

R13-04 REQUIRED NOTICE

(a) The following information must be posted at each PSP instrument other than those located in the detention areas of local, state, or federal confinement facilities:

- (1) The appropriate emergency number (911, operator or other).
- (2) Clear operating instructions and procedures for handling repair, refunds, and billing disputes.
- (3) The current telephone number of the PSP access line and the local address.
- (4) The name and address of the PSP. The name and address shown on the instrument must be the same as those shown on the COCOT or PSP certificate.
- (5) The charge for a local sent-paid coin call, including notice of any time limits that are imposed on the call.
- (6) The charge, if any, for directory assistance calls, unless such notice is given by voice message when the end user attempts to place such a call.
- (7) The name of the carrier to which 0+, 00-, and 00+ calls will be routed. In the event that a PSP changes the carrier to which 0+, 00-, or 00+ calls will be routed, the name of the new carrier must be posted within 30 days.
- (8) Whether international calling capability is blocked from the PSP instrument, unless such specific notice is given by voice message when the end user attempts to place such a call.
- (9) Clear operating instructions and the charges for any enhanced services offered by the PSP from the PSP instrument.

(b) The following information must be posted at each PSP instrument located in the detention areas of local, state, or federal confinement facilities. The information must be printed sufficiently large and posted close enough to the telephone to be easily readable from the telephone.

- (1) Notice that only collect calls are allowed and that all other calls are prohibited unless, in accordance with R13-6(d) the telephone is arranged to permit 1+ toll and seven-digit local dialing. In that case, the notice shall state the types of calls that are permitted and that all other calls are prohibited.
- (2) Clear operating instructions and procedures for reporting equipment or service problems.
- (3) The current telephone number of the PSP instrument unless the instrument is arranged or programmed to allow outward-only calling.
- (4) The name of the PSP. The name shown at the instrument must be the same as the name shown on the COCOT or PSP certificate.
- (5) The cost of a local collect call.

(NCUC Docket No. P-100, Sub 84, 3/28/86; 11/17/87; 2/8/88; 2/11/88; 10/11/88; 6/14/89; 6/16/89; 8/31/89; 1/12/90; 3/29/90; 8/13/92; 1/27/93; 8/9/95; 7/2/96; NCUC Docket No. P-100, Sub 84a, 10/7/97.)