

Mid South

Alabama, Mississippi, North Carolina, Tennessee

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Nashville PFLAG continues fight with BellSouth over directory listing

NASHVILLE, Tenn.—Your fingers may get awfully tired if you send them walking through BellSouth's "Real Yellow Pages" looking for a business listing under the heading "Gay and Lesbian." While the phone company has budged a bit in a nearly three-year battle with Wayne Rosing, co-chair of Nashville PFLAG, it still refuses to create a gay-specific heading for its "Real Yellow Pages." BellSouth recently decided to create a "gay" heading in its July 2001 edition, but only include a cross-reference that directs readers to other categories. PFLAG will be listed in its community services directory. Rosing said he'll continue his discussions with the company. "We should be right there between gauges and gazebos," he said. In 1997, Rosing wanted BellSouth to list PFLAG in both the white and yellow pages, but the company balked at inclusion in the "Real Yellow Pages." BellSouth, which serves nine Southern states including Alabama, Georgia, Louisiana, Mississippi and Tennessee, told PFLAG it did not offer a "gay" heading and would not establish headings that refer to diseases, ailments or cater to a specific agency, group or organization. "It's been a nightmare, a comedy of errors and disappointment to say the least," Rosing said.



Wayne Rosing, co-chair of Nashville's PFLAG, said BellSouth isn't going far enough in listing the group in its 'Real Yellow Pages.

Lynn Bress, a BellSouth spokesperson, said that Rosing has not received the best customer service, but insists that his request was handled in the same manner as all others. "I agree the process has taken way too long and he should have never had to go through that," Bress said. "But I take exception to the fact that Dr. Rosing feels his request was handled differently because PFLAG is a group that works with gays and lesbians."

—Chris Vickery

INFO

BellSouth

Lynn Bress, spokesperson
404-982-7309
www.bellsouthcorp.com

PFLAG Nashville

Wayne Rosing
P.O. Box 2105
Antioch, TN 37011-2105
call: 615-366-0888
wrosing@home.com
pflagnashville.ourfamily.com