



S T A T E O F M A R Y L A N D

DEPARTMENT OF INFORMATION TECHNOLOGY

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**DATE:** December 29, 2008

**TO:** Telecommunications Coordinator (TC1),  
Telecommunications Alternate (TC2), Directory Coordinator (DC)

**FROM:** Department of Information Technology

**SUBJECT: 2009 SCHEDULE OF CLOSING DATES FOR STATE GOVERNMENT BLUE PAGES, WHITE BUSINESS PAGES AND DIRECTORY ASSISTANCE (411) IN VERIZON TELEPHONE DIRECTORIES**

The following is the schedule of closing dates for the **Year 2009** for listing changes to be included in the State government blue pages, directory assistance, and the business white pages of Verizon directories. All changes must be submitted on the attached form with your correct Billing Telephone Number and Account Number ending in (Y), found on the top right hand corner of your Verizon telephone bill. The form should be e-mailed directly to the Verizon Directory Support Center at [wv.dsc@verizon.com](mailto:wv.dsc@verizon.com). If you wish to mail in your request, the address is Verizon, Directory Support Center, 1500 MacCorkle Avenue, Room 116, Charleston, WV 25314. If for some reason a fax would be required, their fax number is 1-304-344-7090. If the Verizon Directory Support Center does not receive any changes from you by the closing date listed below, and your agency has a current listing; the listing will remain the same in the directory. Also, attached is a copy of the "Guidelines for Maryland State Government/Verizon Listings" and the "Billing Issues Correction Procedure".

It is important that you review the listings for your agency in each County directory to ensure accuracy and correctness in appearance. The Verizon Directory Support Center will need the exact listing for each Agency as well as sub-listing, etc. that are to be included in each listing. This will require each Telecommunications Coordinator/Telecommunications Alternate or Directory Coordinator to submit their listings to the Verizon Directory Support Center by the closing date listed below.

**2009 SCHEDULE OF CLOSING DATES**  
FOR BLUE PAGES, WHITE BUSINESS PAGES AND DIRECTORY ASSISTANCE  
IN VERIZON TELEPHONE DIRECTORIES

**DIRECTORY CLOSING DATE**

Greater Baltimore Metro Area (4 Directories) (BMW).....	1/7/2009
Allegany (ALW).....	1/14/2009
District of Columbia (2 Directories) (DCW).....	1/23/2009
Northern Virginia (4 directories) (VAW).....	2/27/2009
Somerset, Worcester & Wicomico (LSW).....	3/17/2009
Garrett (GRW).....	4/10/2009
Annapolis – Calvert (APW).....	4/15/2009
Dorchester, Kent, Queen Anne, Talbot, Caroline (UEW) (Upper Eastern Shore – 3 directories).....	6/9/2009
Westminster (WSW).....	6/15/2009
Laurel (LRW).....	9/15/2009
Harford-Cecil (NEW).....	9/22/2009
Frederick (FRW).....	10/9/2009
Maryland Suburban – Montgomery/Prince George’s (MSW).....	10/15/2009
Charles – St. Mary’s (LPW).....	10/16/2009
Washington (WCW).....	10/23/2009
Martinsburg, WVA (MTW).....	12/11/2009

**If you have questions concerning filling out the form, you may call 410-767-4200 or e-mail [verizonlisting@doit.state.md.us](mailto:verizonlisting@doit.state.md.us) and identify that you have questions regarding the form.**

## GUIDELINES FOR MARYLAND STATE GOVERNMENT/VERIZON LISTINGS

1. The Department of Information Technology functions as the liaison between Verizon, Inc. and all State agencies for the State government blue, business white and directory assistance listings. Listings will not be updated until the Verizon Directory Support Center receives the Directory Support Center White Page Listing Request Form.
2. All listings should be updated as soon as changes occur. If a telephone number or address changes at any time during the year, please notify the Verizon Directory Support Center immediately by filling out the attached form and e-mailing it to them at [wv.dsc@verizon.com](mailto:wv.dsc@verizon.com). Verizon does not “automatically” change listings when there are cutovers, changes, new numbers, etc. This is the only method to update listings. The Verizon Directory Support Center can note the changes within 24/48 hours in Verizon Directory Assistance (411). This change will then be automatically printed in the next issue of the directory. If you are unsure as to where your listings are located or how they are listed, please call the Verizon business office at 1-888-375-1919 and someone will be able to assist you.

