

CHAPTER 22  
RATES CHARGED AND SERVICE SUPPLIED BY TELEPHONE UTILITIES

[Prior to 10/8/86, Commerce Commission[250]]

**199—22.1(476) General information.**

**22.1(1) Application and purpose of rules.** The rules shall apply to any telephone utility operating within the state of Iowa subject to Iowa Code chapter 476, and shall supersede all conflicting rules of any telephone utility which were in force and effect prior to the adoption of their superseding rules. Unless otherwise indicated “telephone utility” or “utility” shall mean both local exchange utility and interexchange utility. These rules shall be construed in a manner consistent with their intent:

*a.* To allow fair competition in the public interest while assuring the availability of safe and adequate communications service to the public.

*b.* To provide uniform, reasonable standards for communications service provided by telephone utilities.

*c.* To assure that the rates and charges of rate-regulated telephone utilities for communications service, and regulated services rendered in connection therewith, will be reasonable and just.

*d.* To assure that no telephone utility shall unreasonably discriminate among different customers or service categories or on the basis of source or ownership of terminal equipment or existing or new inside station wiring.

**22.1(2) Waiver and modification.** If unreasonable hardship to a utility or to a customer or user results from the application of any rule herein prescribed, application may be made to the board for the modification of the rule or for temporary or permanent exemption from its requirements.

The adoption of these rules shall in no way preclude the board from altering or amending them, pursuant to statute, or from making such modifications with respect to their application as may be found necessary to meet exceptional conditions.

**22.1(3) Definitions.** For the administration and interpretation of these rules, the following words and terms shall have the meaning indicated below:

“*Active account*” refers to a customer who is currently receiving telephone service, or one whose service has been temporarily disconnected (vacation, nonpayment, storm damage, etc.).

“*Adjacent exchange service*” is local telephone service, including extended area service, provided to a customer via direct facility connection to an exchange contiguous to the exchange in which the customer is located.

“*Ancillary service or equipment*” means any regulated communication service or equipment not included in the definition of transmission service.

“*Average busy-season, busy-hour traffic*” means the average traffic volume for the busy-season, busy-hours.

“*Base rate area*” means the developed portion or portions within each exchange service area as set forth in the telephone utility’s tariffs, maps or descriptions.

“*Basic local service*” means the level of service at which a residential customer has exchange service or, if available, extended area service, and not the ability to access the toll network.

“*Board*” means the Iowa utilities board.

“*Business service*” means the service furnished to customers where the use is substantially of a business, professional, institutional, or occupational nature, rather than a social and domestic nature.

“*Busy-hour*” means the two consecutive half hours during which the greatest volume of traffic is handled in the office.

“*Busy-season*” means that period of the year during which the greatest volume of traffic is handled in the office.

“*Calls*” means telephone messages attempted by customers or users.

“*Central office*” means a unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building.

“*Central office access line*” means a circuit extending from the central office equipment to the demarcation point.

“*Channel*” means an electrical path suitable for the transmission of communications.

“*Charges*” shall mean nonrecurring amounts billed to customers for regulated services and equipment.

“*Check of service*” or “*service check*” means an examination, test or other method utilized to determine the condition of customer-provided terminal equipment and existing or new inside station wiring.

“*Class of service*” means the various categories of service generally available to customers, such as business or residence.

“*Customer*” means any person, firm, association, corporation, agency of the federal, state or local government, or legal entity responsible by law for payment for communication service from the telephone utility.

“*Customer provision*” means customer purchase or lease of terminal equipment or new inside station wiring from the telephone company or from any other supplier.

“*Delinquent or delinquency*” means an account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

“*Demarcation point*” means the point of connection provided and maintained by the telephone utility to which existing or new inside station wiring becomes dedicated to an individual building or facility. For an individual dwelling, this point of connection will generally be immediately adjacent to, or within 12 inches of, the protector or the dwelling side of the protector. The drop and block, including the protector, will continue to be provided by and remain the property of the telephone utility. In the instance where a physical protector does not exist at the point of cable entrance into the building or facility, the demarcation point is defined as the entrance point of the cable into the building or facility.

“*Disconnect*” means the disabling of circuitry preventing both outgoing and incoming communications.

“*Due date*” means the last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

“*Exchange*” means a unit established by a telephone utility for the administration of communication services.

“*Exchange service*” means communication service furnished by means of exchange plant and facilities.

“*Exchange service area*” or “*exchange area*” means the general area in which the telephone utility holds itself out to furnish exchange telephone service.

“*Existing inside station wiring*” means wiring located on premises beyond the demarcation point which is in existence prior to the transition date, including telephone utility cable within or between two or more buildings on the same premises.

“*Extended area service*” means telephone service, furnished at flat rates, between end user customers located within an exchange area and all of the end user customers of an additional exchange area. Extended area service is only for calls both originating and terminating within the defined extended area.

“*Flat rate service*” means service furnished at a fixed monthly or periodic charge.

“*Foreign exchange service*” means exchange service furnished a customer from an exchange other than the exchange regularly serving the area in which the customer is located.

*“Former account”* refers to a customer whose service has been permanently disconnected, and the final bill either has been paid or has been written off to the reserve for uncollectible accounts.

*“Fully allocated cost study”* means a study performed in accordance with 22.13(3).

*“Fully distributed cost study”* means a study performed in accordance with 22.13(2).

*“Grade of service”* means the number of parties served on a telephone line such as one-party, two-party, four-party, etc.

*“Held order for primary service”* means an application for establishment of primary service to a local exchange utility using its existing facilities to provide service not filled within five business days of the customer-requested date, or within 15 business days of the customer-requested date, where no facilities are available. During the period a local exchange utility provides equivalent alternative service, the customer’s order for primary service shall not be considered a held order.

*“Held order for secondary service”* means an application for establishment of secondary service to a local exchange utility using its facilities to provide service not filled within 30 business days or the customer-requested date, whichever is later.

*“Inactive account”* refers to a customer whose service has been permanently disconnected and whose account has not been settled either by payment or refund.

*“Interexchange service”* is the provision of intrastate telecommunications services and facilities between local exchanges, and does not include EAS.

*“Interexchange utility”* means a utility, a resale carrier or other entity that provides intrastate telecommunications services and facilities between exchanges within Iowa, without regard to how such traffic is carried. A local exchange utility that provides exchange service may also be considered an interexchange utility.

*“InterLATA toll service”* means toll service that originates and terminates between local access transport areas.

*“IntraLATA toll service”* means toll service that originates and terminates within the same local access transport area.

*“Intrastate access services”* are services of telephone utilities which provide the capability to deliver intrastate telecommunications services which originate from end-users to interexchange utilities and the capability to deliver intrastate telecommunications services from interexchange utilities to end-users.

*“Local exchange utility”* means a telephone utility that provides local service under tariff filed with the board. The utility may also provide other services and facilities such as access services.

*“Local service”* means telephone service furnished between customers or users located within an exchange area.

*“Message”* means a completed telephone call by a customer or user.

*“Message rate service”* means service for which the customer charges are based on message units depending in part upon the number of originated local or extended area service messages.

*“Multiparty service”* means service provided to more than one customer on a single circuit to the central office.

*“New inside station wiring”* means wiring, in whole or in part, installed on premises beyond the demarcation point by a telephone utility or other supplier on and after transition date.

*“Official company station equipment”* means telephone sets, subscriber carriers, teletypewriters, radio equipment, facsimile equipment, key systems, PBXs and other terminal equipment installed by the telephone utility and used exclusively by the telephone utility for the transacting of company business.

*“Other supplier”* means the customer or any entity other than the telephone utility providing, repairing, or maintaining terminal equipment or new inside station wiring or repairing or maintaining existing inside station wiring.

*“Outside plant”* means the telephone equipment and facilities installed on, along, or under streets, alleys, highways, and private rights-of-way between customer locations, central offices or the central office and customer location.

“*Percentage of fill*” means the ratio of circuits and equipment in use to the total available multiplied by 100.

“*Premises*” means the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right-of-way, or a natural barrier.

“*Primary service*” means the initial access to the public switched network.

“*Protector*” means a utility-owned electrical device located in the central office, at a customer’s premises or anywhere along any telephone facilities which protects both the telephone utility’s and the customer’s property and facilities from over-voltage and over-current by shunting such excessive voltage and currents to ground.

“*Rate zone*” means an area other than base rate area within an exchange service area where service generally is furnished at uniform rates without mileage charges.

“*Rates*” shall mean recurring amounts billed to customers for regulated services and equipment.

“*Rural service*” means service in an exchange area outside of a base rate area or generally outside a special rate area.

“*Secondary service*” means services or facilities not classified as primary service.

“*Special rate area*” means an area within an exchange where service generally is furnished at uniform rates. Usually this comprises a developed area outside of the base rate area which is also known as a “locality rate area” and separated by some distance from the base rate area.

“*Suspend*” means temporary disconnection or impairment of service which shall disable either outgoing or incoming communications, or both.

“*Switching service*” means switching performed for service lines.

