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Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Provision of Directory Listing Information under the Telecommunications Act of 1934, As Amended, CC Docket No. 99-273

Dear Ms. Dortch:

Today, Toni Acton and Mike Yoest of SBC, Judy Mewbourne of BellSouth, Joan O'Donnell of Qwest and Leslie Owsley and the undersigned of Verizon met with Anna Gomez, Claudia Fox and Jim Ball of the International Bureau to review the companies position of record in the above proceeding. The attached handout was used as a discussion piece in the meeting. Please let me know if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann D. Berkowitz".

cc: James Ball
Kimberly Cook
Claudia Fox
Anna Gomez

Retail Directory Assistance Meeting

March 4, 2005

The U.S. Directory Assistance Market is Competitive

- The Commission has already determined that provision of directory assistance is competitive.
- Consumers have numerous options for locating numbers.
 - Phone books
 - Competitive DA providers (alternate dialing providers such as Infone)
 - Multiple wireline carriers (ILEC, CLEC, IXC)
 - Internet-based searchable directories
 - Wireless DA
 - VOIP services

U.S. Directory Assistance is High Quality and Reasonably Priced

- 90% of all calls placed to DA in the U.S. result in fulfilling customer requests.
- Database accuracy is between 94.3% and 96.7% (Source: The Paisley Group, FCC ex parte, Feb. 21, 2003)
- Average price for a wireline local DA residence call is about \$.50 when call allowances are included.
- Many providers are now offering service packages which include unlimited DA.

Consumer Impact

- No consumer demand for change.
- Ever increasing innovations in functionality and options available to consumers.
- 411 presubscription would be costly.
 - Estimated cost to implement presubscription industry-wide is \$800 million to \$1.2 billion.
- 411 elimination would be extremely disruptive for consumers.
 - Would require one more decision from consumers, 80% of whom use DA infrequently or not at all.
 - Shutting down 411 would similarly frustrate infrequent users, who would have to learn a new number and process.
- Only one company demanding change.

Conclusion

- Imposing new and disruptive regulations on DA runs counter to Commission policy.
- DA is competitive – imposing onerous regulations would be taking a giant step backwards.
- There has been no outcry of demand from consumers, or the numerous alternative providers – this is a one company issue.
- Docket should be terminated without changing or adopting any new rules.