NOTE: The Verizon Directory Assistance database is comprised of listings that appear in the blue and white pages.

3. Agency listings may include frequently called numbers, as well as general information, toll free and TTY numbers. If your agency does not have a general information number, it is suggested that you develop one or use a frequently called number.

NOTE: All State Agencies must have a toll free general information number effective October 1, 1997 (House Bill 641).

4. All listings should be developed with the public in mind. Do not use internal office names when the public refers to the office or agency by some other name.

Cross reference listings are encouraged whenever an agency or office name changes and the new name must be used or the public refers to the office by the old name. For example: Department of Personnel-see Budget & Management, Dept. of Office of Personnel Services and Benefits (formerly Office of Human Resources).

5. Names of offices or agencies, which are similar in name, should also be considered when developing your listings. For example:

Office of the Attorney General  
Attorney General's Office  
State Attorney General's Office

Callers asking Directory Assistance for the “Attorney General” are frequently given the wrong number. Directory Assistance is not responsible for knowing which number the caller intends to call - they only have an alphabetical listing. Also, Directory Assistance Centers are usually not located in the geographic area or State where calls are originating from and these operators are not familiar with the local governments or businesses. Please keep this in mind when determining your listings.

6. Listing Charges: \$2.05 per listing, per month, per directory. If you decide to place a standard listing in all directories for the State of Maryland, you will only be charged for 17 directory charges due to overlapping geographic areas, even though there are over 30 different directories in Maryland.

For example: There are five directories for the Greater Baltimore Metropolitan Area. When you request a listing for a Baltimore directory, it then appears in all five directories, but you are only charged for one listing.

7. Service Charge: A \$24.75 service charge may occur in special circumstances depending on the billing account or type of service.
8. Directory Assistance: For any Directory Assistance problems, it is imperative that you determine which company is giving out the number incorrectly. Most people assume it is Verizon. However, for any business or residential line, when you dial the area code + 555 + XXXX, you are going through your selected long distance carriers’ directory assistance. If you have a Verizon 411 problem that can’t be resolved, please call 410-767-4200 or e-mail [verizonlisting@doit.state.md.us](mailto:verizonlisting@doit.state.md.us) and someone will help you.
9. Verizon Directory Listing Billing Questions: Contact a Verizon Representative at 1-888-375-1919 and someone will assist you. You may also fax your request to 1-877-405-1575. If you are being billed for listings that are not yours, please refer to the “Billing Issues Correction Procedure” attached to this document.

**THIS INFORMATION IS FOR STATE GOVERNMENT ENTITIES ONLY.**

**IF YOU HAVE A CONCERN WITH YOUR LOCAL, COUNTY, FEDERAL, RESIDENTIAL OR BUSINESS TELEPHONE LISTING, PLEASE CONSULT THE PHONE NUMBER ON YOUR VERIZON INVOICE.**