“*Tariff*” means the entire body of regulated rates, tolls, rentals, charges, classifications, rules, procedures, policies, etc., adopted and filed with the board by a telephone utility in fulfilling its role of furnishing communications service.

“*Telephone station*” means the telephone instrument connected to the network.

“*Telephone utility*” or “*utility*” means any person, partnership, business association, or corporation, domestic or foreign, owning or operating any facilities for furnishing communications service to the public for compensation.

“*Terminal equipment*” means all telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wirings, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

“*Timely payment*” is a payment on a customer’s account made on or before the due date shown: (1) On a current bill for rates and charges, or (2) by an agreement between the customer and a utility for a series of partial payments to settle a delinquent account.

“*Toll connecting trunks*” means a general classification of trunks carrying toll traffic and ordinarily extending between a local office and a toll office.

“*Toll message*” means a message made between different exchange areas for which a charge is made, excluding message rate service charges.

“*Toll rate*” means the tariff charge prescribed for toll messages, usually based upon the duration of the message, the distance between the exchanges, the day and time of the message and the degree of operator assistance.

“*Toll station*” means a telephone connected to a toll line or directly to a toll board.

“*Toll station service*” means telephone service rendered from a toll station.

“*Traffic*” means telephone call volume, based on number and duration of calls.

“*Traffic grade of service*” means the decimal fraction representing the probability of a call being blocked by an all-trunks-busy condition during the average busy-season, busy-hour.

“*Transition date*” means any date selected by a utility as the effective date for implementation of its tariff, subject to board acceptance, which provides the utility will not be responsible for providing, repairing, and maintaining new inside station wiring or new telephone utility cable within or between two or more buildings on the same premises and repairing and maintaining existing inside station wiring or existing utility cable within or between two or more buildings on the same premises as regulated functions.

“*Transmission service*” means the common carrier provision of exchange access, switching, exchange transmission, intraexchange transmission, and interexchange transmission, including private line service.

“*Trouble report*” means any call or written statement from a customer or user of telephone service relating to a physical defect or to difficulty or dissatisfaction with the operation of telephone facilities.

“*Wide area service*” means service beyond the local or extended area provided at a flat monthly rate or on a basis differing from customary message toll rates.

**22.1(4) Abbreviations.**

AMA—Automatic Message Accounting

ANC—All Number Calling

ANI—Automatic Number Identification

AOS—Alternative Operator Services

CAMA—Centralized Automatic Message Accounting

CATV—Community Antenna Television

CB—Common Battery

CDO—Community Dial Office

COE—Central Office Equipment

DDD—Direct Distance Dialing

D-TPL—Dial-Terminal Per Line

D-TPS—Dial-Terminal Per Station

EAS—Extended Area Service

ESS—Electronic Switching System

FAC—Fully Allocated Cost

FDC—Fully Distributed Cost

IMTS—Improved Mobile Telephone Service

INWATS—Inward Wide Area Telephone Service

MG—Magneto

MMM—Message Minute Miles

NFPA—National Fire Protection Association

PABX—Private Automatic Branch Exchange

PBX—Private Branch Exchange

SLU—Subscriber Line Usage

TSP—Traffic Service Position

TSPS—Traffic Service Position System

TWX—Teletypewriter Exchange Service

WATS—Outward Wide Area Telephone Service

**22.1(5) Basic utility obligations.** Each telephone utility shall provide telephone service to the public in its service area in accordance with its rules and tariffs on file with the board. Such service shall normally meet or exceed the standards set forth in these rules governing “Rates Charged and Service Supplied By Telephone Utilities.”

**22.1(6) *Interutility services.*** If a telephone utility chooses to provide regulated services to its end-users through another rate-regulated telephone utility, rather than providing the services itself, the rates, terms, and conditions of the interutility agreement to provide the regulated service shall be prescribed in board-approved tariffs. Examples of such services include, but are not limited to, directory assistance, operator services, and equal access.

**199—22.2(476) Records and reports.**

**22.2(1) *Evaluation of records.*** Each telephone utility has the obligation to continually study and evaluate its records and reports to ensure that any irregularities in service that may cause customer or user dissatisfaction or complaint are corrected expeditiously and that all phases of construction, equipment maintenance or operation are satisfactory.

**22.2(2) *Location and retention of records.*** Unless otherwise specified in this chapter, all records required by these rules shall be kept and preserved in accordance with the applicable provisions of Chapter 18 of the board's rules, Utility Records.

Where a telephone utility is operated in conjunction with any other enterprise, suitable records shall be maintained so that the results of the telephone operation may be determined upon reasonable notice and request by the board.

**22.2(3) *Tariffs to be filed with the board.*** The utility shall file its tariff with the board, and shall maintain such tariff filing in a current status. A copy of the same tariff shall also be on file in all business offices of the telephone utility and shall be available for inspection by the public.

The schedules of rates of rate-regulated utilities and rules of all utilities shall be filed with the board and shall be classified, designated, arranged and submitted so as to conform to the requirements of current tariff or rate schedule circulars and special instructions which have been or may from time to time be issued by the board. Provisions of the schedules shall be definite and so stated as to minimize ambiguity or the possibility of misinterpretation. The form, identification and content of tariffs shall be in accordance with these rules unless otherwise provided in rule 22.14(476).

Utilities which are not subject to the rate regulation provided for by Iowa Code chapter 476, shall not be required to file schedules of rates, or contracts primarily concerned with a rate schedule, with the board but nothing contained in these rules shall be deemed to relieve any utility of the requirement of furnishing any of these same schedules or contracts which are needed by the board in the performance of the board's duties upon request to do so by the board.

**22.2(4) *Form and identification.*** All tariffs shall conform to the following rules.

*a.* The tariff shall be printed, typewritten or otherwise reproduced on 8½ x 11-inch sheets of white paper equal in durability to 20-pound bond paper with 25 percent cotton or rag content so as to result in a clear and permanent record. The sheets of the tariff should be ruled or spaced to set off a border on the left side suitable for binding. In the case of utilities subject to regulation by any federal agency the format of sheets of tariff as filed with the board may be the same format as is required by the federal agency, provided that the rules of the board as to title page; identity of superseding, replacing or revising sheets; identity of amending sheets; identity of the filing utility, issuing official, date of issue and effective date; and the words "Filed with the board" shall be applied to modify the federal agency format for the purposes of filing with this board.

b. The title page of every tariff and supplement shall show in the order named:

(1) The first page shall be the title page which shall show:

(Name of Public Utility)  
Telephone Tariff  
Filed with  
Iowa Utilities Board  
\_\_\_\_\_ (date)

(2) When a tariff is to be superseded or replaced in its entirety, the replacing tariff shall show on its title page that it is a revision of a tariff on file.

(3) When a revision or amendment is made to a filed tariff, the revision or amendment shall show on each sheet the designation of the original tariff or the number of the immediate preceding revision or amendment which it replaces. (See exhibit A)

(4) When a new part of a tariff eliminates an existing part of a tariff it shall so state and clearly identify the part eliminated. (See exhibit A)

c. Any tariff modifications as defined above shall be marked in the right-hand margin of the replacing tariff sheet with symbols as here described to indicate the place, nature and extent of the change in text.

—Symbols—

- (C)—Changed regulation
- (D)—Discontinued rate or regulation
- (I)—Increase in rate
- (N)—New rate or regulation
- (R)—Reduction in rate
- (T)—Change in text only

d. All sheets except the title page shall have, in addition to the above-stated requirements, the following further information:

(1) (Name of public utility) Telephone Tariff under which shall be set forth the words “Filed with board.” If the utility is not a corporation, and a trade name is used, the name of the individual or partners must precede the trade name.

(2) Issuing official and issue date.

(3) Effective date (to be left blank by rate-regulated utilities).

EXHIBIT A

..... Telephone Tariff  
 (Name of Company)  
 Filed with board. Part No. ....  
 ..... Sheet No. ....  
 Canceling (or revising) ..... Sheet No. ....  
 Amending ..... Sheet No. ....

EXAMPLE

Issued ..... Effective .....  
 (Date) (Date)  
 By .....

**22.2(5) Content of tariffs.**

*a.* A table of contents containing a list of exchange rate schedules and other sections in the order in which they appear showing the sheet number of the first page of each rate schedule or other section. In the event the utility filing the tariff elects to segregate a section such as general rules from the section containing the rate schedules or other sections, it may at its option prepare a separate table of contents or index for each such segregated section.

*b.* All rates of rate-regulated utilities for service defining the classes and grades of service that are available to the customers and to which each rate applies as well as the rate to be charged to the customer for directory assistance calls in excess of the limit established by the board under which no charge shall be assessed. With these rate schedules, a map shall be filed which shall clearly define the base rate boundary and any rural or special zones that are set forth in the tariff. The boundary line location on such maps shall be delineated from fixed reference points.

*c.* The period during which the billed amount may be paid before the account becomes delinquent shall be specified. Where net and gross amounts are billed, the difference between net and gross is a late payment charge and the amount shall be specified.

