



# NEWS

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## **FEDERAL COMMUNICATIONS COMMISSION TAKES STEPS TO MAKE DIRECTORY ASSISTANCE SERVICE MORE COMPETITIVE**

### *Measures Should Improve Accuracy of Directory Assistance Information*

Washington, D.C. – The Federal Communications Commission (FCC) has adopted a Report and Order to increase competition in the provisioning of directory assistance information – an important element in a competitive telecommunications market. Specifically, the Commission ruled that local exchange carriers (LECs) must provide qualified competing directory assistance providers with nondiscriminatory access to the LECs' local directory assistance databases, and must do so at nondiscriminatory and reasonable rates. Increased competition in the directory assistance market should result in lower prices and better service quality for consumers, including more accurate directory assistance information.

Essential to a competitor's ability to provide directory assistance is access to accurate local directory assistance databases. Because incumbent LECs derive their local directory assistance databases through their telephone service order processes, they continue to maintain control over the vast majority of local directory listings that are necessary for the competitive directory assistance market. Without nondiscriminatory access to the incumbents' directory assistance databases, competing directory assistance providers have had difficulties in offering a competitive directory assistance product.

### **Telephone Directories on the Internet**

In the Order, the Commission also resolved certain issues relating to telephone directory publishing, including extending rights to subscriber list information at nondiscriminatory and reasonable rates to publishers of telephone directories on the Internet. The Commission also concluded that publishers of telephone directories on the Internet should not be restricted in the manner in which they display or allow customers to access the data.

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CC-Docket No. 99-273

Action by the Commission January 19, 2001 by Report and Order (FCC 01-27).  
Chairman Kennard and Commissioners Ness, Furchtgott-Roth, Powell and Tristani.

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