Verizon Requests to Stop Automatic Delivery of Printed Residential White Pages for Two Years in Florida

TAMPA, Fla., /PRNewswire/ -- The Florida Public Service Commission has issued its final order granting Verizon's request to provide customers with an online, electronic version of the Verizon White Pages directory as the primary means to access residential telephone directory information.

In September, the commission passed a temporary order granting a two-year waiver period. The final order, issued on Oct. 25, formalizes that decision and follows similar moves in New York, New Jersey and Delaware. Beginning in January, most Verizon directories delivered in Florida will not include residential white pages listings. At that time, customers can request a free printed or CD-ROM directory of residential listings be sent by mail by calling 1-800-888-8448.

Print directories -- containing business and government white pages, information pages and the yellow pages -- will continue to be delivered. All white pages listings are accessible at www.verizon.com/whitepages, and the residential print and CD-ROM versions will be available free, upon request.

To improve efficiency and reduce the environmental impacts associated with printed directories, Verizon in June presented a proposal to the Florida PSC to waive the existing requirement to deliver residential white pages.

The company noted that significant resources are expended annually to print and automatically distribute directories to customers who may not want or use them. Residential white pages usage has decreased considerably due to the Internet and mobile search. Gallup estimates the usage for residential white page directories had dropped to about 11 percent in 2008. In addition, the discontinuation of the residential white pages directories is expected to keep approximately 1,130 tons of paper out of the Florida waste stream.

Reducing the use of paper is a significant part of Verizon's comprehensive sustainability efforts. Last year alone, Verizon and its customers saved over 573 million pages of paper by switching to paperless billing. Verizon's aggressive energy reduction and recycling measures reduced the company's CO_2 emissions by more than 793 million pounds in 2009, which is approximately the amount of CO_2 emitted by 46,700 homes in a year.

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