

**AT&T ILLINOIS GUIDEBOOK**

PART 12 - Directory Services  
SECTION 3 - Directory Distribution

2nd Revised Sheet 1

**GENERAL**

All terms and conditions set forth in this Section, including but not limited to those applicable to "line(s)" and "network access line" shall be fully applicable to port(s) as defined in Part 19, Section 1.

**A. Directory Distribution<sup>/1/</sup>**

1. Each customer shall receive, upon issuance, one copy of the directory, where available, which serves that customer. Upon customer request, the Company shall furnish, without charge, directories, where available, for up to five other exchanges in the same area code for each main station line serving that customer. Additional directories within, or any directories outside such customer's area code, will be furnished, where available, when requested by the customer at the rates set forth. (C)  
(D)  
(D)
2. The Company may charge for directories issued in replacement of those lost, destroyed, defaced, or mutilated while in the possession of a customer at the rates specified in B. following. The Company also reserves the discretion to furnish additional directories without charge, upon request by a customer, where available and where such provision will lead to a more efficient use of the service by that particular customer. (C)  
(D)  
(D)
3. Distribution of directories is classified as neither local exchange nor interexchange telecommunications service.

<sup>/1/</sup> Pursuant to Illinois Commerce Commission Order issued on June 21, 2016, in Docket No. 16-0066, in the matter of Dex Media, Inc. Petition for Partial Waivers of Sections 732.50(a) and (c), 735.180(a)(1), 735.180(d), and 735.180(l) and Section 756.110 of Title 83 of the Administrative Code, Directory publication may be done via print or digitally online. The customer may request a print directory at no charge until the company ceases to provide upon-request delivery in the customer's local directory market. Customers may also view available directories online at no charge. (C)

**GENERAL (cont'd)**

B. Charges for directories are established by the Company's directory publisher, Thryv Inc. (C)

Directories may be ordered at [www.therealyellowpages.com](http://www.therealyellowpages.com) or by calling 877-243-8339. (N)

(D)

(D)

(D)

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