**Section 735.180 Directories**

a)

1) Primary telephone directories of all exchanges shall be revised, printed and distributed to customers at least once each year. Each directory shall list the name, address and telephone number of all customers, except public telephones. At the customer's request, that customer's listing or a portion of that listing, may be omitted. A company may charge for listing additional names for each main station on separate directory lines.

2) For the purpose of consolidating directories, variation in publisher's printing schedules, coordination with a large number of telephone number changes, or other good and sufficient reason, publication may be delayed thirty (30) days on written notification to the Commission. In addition to said delay in publication, an additional sixty (60) days may be allowed by the Commission upon notification by letter of the rescheduled publication dates and reason for the additional delay. In deciding whether to grant the delay, the Commission shall consider, among other things, physical impossibility and the consolidation of exchanges.

b) A business customer may be required to provide evidence that the name contained in a current or proposed listing is the name under which that customer is doing business.

c) Each company shall list its customers in the Directory Assistance directory in such a manner which will enable the Directory Assistance operators to provide the requested telephone numbers (except public telephones and telephone numbers not published at the customer's request) based on the customer's names and addresses, if available.

d) Upon issuance, one copy of each directory shall be distributed to each customer served by that directory and two copies of each directory shall be furnished to the Commission.

e) The name of the company, the area included in the directory and the month and year of issue shall appear on the front cover. Information pertaining to emergency calls, such as for the police and fire departments, shall appear conspicuously in the front part of the directory pages.

f) Each directory will provide space in a prominent location in clearly readable type for an explanation of the dispute and consumer complaint process set forth in Sections 735.190 and 735.200 of this Part, together with the Chicago and Springfield telephone numbers and post office address of the Commission's Consumer Affairs Division.

g) The directory shall contain such instructions concerning placing local and long distance calls, calls to repair and information services, and location of Company's public business offices as may be appropriate to the area served by the directory.

h) Directory Assistance or intercept operators shall have access to records of all telephone numbers (except public telephones and telephone numbers not published at the customer's request) in the area for which they are responsible for furnishing Directory Assistance service.

i) In the event of an error in the listed number of any customer, the company shall intercept all calls to the listed number for at least 120 days provided existing central office equipment will permit and the number is not in service. In the event of an error or omission in the name listing of a customer, such customer's correct name and telephone number shall be in the files of the Directory Assistance or intercept operators and the correct number furnished the calling party either upon request or intercept.

j) Whenever any customer's telephone number is changed after a directory is published, the company shall intercept all calls to the former number for at least 120 days and give the calling party the new number provided existing central office equipment will permit, and the customer so desires.

k)

1) When additions or changes in plant, records, or operations which will necessitate a large group of number changes are scheduled, not less than 90 days notice shall be given to all customers so affected.

2) If the change affects 10 percent or more customers in the exchange and the change is not coincident with a new directory issue, the Consumer Affairs Division and Telephone Engineering Section will be consulted to determine if a special directory or other appropriate measures will be required. In making the decision, Commission staff will consider the size of the exchange, the cost benefits available to them, and any special circumstances made known to it.

l) If a company charges for Directory Assistance (information) the company shall, upon request, furnish directories for up to five other exchanges in the same area code for each main station line servicing a customer, at no cost to the customer. Additional directories will be made available by the company at a charge set forth in the Company's tariffs approved by the Commission.

m) Telephone numbers will not be changed as a penalty or to enforce payment for directory advertising charges. Changes may be made if made for engineering or technical reasons.