

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE

IN THE MATTER OF THE PETITION OF)
VERIZON DELAWARE LLC FOR WAIVER OF)
DELAWARE ADMINISTRATIVE CODE)
§4003.5.1 PERTAINING TO THE) PSC Docket No. 10-002
DISTRIBUTION OF RESIDENTIAL)
TELEPHONE DIRECTORIES)
(FILED August 26, 2010))

ORDER NO. 7844

AND NOW, this 21st day of September, 2010, the Commission determines and Orders the following:

WHEREAS, on August 26, 2010, Verizon Delaware LLC ("VZ-DE") petitioned the Delaware Public Service Commission (the "Commission") for a waiver of the portion of Section 5.1 of the Regulations Governing the Minimum Service Requirements for the Provision of Telephone Service for Public Use within the State of Delaware, see 26 Del. Admin. C. §4003:5.1 ("Rule 5.1"), that requires VZ-DE to automatically distribute a residential white page telephone directory to each of its customers; and

WHEREAS, VZ-DE claims that Gallop surveys show that the percentage of households using stand-alone residential white pages has dropped from 25% in 2005 to 11% in 2008; and

WHEREAS, VZ-DE claims that, due to the diminishing use of printed residential directories and the growing use of substitutes, other states have authorized alternatives to the mandatory delivery of printed directories. VZ-DE notes that AT&T has been granted permission in Oklahoma, Ohio and Florida to provide directories only upon customer request; and

WHEREAS, VZ-DE believes that providing a directory only upon request will result in "material, positive effect on the environment" by saving approximately 150 tons of paper per year in Delaware alone; and

WHEREAS, VZ-DE proposes, as part of its request for a waiver of the requirement for automatically mailing directories, that copies of white pages may be obtained free of charge by contacting VZ-DE either on-line or by calling a toll-free telephone number. VZ-DE plans to inform customers of this option through: (i) bill inserts; (ii) by a conspicuous notice on the cover of its yellow page directory, which will still be mailed to customers; (iii) a conspicuous notice on two separate pages within the yellow page directory; and (iv) in a notice to be published in The News Journal and the Delaware State News; and

WHEREAS, VZ-DE will make residential white page directory listings available to all customers electronically on its website; and

WHEREAS, Staff and the Division of the Public Advocate have met and conferred with VZ-DE regarding its requested waiver and have recommended that the Commission approve its request; and

WHEREAS, based upon the representations made by VZ-DE and the assurances it has provided that VZ-DE's customers will be adequately notified that residential directories will no longer be automatically mailed, the Commission has determined that good cause exists for a waiver of that portion of Rule 5.1 that requires the automatic distribution of a residential white pages to all of VZ-DE's customers, as set forth in VZ-DE's petition.

NOW, THEREFORE, IT IS HEREBY ORDERED, BY THE AFFIRMATIVE VOTE OF NOT FEWER THAN THREE COMMISSIONERS:

1. That, for the reasons stated above, the Petition of Verizon Delaware for Waiver of Delaware Administrative Code §4003.5.1 Pertaining to the Distribution of Residential Telephone Directories is hereby granted.

2. That the Commission reserves the jurisdiction and authority to enter such further Orders in this matter as may be deemed necessary or proper.

BY ORDER OF THE COMMISSION:

/s/ Arnetta McRae
Chair

/s/ Joann T. Conaway
Commissioner

/s/ Jaymes B. Lester
Commissioner

/s/ Dallas Winslow
Commissioner

/s/ Jeffrey J. Clark
Commissioner

ATTEST:

/s/ Alisa Carrow Bentley
Secretary