

**BEFORE THE CORPORATION COMMISSION OF THE STATE OF OKLAHOMA**

REGISTRY OFFICE - OKC  
CORPORATION COMMISSION  
OF OKLAHOMA

IN THE MATTER OF A PERMANENT )  
RULEMAKING OF THE OKLAHOMA )  
CORPORATION COMMISSION AMENDING )  
**OAC 165:57. OPERATOR SERVICE )**  
**PROVIDERS TELECOMMUNICATIONS )**  
**SERVICES )**

**CAUSE NO. RM 201800017**

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**PUBLIC UTILITY DIVISION'S PROPOSED RULES**

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**TITLE 165. CORPORATION COMMISSION**  
**CHAPTER 57. OPERATOR SERVICE PROVIDERS TELECOMMUNICATIONS**  
**SERVICES**

**SUBCHAPTER 5. CERTIFICATES, REPORTS, AND RECORDS**

**PART 3. GENERAL REQUIREMENTS FOR RECORDS AND REPORTS**

**165:57-5-23. Records to be provided to the Commission**

(a) **Annual report of operations.** Not later than ~~May~~April 1 of the year following the reporting year each OSP shall provide to the Director of the Public Utility Division an annual report in a format approved by the Director of the Public Utility Division. In addition, OSPs shall file a copy of any annual reporting form required by the FCC. The Oklahoma annual report will contain only Oklahoma operations.

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

(c) **Contact names.** Each OSP 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 OSP shall promptly furnish such other information as PUD or the Commission may request, unless otherwise ordered by the Commission.