

199—22.19(476) Alternative operator services.

22.19(1) Definitions. The definitions found in Iowa Code section 476.91 apply to this rule.

22.19(2) Tariffs. Alternative operator service companies must provide service pursuant to board-approved tariffs covering both rates and service.

22.19(3) Blocking. AOS companies shall not block the completion of calls which would allow the caller to reach a long distance telephone company different from the AOS company. All AOS company contracts with contracting entities must prohibit call blocking by the contracting entity. The contracting entity shall not violate that contract provision.

22.19(4) Posting. Contracting entities must post on or in close proximity to all telephones served by an AOS company the following information:

- a. The name and address of the AOS company;
- b. A customer service number for receipt of further service and billing information; and
- c. Dialing directions to the AOS operator for specific rate information.

Contracts between AOS companies and contracting entities shall contain provisions for posting the information. The AOS companies also are responsible for the form of the posting and shall make reasonable efforts to ensure implementation, both initially and on an updated basis.

22.19(5) Oral identification. All AOS companies shall announce to the end-user customer the name of the provider carrying the call and shall include a sufficient delay period to permit the caller to terminate the call or advise the operator to transfer the call to the end-user customer's preferred carrier before billing begins.

22.19(6) Billing. All AOS company bills to end-user customers shall comply with the following requirements, in addition to the requirements of subrule 22.4(3):

- a. All calls, except those billed to commercial credit cards, shall be itemized and identified separately on the bill. All calls will be rated solely from the end-user customer's point of origin to point of termination.
- b. All bills, except those for calls billed to commercial credit cards, shall be rendered within 60 days of the provision of the service.
- c. All charges for the use of a telephone instrument shall be shown separately for each call, except for calls billed to a commercial credit card.

22.19(7) Emergency calls. All AOS companies 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.