*d.* Forms of standard contracts required of customers for the various types of service available other than those which are defined elsewhere in the tariff.

*e.* A designation, by exchange, of the EAS to other exchanges.

*f.* The list of exchange areas and the standard rates associated therewith, where rate control is authorized by law, shall be filed in such form as to facilitate ready determination of the rates available. If the utility has mileage extension charges, the areas where mileage rates apply shall be indicated.

*g.* Definitions of classes of customers.

*h.* Extension rules, under which extensions of service will be made, indicating what portion of the extension or cost thereof will be furnished by the utility; and if the rule is based on cost, the items of cost included as required in 22.3(6).

*i.* The type of construction which the utility requires the customer to provide if in excess of the Iowa electrical safety code or the requirements of the municipality having jurisdiction, whichever may be the most stringent in any particular.

*j.* Statement of the type of special construction commonly requested by customers which the utility allows to be connected, and the terms upon which such construction will be permitted, with due provision for the avoidance of unjust discrimination as between customers who request special construction and those who do not. This applies, for example, to a case where a customer desires underground service in overhead territory.

*k.* Rules with which prospective customers must comply as a condition of receiving service.

*l.* Notice by customer required for having service discontinued.

*m.* Rules covering temporary, emergency, auxiliary and standby service.

*n.* Rules covering the type of equipment which may or may not be connected.

*o.* Rules on billing periods, bill issuance, notice of delinquency, refusal of service, service disconnection and reconnection and customer account termination for nonpayment of bill.

*p.* All nonrecurring charges and rules which determine their application.

*q.* Customer deposit rules which cover when deposits are required, how the amounts of required deposits are calculated, requests for additional deposits, interest on deposits, records maintained, issuance of receipts to customers, replacement of lost receipts, refunds and unclaimed deposit disposition.

*r.* A separate glossary of all acronyms and trade names used.

*s.* A general explanation of each service and equipment offering available from the utility.



*t.* Prior to implementation, the location of all information relating to network design, technical standards, interface specifications or changes to the telecommunications network, which would affect either intercarrier interconnection or the manner in which terminal equipment and existing or new inside station wiring is attached to the network.

*u.* Separate rates or charges for transmission services and ancillary services and equipment.

*v.* Separate rates or charges for basic local service, including the company's rate, which shall not exceed the rate applicable to local service, and provisions for alerting all existing and new residential customers of the basic local service option and informing them that this choice may be reversed once within 60 days after the initial election without a service fee, and that there is no service charge for the initial election of this service by a customer.

**22.2(6)** *Annual, periodic and other reports to be filed with the board.*

*a.* Exchange area boundary maps. The utility shall file annually a verification that it has a currently correct set of exchange area boundary maps on file with the board in accordance with 22.20(3).

*b.* The utility shall file annually a report of all important additions to the telephone plant by exchange or location, the construction or acquisition of which was completed by the utility during the preceding year and that which is planned for the current year. For the purpose of this rule an important addition to plant shall mean a single project involving the expenditure of more than \$50,000 or an amount equivalent to more than 25 percent of the total telephone plant in service, whichever is less.

*c.* Each utility shall compile a monthly record by exchange central office, and outside trouble reports and held orders. Each call or written statement received shall be considered a separate report, even though it may duplicate a previous report or merely involve an inquiry concerning progress on a previous report. This information shall be supplied on forms approved by the board. The records shall be compiled not later than 30 days after the end of the month covered and shall, upon and after compilation, be kept available for inspection by the board or its staff. A summary of the 12 monthly records shall be attached to and submitted with the utility's annual report to the board.

*d.* The utility shall keep the board informed currently by written notice as to the location at which the utility keeps the various classes of records required by these rules.

*e.* A copy of each standard type of customer bill form in current use shall be filed with the board.

*f.* The name, title, address and telephone number of the person who is authorized to receive, act upon and respond to communications from the board in connection with the following:

- (1) General management duties.
- (2) Customer relations (complaints).
- (3) Engineering operations.
- (4) Emergencies during nonoffice hours.

*g.* A copy of a new directory being distributed to customers.

*h.* A copy of any application for waiver, modification or clarification (however denominated) the utility files with the Federal Communications Commission with respect to its decision in Docket No. 20828.

*i.* Any index or list which comprehensively catalogs or cross-references tariffed offerings for internal management or sales purposes.

This rule is intended to implement Iowa Code section 476.2.

**199—22.3(476) General service requirements.** The requirements of this rule do not apply to intra-state access service.

**22.3(1) Directories.** All directories published after the effective date of these rules shall conform to the following:

*a.* Telephone directories shall be published not less than annually, except for good cause shown, listing the name, address and telephone number of all customers unless otherwise requested by the customer.

*b.* Upon issuance, a copy of each directory shall be distributed to all customers locally served by that directory.

*c.* The year of issue shall appear on the front cover and, if space permits, on the back binding. Information pertaining to emergency calls, such as for the police and fire departments, for each exchange listed in the directory shall appear conspicuously on the front side of the first page of the directory. The directory shall also show a summary of the names of listed exchanges with the name of each serving telephone utility next to the exchanges it serves.

*d.* The directory shall contain such instructions concerning placing local and long distance calls, calls to repair and information services, and location of telephone company business offices as may be appropriate to the area served by the directory. A statement shall be included that the company will verify the condition of a line if requested by a customer and whether any charge will apply. Rates for basic transmission service for residential and business customers available from the utility shall also be included.

*e.* Directory assistance or intercept operators shall maintain records of all telephone numbers (except telephone numbers not listed or published at customer request) in the area for which they are responsible for furnishing information service.

*f.* In the event of an error or omission, in the name or number listing of a customer, that customer's correct name and telephone number shall be furnished to the calling party either upon request or interception by the telephone company.

*g.* Placed under the prominent heading "Customers' Rights To Own And Provide Their Own Telephones, Other Terminal Equipment And New Inside Station Wiring," each directory shall provide the following information:

(1) A customer has the right to provide and own terminal equipment and new inside station wiring.

(2) A customer is not required to buy or lease terminal equipment from the telephone utility in order to receive service.

(3) A customer is not required to use the services of the telephone utility for the installation or repair of new inside station wiring, telephone utility cable within or between two or more buildings on the same premises, or terminal equipment. Upon request, the telephone utility will provide limited technical information for the services and facilities listed above.

(4) The charges for transmission services, connections, disconnections or service checks shall not be preferential due to the fact that telephones, or other terminal equipment or new inside station wiring are provided by the telephone utility or other suppliers.

(5) A definition of terminal equipment.

*h.* When additions or changes in plant, records or operations which will necessitate a large group of number changes are scheduled, reasonable notice shall be given to all customers so affected even though the additions or changes may be coincident with a directory issue.

*i.* For any exchange in which an extended area call can terminate, the terminating exchange telephone utility shall provide all recently compiled directory listings, except listings for nonpublished or nonlisted customers, to the utility from which the extended area call originates. The telephone utility shall provide the directory listing without charge, within 30 days of receipt of a written request for those listings.

*j.* In addition to the serving exchange directory listing required under 22.3(1)“a,” upon the customer’s request, an Iowa customer served by an out-of-state exchange shall be included in the directory list of one contiguous Iowa exchange of the customer’s choice. Any charge for such Iowa listing shall be paid by the serving exchange.

**22.3(2) *Grade of service.***

*a.* No utility shall connect more customers on any line than are contemplated under the grade of service charged the customer on such line.

*b.* All residential subscriber telephone service shall be a grade of one- or two-party service. Not more than two residential parties shall be connected to any line.

Upon completion in the meeting of this requirement, a report to that effect shall be filed with the board.

*c.* All business subscriber telephone service shall be a grade of one- or two-party service. Not more than two business parties shall be connected to any line outside the base rate area, and not more than one business party shall be connected to any line within the base rate area. It shall also be the objective of telephone companies to ultimately provide one-party service to all business customers.

**22.3(3) *Class of service.*** No utility shall serve business and residential subscribers on the same subscriber line. The one exception to this rule is where the owner or employee of a business subscribes to bridged or combination service to his own residential service in accordance with the utility’s filed tariff.

**22.3(4) *Compliance.*** All telephone utilities shall comply with board subrules 22.3(2) and 22.3(3) by January 1, 1992, except that, when investment is necessary to comply with the grade and class of service requirements of subrules 22.3(2) and 22.3(3), no utility shall be required to add more than 10 percent of its net plant-in-service per year nor shall any utility be permitted to add less than 5 percent of its net plant-in-service per year.

**22.3(5) *Pay telephone services and facilities.*** All telephone utilities shall make available to customers provisions for the interconnection of pay telephone equipment on the same basis as business service. A separate access line shall not be required for pay telephone equipment. Nonrate-regulated telephone utilities shall provide service consistent with this subrule, but the subrule shall not apply to the pricing by nonrate-regulated telephone utilities of access lines to pay telephones.

