

FREQUENTLY ASKED QUESTIONS

Yellow Pages™ Directory Delivery

1. How can I opt-out from receiving my copy of the Yellow Pages™ directory?

To opt-out from Yellow Pages Group's distribution list, you must visit www.ypg.com/delivery, select "Opt-out of receiving your Yellow Pages™ directory" and complete the online form.

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

Our opt-out program is applicable to household orders only.

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 **five years**. 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 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. After five years, you will receive an email with the option to renew your opt-out registration for an additional period of time.

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

Yes, you will receive an email to either confirm or discontinue your opt-out registration after five years.

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 and fill out the online form.

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 five 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 and for opt-out renewal purposes. Your personal information will not be shared or used for any other purpose. Consult our [privacy statement](#) for more information.