

R13-07 AUTOMATED COLLECT CAPABILITY

PSP instruments may be arranged or programmed to provide automated collect calling and the PSP may bill called parties who agree to pay for calls, provided:

- (a) The PSP has secured the authority to furnish such service as specified by Rule R13-3(c);
- (b) The PSP instrument is arranged or programmed to require a positive response from the called party indicating willingness to pay for the call before completing the call, and to terminate the call without charge in the absence of a positive response;
- (c) Except in the case of a call originated from a confinement facility, if the recipient of an automated collect call does not act to either accept or reject the call, the call must be terminated and a call must be initiated to an operator of a certified carrier, or instructions must be provided on how to complete the call using an operator of a certified carrier. In the case of a call originated from a confinement facility, the call must be terminated;
- (d) The PSP must use a local or certified interexchange carrier to transmit all communications involved in the call;
- (e) The PSP shall block or arrange for blocking of automated collect calls to 900, 976, 950, 700, 10xxx and 101xxxx codes;
- (f) The billing authority granted by this rule may be exercised only in connection with automated collect calls;
- (g) Authorization to employ automated collect capability must not be taken to allow restriction of the end user's ability to make other types of calls, such as customer-dialed credit card or sent paid coin caller (see Rules R13-5(i) and (j)); and
- (h) The PSP shall be considered the operator service provider for all automated collect calls, and automated collect service provided by PSPs shall be subject to all of the operator service provider disclosure requirements set forth in Rule R13-5(u).

(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; NCUC Docket No. P-100, Sub 84a, 10/7/97; NCUC Docket No. P-100, Sub 72b, 01/02/04.)