**INSTRUCTIONS FOR COMPLETING THE VERIZON DIRECTORY SUPPORT CENTER FORM FOR BLUE PAGES AND WHITE PAGES**

1. Verizon Directory where listing is to appear: Please make sure you list every Verizon Directory where you want your listing to appear. Ex: BMW for Greater Baltimore, GRW for Garrett County or note on the form that your listing is to appear in all Maryland Directories. Follow this same process for each State. Ex: DC, Northern VA, WVA. If you are listing in several Verizon Directories, please make sure to submit a separate form for each Directory. If you do not know what directories your agency is listed in, please contact the Verizon business office at 1-888-375-1919 and provide them with the telephone number(s) in question. They will send you via e-mail a show book appearance of your listing(s).
2. Billing Account Number/Billing Telephone Number: Include your 15-digit billing account number (ending in Y) along with your area code and seven-digit billing telephone number. This information is located on the top right hand corner of your Verizon bill.
3. Contact Name and Telephone Number: Person submitting the change, addition, etc. and contact telephone number must be authorized via DoIT's Agency Contact Database (ACD) as a Telecommunications Coordinator (TC1), a Telecommunications Alternate (TC2) or a Directory Coordinator (DC) to submit changes. For more information regarding the ACD, please contact Maria Perez via e-mail at [mperez@doit.state.md.us](mailto:mperez@doit.state.md.us).
4. Blue Pages and White Business Pages: Indicate if the listing is to appear in the State Government Blue pages, White Business pages or Directory Assistance by placing an "X" in the appropriate place. 411/Directory Assistance will automatically update your information within 24/48 hours, once your request has been completed by the Verizon Directory Support Center.
5. Insert/Remove columns: If additional space is needed and you are submitting a complete change for your Agency's listing, please indicate that an attachment is provided.

## Directory Support Center White Page Listing Request

Date Form Sent \_\_\_\_\_ Directory \_\_\_\_\_ Dir Close Date \_\_\_\_\_  
Billing Account Number \_\_\_\_\_ Billing Telephone No. \_\_\_\_\_  
Contact Name \_\_\_\_\_ Tel No. \_\_\_\_\_  
Fax Number \_\_\_\_\_ Confirmation Requested \_\_\_ By fax \_\_\_ By phone \_\_\_  
Blue Pages \_\_\_\_\_ White Pages \_\_\_\_\_ Directory Assistance \_\_\_\_\_

All telephone numbers must include area codes. Additions/Changes to caption listings requires placement information.

INSERT	REMOVE

Fax Numbers:  
FBA – 304/344-7090 or 304/344-7091

Remarks \_\_\_\_\_  
\_\_\_\_\_

Date Orders Completed \_\_\_\_\_ Issued by \_\_\_\_\_ Tel No \_\_\_\_\_

## **BILLING ISSUES CORRECTION PROCEDURE**

If you become aware of a telephone number on your Verizon bill that doesn't belong to your agency, the following steps must be taken by **each State agency** to correct Directory Listing charges.

- The first step is to find out what agency the number is associated with. You can call the number in question or you can call the Verizon business office at 1-888-375-1919 and ask to speak to a representative. State the number(s) in question and they will be able to tell you what agency is being billed for the number, the directory(s) in which it is listed and how it is listed in either the State Government Blue Pages or Business White Pages.
- Once this information is obtained, you need to contact either the Telecommunications Coordinator (TC1), Telecommunications Alternate (TC2) or Directory Coordinator (DC) of the agency in question. Inquire as to whether they still want to publish the listing(s) and if so, what account number they want Verizon to bill. Please call 410-767-4200 or e-mail [verizonlisting@doit.state.md.us](mailto:verizonlisting@doit.state.md.us) if you are having difficulty finding the appropriate person to contact.
- Finally, fill out the Directory Support Center White Page Listing Request form (attached) with all of the pertinent information. A separate form must be submitted for each Verizon Directory. Place your account number with (remove) next to it as well as the other agency's account number with (insert) adjacent to it in the space marked Billing Account Number and Billing Telephone Number. Include your name and telephone number under the contact information. Specify whether the listing is found in the State Government Blue Pages or the Business White Pages. Insert the listing as it is shown in the Verizon Directory(s) in both the Insert column and the Remove column. The listing will remain the same in the directory but the charges will be transferred from the incorrect account to the correct one going forward once the changes have been completed by the Verizon Directory Support Center.
- E-mail your completed form to the Verizon Directory Support Center at [wv.dsc@verizon.com](mailto:wv.dsc@verizon.com) and the agency who will be billed. If Verizon has any questions regarding your form, they will contact you directly. If you should need assistance in filling out the form, please call 410-767-4200 or e-mail [verizonlisting@doit.state.md.us](mailto:verizonlisting@doit.state.md.us).