, 1996), and its ORDER GRANTING TIME EXTENSIONS AND CLARIFYING ONE PORTION OF PREVIOUS ORDER, Docket No. P-999/CI-96-38 (September 16, 1996), which are incorporated by reference, are not subject to frequent change, and are available through the statewide interlibrary loan system;

F. one complete directory per year for each local calling area, which may include more than one local calling area, consistent with the customer option provisions of part 7810.2950 and, upon a customer's request and in the customer's preferred format among the formats offered by the local service provider, one copy of any other directory within the local calling area;

G. a white pages and directory assistance listing, or, upon customer request, a private listing that allows the customer to have an unlisted or unpublished telephone number;

H. call-tracing capability according to chapter 7813;

1
5.1 I. blocking capability according to the commission's ORDER ESTABLISHING
5.2 CONDITIONS FOR THE PROVISION OF CUSTOMER LOCAL AREA SIGNALING
5.3 SERVICES, Docket No. P-999/CI-92-992 (June 17, 1993) and its ORDER AFTER
5.4 RECONSIDERATION, Docket No. P-999/CI-92-992 (December 3, 1993), which are
5.5 incorporated by reference, are not subject to frequent change, and are available through
5.6 the statewide interlibrary loan system; and

5.7 J. telecommunications relay service capability or access necessary to comply
5.8 with state and federal regulations.

5.9 [For text of subps 2 to 7, see M.R.]