**22.3(6) *Extension plan.*** Each utility shall develop a plan, acceptable to the board, for the extensions of facilities, where they are in excess of those included in the regular rates for service and for which the customer shall be required to pay all or part of the cost. The cost required to be paid by the customer shall be the revenue received by the telephone utility for the extension of plant and shall include a grossed-up amount for the income tax effect of such revenue. The amount of tax shall be reduced by the present value of the tax benefits to be obtained by depreciating the property in determining the tax liability. This plan must be related to the investment that prudently can be made for the probable revenue. No utility shall make or refuse to make any extensions except as permitted by the approved extension plan.

**22.3(7)** Reserved.

**22.3(8)** *Traffic rules.*

*a.* Suitable practices shall be adopted by each telephone utility concerning the operating methods to be employed by operators with the objective of providing efficient and pleasing service to the customers.

*b.* Telephone operators shall be instructed to be courteous, considerate and efficient in the handling of all calls, and to comply with the provisions of the Communications Act of 1934 in maintaining the secrecy of communications.

*c.* All operator-handled calls shall be carefully supervised and disconnects made promptly.

*d.* When an operator is notified by a customer that he has reached a wrong number on a direct dialed call, the customer shall be given credit on his bill when the claim has been substantiated.

**22.3(9)** *"Directory assistance."* A telephone utility may charge a customer of a telephone exchange or service for directory assistance calls. This charge must be included in the telephone utility's tariff and approved by the board subject to the following limitations:

*a.* An application for new or changed rates, charges, schedules, or regulations filed on or after July 1, 1984, shall include in its schedule of directory assistance charges a provision that residential customers be provided a record of the date and time of each directory assistance call made from their residence.

*b.* A customer shall not be charged for the first seven directory assistance calls from a customer's station each month for the first 12 months that the tariff is in effect. After the first 12 months of directory assistance charges, the number of directory assistance calls from the customer's station for which no charge shall be assessed shall be reduced to two per month.

*c.* There shall be no charge for telephone directory assistance calls originating from hotels and motels, or hospitals.

*d.* Any customer who is visually, physically or mentally handicapped in a way that makes the customer unable to use a telephone directory shall be exempt from charges for directory assistance at both the customer's residence and place of employment. Each telephone utility shall, in its tariff filing, outline its method for certifying those persons eligible for the exemption.

*e.* Telephone directories shall be made available without charge to customers of a telephone utility and at a nominal charge for noncustomers.

**22.3(10)** *Nonworking numbers.* All nonworking numbers shall be placed upon an adequate intercept where existing equipment allows.

**22.3(11)** *Assignment of numbers.*

*a.* No telephone number shall be reassigned to a different customer within 60 days from the date of permanent disconnect.

*b.* For customers assigned a new number within the exchange, the former working number intercept shall provide the new number to a calling party for not less than 60 days or until the issuance of a new directory. No new number information shall be provided if the customer so requests.

EXCEPTION: When a change in number is required by a telephone utility due to nonpayment of yellow page advertising, the intercept is not required to volunteer the new number to callers. The new number shall be provided to callers of the directory assistance operator.

*c.* If the number assigned a customer results in wrong number calls sufficient in volume to be a nuisance, the number shall be changed at no charge.

**22.3(12) *Ordering and transferring of service.*** Telephone utilities shall permit the ordering and transferring of transmission service to be accomplished by telephone. A utility shall not volunteer prices or otherwise attempt to promote terminal equipment which is offered by an affiliated company when transmission service is ordered. A utility may not require customers to order transmission service through a company affiliated with that utility.

**22.3(13) *Basic local service.*** Telephone utilities shall make available, at such time as the board may implement rules concerning end-user toll network access charges, basic local service to all residential customers in exchanges technically capable of blocking access to the toll network on a reasonably economical basis. Telephone utilities shall not assess any access charge to the long-distance network for the provision of basic local service.

**22.3(14) *Adjacent exchange service.*** All local exchange utilities shall file tariffs which include provisions which allow customers to establish adjacent exchange service.

*a.* The tariffs shall require the customer to pay the full cost of establishing and maintaining the adjacent exchange service.

*b.* In addition, the tariffs may include all or part of the following service provisions:

(1) The subscriber shall subscribe to local exchange service in the primary exchange in addition to the adjacent exchange service.

(2) All toll messages shall be placed through the primary exchange, unless there is a service outage in that exchange.

(3) The primary exchange company shall bill for the adjacent exchange service and make appropriate settlement to the secondary exchange company, unless the primary exchange and the adjacent exchange agree to a different billing arrangement.

(4) Adjacent exchange service shall be restricted to only the residential class of service, unless a waiver is permitted by the board for a particular customer for good cause shown.

(5) Failure of the subscriber to comply with the tariff provisions related to adjacent exchange service shall make the subscriber subject to discontinuance of service after appropriate notice.

*c.* These adjacent exchange service rules shall not affect the terms under which a customer receives adjacent exchange service, if that customer was receiving adjacent exchange service prior to the effective date of these rules.

## **199—22.4(476) Customer relations.**

### **22.4(1) *Customer information.***

*a.* Each utility shall:

(1) Maintain up-to-date maps, plans, or records of its entire exchange systems, together with such other information as may be needed to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving prospective customers in its service territory. Maps shall show the physical location of central offices, all telephone lines showing size of cable, and other facilities in the utility's service territories. The maps shall include, at a minimum, service locations, any zones or corporate limits which affect tariffed rates, roads, and county boundaries, and shall show county names. These maps shall be available for board examination at a location within Iowa during regular office hours and will be provided to the board upon request. These are not the same maps as the boundary maps described in subrule 22.20(3).

(2) Whenever a residential customer or prospective residential customer requests transmission service, the local exchange utility shall ask the residential customer or prospective residential customer if the customer desires to be informed of the lowest priced service alternatives available and upon an affirmative response shall inform that customer of the lowest priced single and multiparty service alternative available at the relevant location.

(3) Prior to processing a request for new inside station wiring or new or additional terminal equipment, inform the requesting party of all of the following information: the customer's right to provide and own terminal equipment and new inside station wiring, the availability of information on new inside station wiring and the rate for transmission service and all other rates or charges that will be incurred after processing the request, both initially and on a continuing basis. The telephone utility shall also inform the party that the rate for transmission service is the same whether or not terminal equipment is provided by the customer.

(4) Notify customers affected by a change in rates or schedule classification.

(5) Post notices in a conspicuous place in each office of the utility where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the utility, as filed with the board, are available for inspection and that customers have the right to own their own terminal equipment and that this will not affect the rate for transmission service.

(6) Furnish such additional information as the customer may reasonably request.

*b.* Inquiries for information or complaints to a utility shall be resolved promptly and courteously. Employees who receive customer telephone calls and office visits shall be qualified and trained in screening and resolving complaints, to avoid a preliminary recitation of the entire complaint to employees without ability and authority to act. The employee shall provide identification to the customer which will enable the customer to reach that employee again if needed.

All local exchange telephone utilities, and other telephone utilities that do their own billing, shall notify their customers, by bill insert or notice on the bill form, of the address and telephone number where a utility representative qualified to assist in resolving the complaint can be reached. The bill insert or notice shall also include the following statement: "If (utility name) does not resolve your complaint, you may request assistance from the Utilities Division, 350 Maple Street, Des Moines, Iowa 50319, (515)281-5979."

The bill insert or notice for nonrate-regulated telephone utilities shall also include the following statement: "If (utility name) does not resolve your complaint, the service may be subject to state regulation. You may contact the Utilities Division, Department of Commerce, 350 Maple Street, Des Moines, Iowa 50319, (515)281-5979."

The bill insert or notice on the bill will be provided no less than annually. Any utility which does not use the standard form contained herein shall file its proposed form in its tariff for approval. A telephone utility which provides local exchange service and issues an annual directory shall publish the information set forth above in its directory in addition to a mailing.

**22.4(2) Customer deposits.** Each utility may require from any customer or prospective customer a deposit intended to guarantee payment of bills for service. No deposit shall be required as a condition for service other than determined by application of either credit rating or deposit calculation criteria, or both, of the filed tariff. The deposit required shall be confirmed in writing to the customer not later than the time of the next billing. The confirmation shall, in separate columns, itemize deposits for toll and regulated services and identify deposits for other services. The confirmation shall state that no deposit other than for regulated services is required to obtain basic local service. The confirmation must also reflect the limits as to low-income customers in 199—subparagraph 39.3(2)"b"(4). Toll service does not include information service not regulated by the board.

*a.* Such deposit shall not be more in amount than the maximum charge for two months local exchange service plus two months regulated toll service estimated from either past toll usage or customer estimated anticipated usage or exchange average toll usage for the same class and grade of service, or as may reasonably be required by the utility in cases involving service for short periods of time or special occasions. The deposit amounts must also reflect the limits as to low-income customers in 199—subparagraph 39.3(2)"b"(4).

