

BEFORE THE CORPORATION COMMISSION OF THE STATE OF OKLAHOMA

IN THE MATTER OF A PERMANENT)
RULEMAKING OF THE OKLAHOMA)
CORPORATION COMMISSION) **CAUSE NO. RM 201800018**
AMENDING OAC 165:58.)
FACILITATION AND PROVISIONING)
OF PAYPHONE SERVICE)

PUBLIC UTILITY DIVISION'S PROPOSED RULES

**TITLE 165. CORPORATION COMMISSION
CHAPTER 58. FACILITATION AND PROVISIONING OF PAYPHONE SERVICE**

**SUBCHAPTER 3. CERTIFICATES, REPORTS, AND RECORDS
PART 5. GENERAL REQUIREMENTS FOR RECORDS AND REPORTS**

165:58-3-22. Records to be provided to the Commission

(a) **Annual report of operations.** Each Not later than April 1 of the year following the reporting year, each payphone service provider shall provide to the Director of the Public Utility Division an annual report in the format provided by the Director of the Public Utility Division.

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

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