



## FREQUENTLY ASKED QUESTIONS

### Yellow Pages™ Directory Delivery

*(Scroll down for Residential Directory FAQ)*

**1. How can I receive more copies or be removed from Yellow Pages Group's distribution list?**

To receive more copies or to be removed from Yellow Pages Group's distribution list, you must complete the online form at [www.ypg.com/delivery](http://www.ypg.com/delivery) and specify which directories you wish or no longer wish to receive.

If you don't have Internet access or prefer to complete the process by phone, please contact 1-800-268-5637.

This delivery customization pertains solely to residences and does not apply to businesses.

**2. How long do I have to wait before my registration takes effect?**

Requests received at least 30 days prior to the delivery period in your community will be processed in time for the following directory delivery. Orders placed within less than 30 days of the delivery period will only be valid for the following year.

**3. Is my registration permanent?**

No. Your registration is valid for two directory deliveries. After that time, you must inform us that you would like to continue to opt-out by completing the same form at [www.ypg.com/delivery](http://www.ypg.com/delivery) or calling 1-800-268-5637.

**4. Will I receive a confirmation?**

Yes. Once you register online, you will receive an e-mail confirmation. For those who register by phone, a distribution representative will confirm it verbally. Please note that it will be your responsibility to register again to be taken off the distribution list after two directory deliveries.

**5. Will Yellow Pages Group send me a notice when the registration period expires?**

It will be your responsibility to register again to receive more directories or to be removed from the distribution list after two directory deliveries.

**6. If I receive a book after having asked to be removed from the distribution list, what can I do?**

Requests received at least 30 days prior to the delivery period will be processed in time for the following directory delivery. Orders placed within less than 30 days of the initial delivery date will only be valid for the following year.

If you have respected the above condition and received a directory, please contact the Yellow Pages Group Distribution Call Center at 1-800-268-5637.

**7. What if I change my mind? Can I register to be added to the distribution list?**

Yes. To be added to the distribution list or to change your directory order, simply visit [www.ypg.com/delivery](http://www.ypg.com/delivery) and fill out the online form with the directories you wish to receive or not.

**8. Can I register a friend or family member to be removed from the distribution list?**

No. You may only register your own residential address to be removed from the distribution list.

**9. If I have more than one phone line, do I need to register each phone line separately or can I register once for all my phone lines?**

You only need to register once for all your phone lines since the distribution list is based on addresses. Once you register your address to be removed from our distribution list, you will no longer receive the directories you requested indicated for the next two deliveries.

**10. If I move, do I need to register my new address to be removed from the distribution list?**

Yes. Given that the distribution list is based on addresses, you must register again.

**11. How can I be removed from the distribution lists of other directory publishers?**

Each directory publisher has its own distribution list and system. For the time being, it is your responsibility to contact each publisher in your community.

**12. Why can't telephone companies remove my name from Yellow Pages Group's distribution list?**

Yellow Pages Group is the official directory publisher for a number of telephone companies, but it operates independently and with its own distribution list. Therefore, you must contact Yellow Pages Group directly.

**13. Do I have to give my personal information? How do you use it?**

We require your name and address to ensure that people who do not wish to receive a printed directory do not have one delivered to them. We also request an email address in order to validate the request. Your personal information will not be shared or used for any other purpose. Consult our [privacy statement](#) for more information.

## FREQUENTLY ASKED QUESTIONS

### Request a Residential Directory

*(Scroll up for Yellow Pages Directory FAQ)*

#### **1. How do I request a Residential Directory?**

Residential directories, devoted to finding a person, are updated once a year and distributed by request only in Toronto, Montreal, Vancouver, Calgary, Edmonton, Ottawa-Gatineau and Quebec City. To request your copy, please complete the online form at [www.ypg.com/delivery](http://www.ypg.com/delivery) or call 1-800-268-5637.

#### **2. How do I know if I need to request my residential directory?**

Residential directories are available by request only for residents of Toronto, Montreal, Vancouver, Calgary, Edmonton, Ottawa-Gatineau and Quebec City. Most other residential listings are included in your Yellow Pages directory, used to find a business.

If you have questions or are still unsure, call Yellow Pages Group Distribution Services at 1-800-268-5637.

#### **3. Is my registration permanent?**

No. Your registration is valid for two directory deliveries. After that time, you must inform us that you would like to continue to receive your residential directory by completing the same form at [www.ypg.com/delivery](http://www.ypg.com/delivery) or calling 1-800-268-5637.

#### **4. Will I receive a confirmation?**

Yes. Once you register online, you will receive an e-mail confirmation. For those who register by phone, a distribution representative will confirm it verbally. Please note that it will be your responsibility to register again to receive a residential directory after two deliveries.

#### **5. Will Yellow Pages Group send me a notice when the registration period expires?**

It will be your responsibility to register again to receive more directories.

#### **6. If I don't receive a directory after requesting one, what can I do?**

If you have not received your directory within 5 to 10 business days, please contact the Yellow Pages Group Distribution Call Centre at 1-800-268-5637.

**7. What if I change my mind? Can I request to no longer receive my residential directory?**

Yes. To change your directory order, simply visit [www.ypg.com/delivery](http://www.ypg.com/delivery) and fill out the online form with the directories you wish to receive or not or call 1-800-268-5637.

**8. Can I register a friend or family member to receive a residential directory?**

No. You may only register your own residential address to receive a residential directory.

**9. If I move, do I need to register my new address to receive my residential directory?**

Yes. Given that the distribution list is based on addresses, you must register again.

**10. Do I have to give my personal information? How do you use it?**

We require your name and address to ensure that people who wish to receive a printed directory have one delivered to them. We also request an email address in order to validate the request. Your personal information will not be shared or used for any other purpose. Consult our [privacy statement](#) for more information.