

## **GUIDELINES AND PROCEDURES FOR INTEGRATED TELEPHONE DIRECTORY PRINTING**

### **1. Introduction**

- 1.1 This document provides the guidelines and procedures governing the printing of integrated telephone directories (ITD) for wired-line Facilities Based Operators (FBOs). These guidelines do not cover the commercial arrangements related to the publishing and distribution of the ITD between the Parties.
- 1.2 All Direct Exchange Lines (DEL) listings from various FBOs shall be compiled and integrated to form the ITD.
- 1.3 SingTel ("Coordinator") shall coordinate the ITD service and has appointed SingTel Yellow Pages (Coordinator's Publisher) as the independent contractor to undertake the compilation, printing and distribution the ITD on behalf of the wired-line FBOs.
- 1.4 The ITD will contain the name, address and the telephone number of each DEL customer (except ex-directory or unlisted numbers) whose information is forwarded to the Coordinator's Publisher by all the wired-line FBOs.
- 1.5 The ITD comprises:
  - (a) The English and/or Chinese language editions of the Singapore Phone Book Residential Listing; and
  - (b) The English and/or Chinese language editions of the Singapore Phone Book Business Listing

Both are also individually and collectively known as "White Pages".

- 1.6 The ITD could be in the following forms or any combination of the following forms:
  - (a) printed version, or
  - (b) electronic version e.g. CD-ROM

The Coordinator's Publisher will decide which form or combination the ITD will be in.

### **2. Responsibilities of Wired-line FBO**

- 2.1 The FBO shall be responsible to provide daily updates on its directory information directly to the Coordinator's Publisher in the prescribed format, medium and timeframe as specified by the Coordinator's Publisher.
- 2.2 The FBO shall ensure that its directory information provided to the Coordinator's Publisher is accurate, complete and up-to-date. The FBO shall bear the sole

responsibility for the identification of errors and the correction of errors in its directory information.

- 2.3 The FBO shall provide to the Co-ordinator's Publisher with all its directory information including additions, alterations, corrections or deletions and furnish such other relevant information that it becomes aware of.
- 2.4 The FBO shall verify and confirm the accuracy of the directory information before the printing of the ITD.
- 2.5 The FBO shall provide the translated copy of the Chinese/Malay text, if applicable.
- 2.6 Nine months prior to the Closing Date, FBO shall submit its forecast on the quantities of copies of the ITD and Collection Advice Slips required for their existing and new subscribers (including their own in-house requirements) to the Coordinator's Publisher.
- 2.7 The FBO shall render all possible assistance and co-operation to the Co-ordinator's Publisher to ensure the timely publication of the ITD in accordance to the Co-ordinator's Publisher's timeframe.

### **3. Responsibilities of the Coordinator for ITD**

- 3.1 The Coordinator (via the Coordinator's Publisher) shall be responsible to update the integrated directory information for the compilation, production and distribution of the ITD (White Pages only).
- 3.2 The Coordinator (via the Coordinator's Publisher) shall ensure that the confidentiality and integrity of the FBO directory information is maintained. The FBO shall submit the directory information directly to the Co-ordinator's Publisher.
- 3.3 The Coordinator (via the Coordinator's Publisher) shall be responsible for the design of the ITD (the White Pages' cover page and the back page) and the planning of the layout, appearance, colour scheme and graphics used.
- 3.4 The Coordinator (via the Coordinator's Publisher) shall be responsible for designing the Collection Advice Slip.
- 3.5 The Coordinator (via the Coordinator's Publisher) shall be responsible for the printing of the ITD for distribution to the subscribers in Singapore on a date or date(s) to be decided by the Coordinator's Publisher in its sole discretion as follows:
  - (a) appointing printer to print the ITD;
  - (b) transporting of the ITD to the Collection Sites;
  - (c) distributing ITD during the Collection Period;
  - (d) disposing of ITD after the collection period; and
  - (e) setting up a hotline to deal with ITD enquiries.

#### **4 Printing of ITD**

- 4.1 Each DEL telephone number (except ex-directory or unlisted numbers) will be printed in the following format:

Name, Address and Telephone Number

- 4.2 The names will be listed in alphabetical order based on the printing and classification convention adopted by the Coordinator's Publisher.
- 4.3 The Closing Date for ITD update shall be 10<sup>th</sup> March of each calendar year.
- 4.4 The ITD is targeted for distribution to subscribers in July, or such later date as notified by the Coordinator's Publisher.

#### **5. Collection Of ITD**

- 5.1 The Coordinator's Publisher shall print and provide the FBOs with the required number of blank copies of the Collection Advice Slips.
- 5.2 The FBO shall insert the customer names and the actual number of ITD entitled onto the Collection Advice Slip.
- 5.3 The FBO shall mail out the Collection Advice Slips to their customers according to the schedule for distribution drawn out by the Coordinator's Publisher.
- 5.4 The FBO's subscribers shall produce the Collection Advice Slips at the Collection Centres during the Collection Period to collect their ITDs.

#### **6. Timeline**

- 6.1 The timeline based on 2002 White Pages printing is given in Appendix 1.

#### **7. Clarifications & Queries**

- 7.1 Clarifications and queries on these guidelines and procedures may be forwarded to the ITD Coordinator as follows:

Singapore Telecommunications Limited  
Director (Network Interconnect and Integration)  
Fax: 6848 4112

## Appendix 1

Timetable for Printing and Distribution of ITD for 2002 (tentative)

Month	Feb 02				Mar 02				Apr 02				May 02				Jun 02				Jul 02				Aug 02							
Week	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4				
<b>Processes</b>																																
Daily submission of Directory Info	-	-	-	-	-	-	-	-																								
Compilation and Printing of ITD																																
Collection Advice Slip (Blanks)																30																
mail out to Res																				5												
mail out to Bus																				17												
ITD Collection Dates																																
Phase I																				17								1				
Phase II																												2 - 15				
Phase III																															16 - 22	

\*Note: Forecast of Quantities of ITD and Collection Advice Slips to be provided by FBO by August of the preceding year.