*b.* Interest on customer deposits. Interest shall be paid by the rate-regulated utility to each customer required to make a deposit. On or after April 21, 1994, rate-regulated utilities shall compute interest on customer deposits at 7.5 percent per annum, compounded annually. Interest for prior periods shall be computed at the rate specified by the rule in effect for the period in question. Interest shall be paid for the period beginning with the date of deposit to the date of refund or to the date that the deposit is applied to the customer's account, or to the date the customer's bill becomes permanently delinquent. The date of refund is that date on which the refund or the notice of deposit refund is forwarded to the customer's last-known address. The date a customer's bill becomes permanently delinquent, relative to an account treated as an uncollectible account, is the most recent date the account became delinquent.

*c.* Each utility shall keep records to show:

- (1) The name and address of each depositor.
- (2) The amount and date of the deposit.
- (3) Each transaction concerning the deposit.

*d.* Each utility shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish claim if the receipt is lost.

*e.* The deposit shall be refunded after not more than 12 consecutive months of prompt payment (which may be 11 timely payments and one automatic forgiveness of late payment). The account shall be reviewed after 12 months of service and if the deposit is retained it shall again be reviewed at the end of the utility's accounting year or on the anniversary date of the account.

*f.* Unclaimed deposits. The utility shall make a reasonable effort to return each unclaimed deposit and accrued interest after the termination of the services for which the deposit was made. The utility shall maintain a record of deposit information for at least two years or until such time as the deposit, together with accrued interest, escheats to the state pursuant to Iowa Code section 556.4, at which time the record and deposit, together with accrued interest less any lawful deductions, shall be sent to the state treasurer pursuant to Iowa Code section 556.11.

*g.* Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account.

*h.* A new or additional deposit may be required to cover the amount provided in "a" above when a deposit has been refunded or is found to be inadequate by virtue of increased toll or nonpayment. Written notice shall be mailed advising the customer of any new or additional deposit requirement. The customer shall have no less than 12 days from the date of mailing to comply. The new or additional deposit shall be payable at any of the utility's business offices or local authorized agents. An appropriate receipt shall be provided. No written notice is required to be given of a deposit required as a prerequisite for commencing initial service.

If toll usage is abnormal, the tariff may provide for a new deposit or an increase in the deposit to guarantee payment of bill.

For customers with at least six consecutive months of service, abnormal usage of toll service is at least a 25 percent increase in monthly toll charges which amounts to at least \$20. To determine the increase, comparison shall be to the customer's average monthly toll during not less than the prior three months.

For customers with less than six consecutive months of service, abnormal usage of toll service is when one month's toll charges exceeds the deposit attributable to toll by at least 25 percent and this excess amounts to at least \$20.

In no instance will the utility demand a new or additional deposit in anticipation of increased toll usage. A customer who fails to comply with the deposit requirements may be disconnected under the provisions of the written notice and 22.4(5).

**22.4(3)** *Customer billing, timely payment, late payment charges, payment and collection efforts.* Each utility's tariff rules shall comply with these minimum standards.

a. Billing to customers shall be scheduled monthly. A utility with unusual circumstances may obtain authority from the board for billing at other than monthly intervals.

b. Rescinded IAB 2/6/91, effective 3/13/91.

c. The bill form or a bill insert shall provide the following information:

(1) The dates at the beginning and end of the billing period for transmission services, service charges, and other services and equipment.

(2) The last date for timely payment shall be clearly shown and shall be not less than 20 days after the bill is rendered. The bill shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If the delivery is by other than U.S. mail the bill shall be considered rendered when delivered to the last-known address of the party responsible for payment.

(3) The amount of the net charge, stated by category, for local transmission service, ancillary services and equipment, toll service, information service, sales tax and excise tax, and of any late payment charge together with the gross amount of the bill, with separate entries for total amounts current or in arrears. The utility shall comply with reasonable requests for bill detail.

(4) Each disconnection notice shall state that access to regulated service shall not be denied for failure to pay for information service charges, or for deregulated toll charges.

(5) The requirements of subparagraph (1) above shall not apply to calls billed by interexchange utilities, including AOS companies.

(6) The requirements of subparagraphs (2), (3) and (4) above shall not apply to calls billed to a commercial credit card.

d. Late payment charges by rate-regulated utilities. Where net and gross amounts are billed customers, difference between net and gross is a late payment charge and is valid only when part of a delinquent bill payment. A late payment charge shall not exceed 1.5 percent per month of the past-due amount. No collection fee may be levied in addition to this late payment charge. This does not prohibit cost-justified charges for disconnection and reconnection of service.

e. If the customer makes a partial payment in a timely manner, and does not designate the service or product for which payment is made, the payment shall first be applied to the undisputed balance for basic local service, with the remainder applied on a pro-rata basis to regulated utility services. If an amount remains, it may then be applied to deregulated and nonregulated services. The late payment charge provision should be applied to only the outstanding balance for utility services, except interstate toll and related taxes.

f. Each account shall be granted not less than one complete forgiveness of a late payment charge each calendar year. The utility's rules shall be definitive that on one monthly bill in each period of eligibility, the utility will accept the net amount of such bill as full payment for such month after expiration of the net payment period. The rules shall state how the customer is notified the eligibility has been used. Complete forgiveness prohibits any effect upon the credit rating of the customer or collection of late payment charge.

g. All residential customers shall be permitted to have a last date for timely payment changeable for cause in writing; such as, but not limited to, 15 days following the approximate date each month upon which income is received by the person responsible for payment.

h. Maximum payment required for initial network access shall comply with the total derived in accord with these rules and specified in the filed tariff.

(1) An applicant for network access, who under the tariff credit rules is required to make a deposit to guarantee payment of bills, may be required to pay the service charges and deposit prior to access. An applicant not required to make a deposit shall not be billed a service charge earlier than the first regular monthly bill.

(2) The amounts required must comply with 22.4(2), 22.4(5) and 22.4(7).



*i.* Maximum payments required by an active account or inactive account, for restoration of service of the same class and location as existed prior to disconnection, shall be the total of charges derived for reconnection and must comply with 22.4(2), 22.4(5) and 22.4(7). Only charges specified in the filed tariff shall be applied.

*j.* The utility may initiate collection efforts with the issuance of a final bill when the termination of service is at the customer's request. For all other bills no collection effort other than rendering of the bill shall be undertaken until the delinquency date.

**22.4(4) Customer complaints.**

*a.* Complaints concerning the charges, practices, facilities, or service of the utility shall be investigated promptly and thoroughly. The utility shall keep a record of such complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint, which will enable the utility to review and analyze its procedure and actions. The records maintained by the utility under this rule shall be available for inspection by the board or its staff upon request.

*b.* Each utility shall provide in its filed tariff a concise, fully informative procedure for the resolution of all customer complaints.

*c.* The utility shall take reasonable steps to ensure that customers unable to travel shall not be denied the right to be heard.

*d.* The final step in a complaint hearing and review procedure shall be a filing for board resolution of the issues.

**22.4(5) Refusal or disconnection of service.** Notice of a pending disconnection shall be rendered and transmission service refused or disconnected as set forth in the tariff.

The notice of pending disconnection required by these rules shall be a written notice setting forth the reason for the notice, and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last-known address of the person responsible for payment for the service. The final date shall be not less than five days after the notice is rendered.

One written notice, including all reasons for the notice, shall be given where more than one cause exists for refusal or disconnection of service. This notice shall include a toll-free or collect number where a utility representative qualified to provide additional information about the disconnection can be reached. The notice shall also state the final date by which the account is to be settled or other specific action taken. In determining the final date, the days of notice for the causes shall be concurrent.

Service may be refused or disconnected for any of the reasons listed below. Unless otherwise stated, the customer shall be provided notice of the pending disconnection and the rule violation which necessitates disconnection. Furthermore, unless otherwise stated, the customer shall be allowed a reasonable time in which to comply with the rule before service is disconnected. Except as provided in 22.4(5) "a," "b," "c," "d," and "e," no service shall be disconnected on the day preceding or day on which the utility's local business office or local authorized agent is closed. Service may be refused or disconnected:

*a.* Without notice in the event of a condition on the customer's premises determined by the utility to be hazardous.

*b.* Without notice in the event of customer's use in such a manner as to adversely affect the utility's equipment or the utility's service to others.

*c.* Without notice in the event of tampering with equipment furnished and owned by the utility.

*d.* Without notice in the event of unauthorized use.

*e.* For violation of or noncompliance with the utility's rules on file with the board, the requirements of municipal ordinances or law pertaining to the service.

*f.* For failure of the customer or prospective customer to furnish service equipment, permits, certificates or rights-of-way specified to be furnished in the utility's rules filed with the board as conditions for obtaining service, or for the withdrawal of that same equipment or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon the customer as conditions of obtaining service by a contract filed with and subject to the regulatory authority of the board.

*g.* For failure of the customer to permit the utility reasonable access to its equipment.

