

**WAC 480-120-251 Directory listings.** (1) Basic local exchange service includes access to directory listings comprised of the name, address, and primary telephone number for each customer that the local exchange company (LEC) serves in a local calling area unless the customer requests to exclude some or all of this information from the LEC's directory listings.

(2) A LEC must ensure that its basic local exchange service customers have access to directory listings for the customers' local calling area by making those listings available electronically via a document, database, or link on the LEC's website. The LEC also must distribute or arrange to distribute printed directory listings to all of the LEC's customers who request a printed directory. A LEC is not otherwise required to distribute a printed directory.

(3) If the LEC distributes or arranges for a third-party to distribute printed directory listings to the LEC's customers who have not requested a printed directory, the LEC must not distribute or arrange to distribute printed directory listings to any customer who requests not to receive a printed directory.

(4) A LEC must establish or arrange for reasonable means for its customers to request to exclude some or all of their information from the LEC's directory listings and to request to receive, or not to receive, a printed directory.

(5) The directory listings must be updated no less frequently than every fifteen months.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 13-09-051 (Docket UT-120451, General Order R-570), § 480-120-251, filed 4/16/13, effective 5/17/13; WSR 03-01-065 (Docket No. UT-990146, General Order No. R-507), § 480-120-251, filed 12/12/02, effective 7/1/03.]