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[Title 47, Volume 3, Parts 40 to 69]
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TELECOMMUNICATION
CHAPTER I--FEDERAL COMMUNICATIONS COMMISSION--(CONTINUED)
PART 64--MISCELLANEOUS RULES RELATING TO COMMON CARRIERS--Table of Contents
Subpart G--Furnishing of Enhanced Services and Customer-Premises
Equipment by Bell Operating Companies; Telephone Operator Services

Sec. 64.703 Consumer information.

(a) Each provider of operator services shall:

- (1) Identify itself, audibly and distinctly, to the consumer at the beginning of each telephone call and before the consumer incurs any charge for the call;
- (2) Permit the consumer to terminate the telephone call at no charge before the call is connected;
- (3) Disclose immediately to the consumer, upon request and at no charge to the consumer--
 - (i) A quotation of its rates or charges for the call;
 - (ii) The methods by which such rates or charges will be collected; and
 - (iii) The methods by which complaints concerning such rates, charges, or collection practices will be resolved; and
- (4) Disclose, audibly and distinctly to the consumer, at no charge and before connecting any interstate, domestic, interexchange non-access code operator service call, how to obtain the total cost of the call, including any aggregator surcharge, or the maximum possible total cost of the call, including any aggregator surcharge, before providing further oral advice to the consumer on how to proceed to make the call. The oral disclosure required in this subsection shall instruct consumers that they may obtain applicable rate and surcharge quotations either, at the option of the provider of operator services, by dialing no more

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than two digits or by remaining on the line.

(b) Each aggregator shall post on or near the telephone instrument, in plain view of consumers:

- (1) The name, address, and toll-free telephone number of the provider of operator services;
- (2) Except for CMRS aggregators, a written disclosure that the rates for all operator-assisted calls are available on request, and that consumers have a right to obtain access to the interstate common carrier of their choice and may contact their preferred interstate common carriers for information on accessing that carrier's service using that telephone;

(3) In the case of a pay telephone, the local coin rate for the pay telephone location; and

(4) The name and address of the Enforcement Division of the Common Carrier Bureau of the Commission (FCC, Enforcement Division, CCB, Mail Stop 1600A2, Washington, DC 20554), to which the consumer may direct complaints regarding operator services.

(c) Updating of postings. The posting required by this section shall be updated as soon as practicable following any change of the carrier presubscribed to provide interstate service at an aggregator location, but no later than 30 days following such change. This requirement may be satisfied by applying to a payphone a temporary sticker displaying the required posting information, provided that any such temporary sticker shall be replaced with permanent signage during the next regularly scheduled maintenance visit.

(d) Effect of state law or regulation. The requirements of paragraph (b) of this section shall not apply to an aggregator in any case in which State law or State regulation requires the aggregator to take actions that are substantially the same as those required in paragraph (b) of this section.

(e) Each provider of operator services shall ensure, by contract or tariff, that each aggregator for which such provider is the presubscribed provider of operator services is in compliance with the requirements of paragraph (b) of this section.

[56 FR 18523, Apr. 23, 1991, as amended at 61 FR 14981, Apr. 4, 1996; 61 FR 52323, Oct. 7, 1996; 63 FR 11617, Mar. 10, 1998; 63 FR 43041, Aug. 11, 1998; 64 FR 47119, Aug. 30, 1999]

Effective Date Note: At 64 FR 47119, Aug. 30, 1999, Sec. 64.703 was amended by revising paragraph (c). This paragraph contains information collection and recordkeeping requirements and will not become effective until approval has been given by the Office of Management and Budget.