*h.* For nonpayment of bill or deposit, except as restricted by 22.4(7), provided that the utility has made a reasonable attempt to effect collection and:

(1) Has provided the customer with 5 days' prior written notice with respect to an unpaid bill and 12 days' prior written notice with respect to an unpaid deposit, as required by this rule; disconnection may take place prior to the expiration of the 5-day unpaid bill notice period if the utility determines, from verifiable data, that usage during the 5-day notice period is so abnormally high that a risk of irreparable revenue loss is created.

(2) Is prepared to reconnect the same day if disconnection is scheduled for a weekend, holiday or after 2 p.m.

(3) In the event of a dispute concerning the bill, the telephone company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint, using complaint procedures in the company's tariff, shall continue and for not less than 45 days after the rendering of the disputed bill, the service shall not be disconnected for nonpayment of the disputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the board in the event the customer files a written complaint with the board.

**22.4(6) *Medical emergency.*** Notwithstanding any other provision of these rules, a telephone utility shall postpone the disconnection of service to a residential customer for a reasonable time, not in excess of 30 days, if the customer produces verification from a physician, or a public health or social services official, which states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to the utility within five days.

**22.4(7) *Insufficient reasons for refusal, suspension or discontinuance of service.*** The following shall not constitute sufficient cause for refusal, suspension or discontinuance of service to a present or prospective customer:

*a.* Delinquency in payment for service by a previous occupant of the premises to be served.

*b.* Failure to pay for terminal equipment, new inside station wiring or other merchandise purchased from the utility.

*c.* Failure to pay for a different type or class of public utility service.

*d.* Failure to pay the bill of another customer as guarantor thereof.

*e.* Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

*f.* Failure to pay for yellow page advertising.

*g.* Use of an auxiliary directory cover.

*h.* Failure to pay for information service not regulated by the board.

*i.* Failure to pay deregulated toll charges.

**22.4(8) Temporary service.** When the utility renders temporary service to a customer, it may require that the customer bear all the cost of installing and removing the service facilities in excess of any salvage realized.

**199—22.5(476) Telephone utility service standards.**

**22.5(1) Requirement for good engineering practice.** The telephone plant of the utility shall be designed, constructed, installed, maintained and operated subject to the provisions of the Iowa electrical safety code as defined in 199 IAC Chapter 25 and in accordance with accepted good engineering practice in the communication industry to ensure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

**22.5(2) Adequacy of service.**

*a.* Each local exchange utility, interexchange utility, and alternative operator services company shall employ prudent management and engineering practices so that sufficient equipment and adequate personnel are available at all times, including average busy-hour of the busy-season.

*b.* Each local exchange utility, interexchange utility, and alternative operator services company shall conduct traffic studies, employ reasonable procedures for forecasting future service demand, and maintain records necessary to demonstrate to the board that sufficient equipment is in use and that an adequate operating force is provided.

*c.* Each utility shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up-to-date and checked periodically to determine if adjustments are necessary to maintain proper balance in all trunk and equipment groups. The records shall be available for review by the board upon request.

*d.* The criteria established in these rules define a minimal acceptable standard for the most basic elements of telecommunications service. The rules do not include all criteria and they do not establish the most desirable service level for any basic element. If a specific element is not covered, the provider must meet generally accepted industry standards for that element. Total service must also meet generally accepted industry standards.

*e.* The standards within these rules establish the minimum acceptable quality of service under normal operating conditions. They do not establish a level of performance to be achieved during the periods of emergency, catastrophe affecting large numbers of customers, nor do they apply to extraordinary or abnormal conditions of operation, such as those resulting from work stoppage, civil unrest, or other events.

**22.5(3) Central office requirements.**

*a.* Each local exchange utility shall employ appropriate procedures to determine the adequacy of central office equipment. Sufficient central office capacity and equipment shall be provided to meet the following minimum requirements during average busy-season, busy-hour:

- (1) Dial tone within three seconds for 98 percent of call attempts on the switched network.
- (2) Complete dialing of called numbers on at least 97 percent of telephone calls without encountering an all-trunks-busy condition within the central office.
- (3) At least 98 percent of all correctly dialed interoffice local calls shall not encounter an all-trunks-busy condition.
- (4) At least 98 percent of all correctly dialed calls offered to any trunk group within an EAS calling area will not encounter an all-trunks-busy condition.

*b.* Each local exchange utility shall engineer all central office equipment using sound engineering practice, consistent with the practices of the telephone industry. All new central offices shall be engineered on a terminal-per-station basis.

c. Lines shall be engineered for a line fill of no more than two residential customers per line.

d. Each central office shall be provided with alarms on a 24-hour basis to indicate improper functioning of equipment. All alarms shall be transmitted to an alarm center or to a location that will receive and respond to the alarm condition as set forth in the Utilities Emergency/Disaster Plan on a 24-hour, seven-day-a-week basis. All alarms and alarm sensors must be tested and reported internally on a regular basis, not to exceed six months.

**22.5(4) Telecommunication circuits.** All local exchange utilities shall provide full metallic, electronic, or lightwave circuits for telecommunication purposes. All circuits shall be properly constructed and maintained to ensure trouble-free service.

**22.5(5) Interexchange trunks.**

a. When trunk lines or toll circuits for communication are furnished by one or more telephone utilities between exchanges, the circuits connecting such exchanges shall be nongrounded. No customer's instruments other than toll stations shall be regularly connected to those circuits.

b. Interexchange trunks shall be provided so that at least 98 percent of telephone calls offered to the group will not encounter an all-trunks-busy condition. For toll connecting trunks, this figure shall be at least 98 percent. Unless otherwise authorized by the board, a provider of regulated toll services shall maintain sufficient switching and network channel capacity plus other necessary facilities so that 98 percent of properly dialed toll calls are correctly terminated.

c. All interexchange utilities which use both line and trunk side connections for access shall order sufficient quantities of switched access service from the local exchange utility to maintain acceptable blocking probability for each type of access. Normally, the board shall consider a .01 blocking probability to be acceptable.

**22.5(6) Loop transmission requirements.** Local exchange utilities shall furnish and maintain adequate plant, equipment, and facilities to provide satisfactory transmission of communications between users in their service areas. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross talk shall be such as not to impair communications.

**22.5(7) Minimum transmission objectives.**

a. The transmission objectives set forth are based upon the use of standard telephone stations connected to a 48-volt dial central office, and measured at a frequency of 1,000 hertz.

b. Lines shall have a loop resistance not exceeding the operating design of the associated central office equipment, unless long line adapters and amplifiers or special equipment are used.

c. All loop measurements shall be taken across tip and ring and to ground at the demarcation point excluding all inside wiring and terminal equipment.

(1) Loop current shall be acceptable above 20 mA.

(2) Circuit loss shall be measured at 1004 KHz at 0 dBm from the central office. The acceptable level shall be 0 to—8 dBm with a maintenance margin not to exceed 8.5 dB.

(3) Circuit noise shall be measured on a quiet (balanced) termination from the central office. The acceptable level shall be less than 20 dBmC, the marginal level between 20 and 30 dBmC, and unacceptable above 30 dBmC.

(4) Power influence level shall be acceptable from 0 to 80 dBmC, marginal from 80 to 90 dBmC, and unacceptable above 90 dBmC. Although the communication utility has the requirement to meet this objective, the communication and electric utilities shall cooperate in mitigating the effects of AC power induction.

d. Whenever feasible, the overall transmission loss, including terminating equipment, on inter-tandem trunks should be 6 dB for an all digital connection. Overall transmission loss, including terminating equipment on inter-tandem trunks should not exceed 9 dB for a composite digital and analog connection. This measurement shall be taken at 1004 Hz.

(1) The transmission objectives set forth are based upon measurements at the customer's network interface device with the customer premise disconnected.

(2) The transmission loss as set forth means the loss that occurs in a telecommunication connection measured in decibels (dB) at 1004 Hz exclusive of rest pads, impedance matching coils used for measuring and similar devices.

(3) A customer line shall, in general, have loop resistance not exceeding the operating design of the associated central office equipment. Amplifiers and long line adapters may be used to extend the central office design limits.

(4) A minimum line current of 20 mA DC is acceptable.

(5) The customer line (loop) shall be designed for a maximum loss of 8.0 dB at 1004 Hz to be measured from the customer demarcation to the central office one milliwatt test tone supply.

(6) The actual measured loss of the customer loop shall not exceed 9.0 dB from the customer demarcation to the central office one milliwatt test tone supply. A loss greater than 9.0 dB is unacceptable, requiring immediate action.

(7) Circuit noise is to be measured on a quiet termination from the central office. The acceptable level is not to exceed 20 dBrnC. The marginal level is between 20 dBrnC and 30 dBrnC. Any measurement exceeding 30 dBrnC is unacceptable, requiring immediate action.

**22.5(8) Joint use.** Where joint construction is mutually agreed upon, it shall be subject to the provisions of the Iowa electrical safety code and the requirement for good engineering practice found in subrule 22.5(1).

**22.5(9) Provisions for testing.** Each telephone utility shall provide or have access to test facilities which will enable it to determine the operating and transmission capabilities of circuit and switching equipment, either for routine maintenance or for fault location.

