

From Theresa Kaplan  
To Export to DMM  
CC

Theresa R. Kaplan  
NYS Public Service Commission  
Central Operations  
3 Empire State Plaza  
Albany, NY 12223-1350  
(518)-486-2600

Theresa\_Kaplan@dps.state.ny.us

----- Forwarded by Theresa Kaplan/Exec/NYSDPS on 05/11/2010 02:35 PM -----

<b>Secretary</b> Sent by: Shana Goettinger 05/11/2010 02:15 PM	To Theresa Kaplan/Exec/NYSDPS@NYSDPS Subject Re: case number, 10-C-0215
--	---

<b>Annee Borthwick &lt;anneetroy@gmail.com&gt;</b> 05/11/2010 12:53 PM	To secretary@dps.state.ny.usc Subject case number, 10-C-0215
--	--

~~If automatic delivery to phone books stop: please make calling (the mechanized) directory assistance FREE to customers. **Make it free from residential and business phones as you can not tell if it is a business or a residential need for the phone number.**~~

**I use the telephone company white pages 4 or 5 times a week. I use it**

- TO AVOID PAYING for directory assistance
- to figure out someone's first name
- to see the variations in the spelling of a last name
- to check for a business when I only know the owner's name
- to decide on a zip code because I already know someone's location in that area
- to find out where they live or which John Smith is the one most likely to be the person I want
- to show a foreign student about variations in last names
- to help a pregnant immigrant decide on possible first names
- to find a phone number at night, in bad weather, when sick or tired
- to have in the house should my computer or internet goes out.
- TO AVOID having to go to the library to look up THE PHONE NUMBER as well as all of the above

It is important that white pages are delivered to everyone when they get their first telephone. If they never see a regional white pages telephone book, ~~how will they know how useful it might be to them?~~

Regional Directories (NOT Telephone) used to be available at many businesses and can still be accessed at Libraries and Historical Societies. You learned a lot about the neighborhood and the city through them.

New Yorkers will lose a lot of utility when we forget the existence of white page residential telephone directories.

**What I really hate is the 3 or 4 companies that leave one to five yellow pages on my urban front steps. Even though I have asked to have them stop this. it continues. AND THEY LITTER MANY OTHER ENTRANCES and cost too much in trash disposal.**

response to Times Union article:

Denn said the PSC would move as quickly as possible on Verizon's request, after collecting comments from the public.

Consumers and other interested parties may submit comments to the PSC by phone at (800) 342-3377, or by e-mail to [secretary@dps.state.ny.us](mailto:secretary@dps.state.ny.us). Those commenting should include the case number, 10-C-0215.