



ADMINISTRATIVE RULES OF MONTANA



38.5.3336 DIRECTORIES

- (1) An incumbent local exchange carrier must provide its customers telephone directories at regular intervals (not to exceed 18 months) , listing all customers' names, addresses, and telephone numbers, except public telephones, addresses, and telephone service not published at the customer's request.
- (2) Each local exchange carrier must list its customers (except those customers requesting otherwise) with the directory assistance operators within three business days of service connection. If directory assistance (DA) is provided by another company, the local exchange carrier must submit the DA listing updates to the DA provider within three business days and the DA provider must update its listings within the following three business days.
- (3) Upon issuance, a copy of each directory shall be distributed free to all customers served by that directory. Free copies shall also be made available to any public library in the state requesting a directory.
- (4) Information pertaining to emergency calls, such as for the police and fire departments, must be conspicuously printed on the inside front cover of the directory.
- (5) The directory must contain instructions on placing local and long distance calls, calls to repair and directory assistance services, and locations and telephone numbers of exchange carrier business offices within the appropriate service area.
- (6) Incumbent local exchange carriers shall make available at a reasonable charge space in the front part of the directory for other carriers' information and rates.
- (7) Each directory must contain, in the instructional section, the commission's address and telephone number and an explanation of the customer's right to bring complaints and inquiries to the commission.
- (8) Except when the number listed in error is in use by another customer or is assigned to a different carrier, if there is an error in the directory listing for a customer, the local exchange carrier must intercept all calls to the listed number at no charge, for six months or until a new directory is published, whichever occurs first. Alternatively, the local exchange carrier may forward all calls to the listed number to the correct number. If there is an error or omission in the name listing of a customer, the correct name and telephone number must be placed in the files of the directory assistance and/or intercept operators and the correct number furnished the calling party upon request or interception. Competitive local exchange carriers are exempt from this requirement if technically unable to comply with it.

- (9) When additions or changes in plant or changes to any other local exchange carrier operations necessitate changing telephone numbers to a group of customers, reasonable notice must be given to all affected customers.

Authorizing statute(s): 69-3-103, MCA

Implementing statute(s): 69-3-102, 69-3-201, MCA

History: NEW, 1989 MAR p. 1515, Eff. 9/29/89; AMD, 2006 MAR p. 2967, Eff. 12/8/06.