**22.5(10) Operator-assisted calls.** These operator services rules shall apply to all local exchange utilities, interexchange utilities, and alternative operator services companies which provide operator services.

*a.* All communications between customers must be considered as confidential in nature. The provider shall take reasonable action to minimize the potential access of other entities to those communications. Operators or employees of the provider must not listen to any conversation between customers except when an operating necessity. Operators shall not repeat or divulge the nature of any local or long distance conversation, nor divulge any information inadvertently overheard. Providers will be held responsible for strict compliance with this rule by their employees or other entities which perform this service for the provider.

*b.* Suitable rules and instructions shall be adopted by each provider and followed by employees or other entities employed by the provider governing the language and operating methods to be used by operators during assistance to customers. Any required call timing for regulated operator-assisted calls shall accurately record when the customer-requested connection is established and when it is terminated.

*c.* Each provider offering operator assistance to the public shall provide a service that can answer 90 percent of directory, intercept, toll, and local assistance calls within ten seconds. On the average, calls shall be answered within five seconds.

*d.* Other calls directed to the published telephone numbers for service repair or the business offices of the local exchange company or long distance providers shall be acknowledged within 20 seconds and shall be answered by an operator or other employee within an additional 40 seconds for 90 percent of all such calls.

*e.* An answer shall mean that the operator is ready to accept information necessary to process the call. An acknowledgment that the customer is waiting on the line shall not constitute an answer.

f. All operators receiving 0 - and 911 calls shall be capable of connecting calls to appropriate emergency services at all hours. All operator services providers shall have a board-approved methodology to ensure the routing of all emergency zero-minus (0 - ) calls in the fastest possible way to the proper local emergency service agency.

g. Third-party billing from identified public pay telephones and reverse charges from all telephones will be allowed:

(1) If the person or device answering responds positively that the charges will be accepted, with the provision that remaining on the line does not constitute a positive response;

(2) On reverse charges, when it is apparent the voice on the answering machine is the caller's voice; and

(3) On a third-party billing, when it is apparent the voice on the answering machine at the billing number is the caller's voice.

**22.5(11) Maintenance of plant and equipment.**

a. Each telephone utility shall adopt and pursue a program of periodic inspection, testing, and preventive maintenance aimed at achieving efficient operation of its system to permit the rendering of safe, adequate and continuous service at all times.

b. Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safe and adequate service performance. Broken, damaged or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted promptly when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical faults, such as leakage or poor insulation, noise induction, cross talk, or poor transmission characteristics shall be promptly corrected to the extent practicable within the design capability of the plant affected when located or identified.

c. In all exchanges, periodic leakage tests shall be made on all circuits by use of proper instruments to determine that sufficient insulation is being maintained and further to discover any substantial change in insulation values which might cause future service difficulties. Loop resistance and transmission tests should be made on local circuits when transmission is poor, in an endeavor to locate the source of trouble.

d. Central office batteries shall be replaced when required to maintain good telephone service.

e. Central office equipment shall be inspected and routinely tested at regular intervals, and any necessary repairs, adjustments or replacements made to ensure the proper functioning of switching equipment.

f. All regulated outside plant facilities shall be properly maintained including replacement of equipment when broken, damaged, or when necessary for good transmission.

g. Records of various tests and inspections shall be kept on file in the office of the telephone utility for a minimum of one year. These records shall show the line or regulated equipment tested or inspected, the reason for the test, the general conditions under which the test was made, the general result of the test, and any corrections made.

**22.5(12) Reserved.**

**22.5(13) Terminating access blocking.**

a. No rate-regulated or non-rate-regulated local exchange utility or interexchange utility shall block terminating access to an individual number of a current residential or business subscriber, except as allowed in subrule 22.5(13). This subrule shall apply only to Iowa intrastate telephone service.

b. If a provider of long distance services desires, because of suspected toll fraud, to block the completion of calls to an individual access number or line number, that provider shall, within 24 hours after commencing blocking, deliver to an overnight delivery service notice of the blocking addressed to the named subscriber. If no overnight delivery service is available, then the provider shall, within 24 hours after commencing blocking, deliver to a U.S. post office, for mailing by registered mail, notice of the blocking addressed to the named subscriber.

Compliance with 22.5(13)“b” shall be shown by a receipt showing the time and dates. The long distance provider performing the blocking or directing the local exchange utility to perform the blocking under the utility’s tariff offering shall be responsible for proper delivery of the notice of blocking.

c. The notice of blocking shall:

(1) Inform the subscriber of the line blocked that it has the right to receive an explanation of why the line has been blocked and a complete list of the instances where the provider suspects that its facilities have been or are being used for purposes of toll fraud;

(2) State the name and address of the utility ordering blocking to which any written request for information may be mailed;

(3) State that the subscriber, after receiving information from the named utility ordering blocking, may have the right to file a written complaint with the Iowa utilities board regarding this blocking;

(4) State the address of the Iowa utilities board;

(5) State that the suspected toll fraud may not have been committed by the subscriber and that the blocking implies no impropriety by the subscriber.

The long distance provider performing the blocking or requesting the blocking by a local exchange utility under the utility’s tariff offering shall provide complete copies of the information listed in “c”(1) above to the line subscriber within 24 hours of receipt of the written request.

d. All utilities providing regulated telecommunication services in Iowa shall designate individuals, who shall be available during all daytime working hours, to be responsible for either requesting or receiving the names and addresses of individuals whose line numbers are suspected of being used for toll fraud. Names and addresses shall be released verbally by one utility to another as soon as possible, or if the responding company insists that the request be made in writing, a written reply shall be made within 24 hours of receipt of a written request. This requirement to provide data includes all nonlisted and nonpublished numbers and customers’ address designations. All utilities exchanging data under this subrule shall specifically agree that the information shall be used only for the limited purpose of providing notice of the blocking to the subscriber and that the information shall not be released to any third parties.

e. Any utility desiring to implement blocking shall have tariffs on file indicating that its long distance service to a given number may from time to time be blocked by the utility because of suspected toll fraud. The tariff shall state that a recorded message will be announced on the identified line indicating that the line has been blocked.

**22.5(14) Information service access blocking.** Each local exchange utility shall include in its tariff on file with the board a provision giving its subscribers the option of blocking access, where facilities are available, to all 900 and 976 prefix numbers, without charge for the first block.

a. On or before April 1, 1992, each local exchange utility, by form letter and response card, postage prepaid, separate from any other mailing, shall notify all residential customers in exchanges where blocking is available of the availability of the first blocking without charge and that access to 900 and 976 prefix numbers will not be blocked unless the residential customer returns the card or otherwise informs the local exchange utility of the customer’s desire to block.

b. Each local exchange utility with exchanges where facilities to provide blocking are unavailable must file a semiannual report to the board, on or before each April 1 and October 1, identifying the exchanges.

c. On or before April 1, 1992, each local exchange utility shall notify all residential customers in exchanges where blocking is not available that blocking is not available. Within 30 days after blocking becomes available in an exchange where blocking was not available as of April 1, 1992, the local exchange company will notify the customers of that exchange, pursuant to the provisions of paragraph “a,” that blocking has become available.

*d.* All local exchange utilities must state in their telephone directories which exchanges listed in the directory offer 900 and 976 prefix access service blocking. For those exchanges where blocking is available, the directory must state the method to order access blocking and that the first blocking is without charge.

*e.* At the time of application or within one month of the date service is initiated, local exchange companies must provide or mail the appropriate notice under paragraph “*a*” or “*c*” to new residential customers.

**199—22.6(476) Standards of quality of service.** The local exchange utility using its facilities to provide primary service will measure its service connection, held order, and service interruption performance monthly according to subrules 22.6(1), 22.6(2), and 22.6(3). Records of the measurements and any summaries thereof, by individual wire centers, will be provided upon request of the board. Records of these measurements will be retained by the utility for two years.

**22.6(1) Service connection.** Each local exchange utility using its facilities to provide service shall make all reasonable efforts to maintain a five-business-day standard for primary connection service or within the customer-requested service connection date. All reasonable efforts to maintain the above standard shall be measured by the following:

*a.* Eighty-five percent of all customers provided service within five business days of the request or the customer-requested date, whichever is later. Compliance will be measured based on a three-month rolling average.

*b.* Ninety-five percent of all customers provided service within ten business days of the request or the customer-requested date, whichever is later. Compliance will be measured based on a three-month rolling average.

**22.6(2) Held orders.**

*a.* During such period of time as a local exchange utility using its facilities to provide service may not be able to supply primary telephone service to prospective customers within five business days after the date applicant desires service, the telephone utility shall keep a record, by exchanges, showing the name and address of each applicant for service, the date of application, the date that service was requested, the class and grade of service applied for, together with the reason for the inability to provide new service to the applicant.

*b.* When, because of a shortage of facilities, a utility is unable to supply primary telephone service on the date requested by applicants, first priority shall be given to furnishing those services which are essential to public health and safety. In cases of prolonged shortage or other emergency, the board may require establishment of a priority plan, subject to its approval for clearing held orders, and may request periodic reports concerning the progress being made.

