

FILED
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COURT CLERK'S OFFICE - OKC
CORPORATION COMMISSION
OF OKLAHOMA

BEFORE THE CORPORATION COMMISSION OF THE STATE OF OKLAHOMA

IN THE MATTER OF A PERMANENT)
RULEMAKING OF THE OKLAHOMA)
CORPORATION COMMISSION AMENDING)
OAC 165:56. RESELLERS OF INTEREXCHANGE)
TELECOMMUNICATIONS SERVICES)

CAUSE NO. RM 201800016

PUBLIC UTILITY DIVISION'S PROPOSED RULES

TITLE 165. CORPORATION COMMISSION
CHAPTER 56. RESELLERS OF INTEREXCHANGE TELECOMMUNICATIONS
SERVICES
SUBCHAPTER 7. RECORD REQUIREMENTS
PART 7. RECORD REQUIREMENTS

165:56-7-4. Records to be provided to the Commission

(a) **Annual report.** Not later than May-April 1 of the year following the reporting year, each reseller shall provide to the Director of the Public Utility Division an annual report, in the format developed by the Director of the Public Utility Division and approved by the Commission after notice and hearing. The Oklahoma annual report will contain only Oklahoma operations.

(b) **Other information.** Each reseller shall promptly furnish such other information as the Commission Staff may request, unless otherwise ordered by the Commission.

(c) **Contact names.** Each reseller shall notify, in writing, the Director of the Public Utility Division and the Director of the Consumer Services Division within thirty (30) days of a change in the company-designated contacts for Public Utility Division and Consumer Services Division issues.

(1) The update shall include the name(s), address(es) and/or telephone number(s) of the designated individual(s).

(2) The contact name(s) provided pursuant to this subsection shall be the individual(s) primarily responsible for:

(A) Providing customer service;

(B) Repair and maintenance;

(C) Answering complaints;

(D) Authorizing and/or furnishing refunds to customers; ~~and;~~

(E) ~~Tariff issues;~~

(F) Billing inquiries;

(G) Regulatory matters;

(H) Oklahoma Universal Service Fund (and Monthly Payout, Fee Assessment, Requests for Funding, if different);

(I) PUD Fee Assessment (and Fee Assessment Payments, if different);

(J) Primary emergency;

(K) Afterhours emergency;

(L) Annual reporting;

(M) Attorney for regulatory matters; and

(N) Community Liaison.

(d) **Other information.** Each reseller shall promptly furnish such other information as PUD or the Commission may request, unless otherwise ordered by the Commission.