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Rory M. Christian, Chief Executive Officer

Contact:

James Denn | James.Denn@dps.ny.gov | (518) 474-7080

<http://www.dps.ny.gov>

<http://twitter.com/NYSDPS>

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PSC Approves Requests From 4 Small Telephone Companies to Stop Distributing Directories to All Customers

**Germantown, Newport, Dunkirk and Fredonia, and Cassadaga Telephone Companies to
Discontinue Printed Directories**

Companies Will Distribute Printed Books for Free of Charge Upon Request

ALBANY — The New York State Public Service Commission (Commission) today granted Germantown Telephone Company, Newport Telephone Company, Cassadaga Telephone Corporation, and Dunkirk and Fredonia Telephone Company permission to stop printing and delivering phone books to all of its customers. The companies serve approximately 5,500 customers in Chautauqua, Columbia, Herkimer, Hamilton and Oneida counties.

“Ending distribution of old-fashioned telephone books makes perfect economic and environmental sense,” **said Commission Chair Rory M. Christian.** “Customers today flip through the internet for phone numbers; they no longer bother to page through a phone book.”

Today’s orders authorize the companies to supply free on-line digital format directories and to print directories for customers who request them without charge. The companies must notify each customer and post information on their websites instructing customers on how they can access the online directory and/or obtain a printed directory.

Discontinuing the blanket distribution of paper directories will cause no hardship to customers because consumers can now use no-cost online competitive listing providers to look up telephone numbers and other information provided in traditional regulated print directories, and printed directories will still be made available to customers upon request and without charge.

In addition, printed directories have become less useful over time due to the massive shift of consumers from traditional wireline to internet and wireless services. By eliminating the telephone books from just these four small companies more than two tons of paper per year will be removed from local waste streams.

Up until today’s orders the companies had been required to produce and distribute phone books that included business listings, along with yellow pages, government offices and consumer guide pages. The Commission has granted similar requests from other telephone companies over the years to

discontinue blanket distribution of their directories. There are 22 small telephone companies still providing telephone directories to all customers on a general basis.

Documents regarding these proceedings may be obtained by accessing the search function of the Commission's Web site at www.dps.ny.gov, under 'Commission Files' and then 'File Search' and entering Case Numbers 23-C-0245 [Germantown Telephone] 23-C-0149 [Newport Telephone], 23-C-0252 [Dunkirk and Fredonia Telephone; Cassadaga Telephone] in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.