*c.* When the local exchange utility using its facilities to provide service fails to provide primary local exchange service to any customer requesting service within 15 business days, it shall provide the customer with an alternative form of service until primary local exchange service can be provided. The alternative form of service provided shall be that alternative that most closely equates to the capabilities of primary local exchange service.

*d.* If an alternative form of primary service is provided, the local exchange utility is authorized to charge the customer the tariff rates (if applicable) for the alternative service, if such tariff rates are less than the tariff rate for primary local exchange service. Otherwise, the customer will be charged the tariff rate for primary local exchange service. Where an alternative form of service is impossible to provide, the facilities-based local exchange utility shall waive all usual installation charges and, once primary local exchange service is provided, shall credit the customer’s account in an amount equal to the pro-rata monthly primary local exchange charge for each day service was not provided.



*e.* The expense related to the provision of alternative primary services above shall not be included in rates.

*f.* If such expenses are incurred, a report of such expenses shall be provided to the board upon request on a quarterly basis within 60 days after the end of each quarter.

**22.6(3) Service interruption.**

*a.* Each telephone utility using its facilities to provide primary service shall make all reasonable efforts to prevent interruptions of service. When interruptions are reported or found by the utility to occur, the utility shall reestablish service with the shortest possible delay. Priority shall be given to a residential customer who states that telephone service is essential due to an existing medical emergency of the customer, a member of the customer's family, or any permanent resident of the premises where service is rendered. All reasonable efforts shall be measured by the following:

(1) Eighty-five percent of all out-of-service trouble reports cleared within 24 hours. Compliance will be measured based on a three-month rolling average.

(2) Ninety-five percent of all out-of-service trouble reports cleared within 48 hours. Compliance will be measured based on a three-month rolling average.

(3) One hundred percent of all out-of-service trouble reports cleared within 72 hours.

(4) The response time for all utilities responsible to test and attempt to correct any interexchange trunk problem, except a total outage, shall be within 24 hours after the problem is reported. If the problem is not corrected within that time, the utility responsible for doing so shall keep all other affected telephone utilities advised as to the current status on a daily basis. For a total outage, the response time shall be immediate.

*b.* Arrangements shall be made to have adequate personnel and equipment available to receive and record trouble reports and also to clear trouble of an emergency nature at all times.

*c.* Calls directed to the published telephone numbers for service repair or the business offices of the telephone utility shall be acknowledged within 20 seconds for 85 percent of all such calls and within 40 seconds for 100 percent of all such calls.

*d.* If a customer's service must be interrupted due to maintenance, the utility shall notify the affected customer, in advance, if possible. The company shall perform the work to minimize inconvenience to the customer and strive to avoid interruptions when there is conversation on the line.

*e.* Each telephone utility shall keep a written record showing all interruptions affecting service in a major portion of an exchange area for a minimum of six years. This record shall show the date, time, duration, time cleared and extent and cause of the interruption. This record shall be available to the board upon request.

*f.* Whenever a trouble report is received, a record shall be made by the company and if repeated within a 30-day period by the same customer, the case shall be referred to an individual for permanent correction.

*g.* When a customer's service is reported or is found to be out of order, it shall be restored as promptly as possible.

*h.* Each local exchange utility using its facilities to provide service shall maintain its network to reasonably minimize customer trouble reports. The rate of customer trouble reports on the company side of the demarcation point will not exceed four per 100 access lines per month per wire center.

*i.* When a subscriber's service is interrupted and remains out of service for more than 24 consecutive hours after being reported to the local exchange company or being found by the company to be out of order, whichever occurs first, the company shall make appropriate adjustments to the subscriber's account. This rule does not apply if the outage occurs as a result of:

- (1) A negligent or willful act on the part of the subscriber;
- (2) A malfunction of subscriber-owned telephone equipment;
- (3) Disasters or acts of God; or
- (4) The inability of the company to gain access to the subscriber's premises.

The adjustment, either a direct payment or a bill credit, shall be the proportionate part of the monthly charges for all services and facilities rendered inoperative during the interruption. The adjustment shall begin with the hour of the report or discovery of the interruption. Adjustments not in dispute shall be rendered within two billing periods after the billing period in which the interruption occurred.

**22.6(4) Repair—missed appointments.** When a utility makes an appointment for installation or repair within a given range of time, and misses that appointment by over an hour, the customer will receive one month's primary local service free of charge. This is applicable to each missed appointment. The expense incurred as a result of a missed appointment in providing free primary local service shall not be included in rates.

**22.6(5) Emergency operation.**

*a.* Each telephone utility shall make reasonable provisions to meet emergencies resulting from failures of power service, climate control, sudden and prolonged increases in traffic, illness of operators, or from fire, explosion, water, storm, or acts of God, and each telephone utility shall inform affected employees, at regular intervals not to exceed one year, of procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of telephone service.

*b.* All central offices shall have adequate provision for emergency power. Each central office shall contain a minimum of two hours of battery reserve. For offices without permanently installed emergency power facilities, there shall be access to a mobile power unit with enough capacity to carry the load which can be delivered on reasonably short notice and which can be readily connected.

*c.* An auxiliary power unit shall be permanently installed in all toll centers and at all exchanges exceeding 4,000 access lines.

*d.* Each local exchange utility shall maintain and make available for board inspection, its current plans for emergency operations, including the names and telephone numbers of the local exchange utility's disaster services coordinator and alternates.

**22.6(6) Business offices.**

*a.* Each local exchange utility shall have one or more business offices or customer service centers staffed to provide customer access in person or by telephone to qualified personnel, including supervisory personnel where warranted, to provide information relating to services and rates, accept and process applications for service, explain charges on customers' bills, adjust charges made in error, and, generally, to act as representatives of the local exchange utility. If one business office serves several exchanges, toll-free calling from those exchanges to that office shall be provided.

*b.* Upon the closing of any local exchange utility's public business office, the company must provide to the board, in writing, at least 30 days prior to the closing of the office the following information:

- (1) The exchange(s) and communities affected by the closing;
- (2) The date of the closing;
- (3) A listing of other methods and facility locations available for payment of subscribers' bills in the affected exchanges; and
- (4) A listing of other methods and locations available for obtaining public business office services.

**199—22.7(476) Safety.****22.7(1) Protective measures.**

a. Each utility shall exercise reasonable care to reduce the hazards to which its employees, its customers or users and the general public may be subjected.

b. The utility shall give reasonable assistance to the board in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents.

c. Each utility shall maintain a summary of all reportable accidents arising from its operations.

**22.7(2) Safety program.** Each utility shall adopt and execute a safety program, fitted to the size and type of its operations. As a minimum, the safety program should:

a. Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner.

b. Instruct employees in safe methods of performing their work.

c. Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

**199—22.8(476) Nontoll interexchange trunking service (EAS) survey procedure.****22.8(1) General information.**

a. The nontoll interexchange trunking service (EAS) survey procedures shall be followed by all telephone companies subject to the service jurisdiction of this board. The procedures in 22.8(2) and 22.8(3) shall be followed to establish EAS. The procedures in 22.8(4) and 22.8(5) shall be followed in order to discontinue EAS. There is no need to follow these procedures if there will be no rate increase associated with new EAS.

b. At all stages of this procedure the information required to be supplied to customers shall be sufficient to explain the required items to the customers, yet the information shall be in a form which is sufficiently brief not to confuse the customers or discourage the customers from completing the survey.

c. Whenever an EAS survey is conducted, the company shall mail to each customer account (primary service listing) a survey letter explaining the purpose of the survey, and a postage-paid, company-addressed return postcard on which the customer can indicate the customer's preference.

d. The company shall provide the board, for its approval, a copy of the proposed text and format of the customer letter and ballot survey card. The board may require alterations or corrections before permission is granted to proceed with the actual survey of the customers.

**22.8(2)** *Procedures and requirements for establishing EAS studies.*

*a.* The initiative for EAS shall be in the form of a request presented to the company with evidence of support indicated by a petition signed by no less than 15 percent of the exchange customers. Only the person to whom the monthly bill is addressed may sign the petition. In the case of a business customer, only a duly authorized agent or representative may sign. Each signer shall include address and telephone number. Initiative for EAS may also come from the company or the board.

*b.* If the requirements of 22.8(2), paragraph “*a*,” are fulfilled, a point-to-point usage study should be used to determine if sufficient community interest exists. There should be an average of five or more calls per customer per month and more than 50 percent of the customers making at least two toll calls per month. If these basic criteria are not met, the request will be dismissed without further proceedings.

*c.* If the provisions of 22.8(2), paragraph “*b*,” have been met, additional customer calling studies, cost and revenue studies including loss of toll revenues may be conducted, and submitted to the board. The board shall determine the merits of proceeding with a customer survey.

*d.* Records shall be kept of this procedure to substantiate the steps taken by the company. These studies need not be undertaken more than once in any 18-month period.