

From: Jeanette H
Sent: Wednesday, November 14, 2012 9:40 PM
To: UTC DL Records Center
Subject: RE: Docket UT- 120451 - White Pages

November 14, 2012

Washington Utilities and Transportation Commission
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Re: UT-120451, White Pages Directory Rulemaking

This email is submitted as a comment on the draft rule, proposed on October 31, which allows LECs to choose whether to public directories electronically or in hard copy.

The proposed rule would be improved if subsections 2 (a) and (b) both referred to delivery of hard copy printed directories to customers who request them. This would be an "Opt In" program that would best serve Washington residents, the vast majority of whom do not want to receive these directories (studies show only 11-30% of people use the white pages).

Thank you for the opportunity to comment.

Jeanette Henderson