

477.9A Deregulated services.

1. A telegraph or telephone company whose services are deregulated by the commission under [section 476.1D](#) may use public notice as a means of conveying terms and conditions to customers where identification of those customers is infeasible or impractical. Public notice may also be used to convey changes in terms and conditions, other than price increases or limitations of liability, to all other customers, but only if those customers were put on notice that this means would be used to convey subsequent changes. Notwithstanding [section 477.7](#), when services are deregulated by the commission under [section 476.1D](#), a telegraph or telephone company, in any contract, agreement, or by means of public notice, may reasonably limit its liability under [section 477.7](#) in the course of providing the deregulated communications services to its customers, except for acts of willful misconduct. However, [this section](#) does not allow a greater limitation on liability than exists in any contract or approved tariff as of the effective date of the deregulation of the services.

2. A telephone company whose services are subject to regulation by the commission with respect to terms and conditions, but not rates, shall give notice of rate changes to customers.

[89 Acts, ch 321, §31](#); [92 Acts, ch 1163, §98](#); [2014 Acts, ch 1099, §18](#); [2024 Acts, ch 1170, §369](#)

Code editor directive applied