

**199—22.3 (476) General service requirements.** The requirements of this rule do not apply to intrastate 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. A local exchange carrier serving an exchange may choose not to publish a telephone directory if the local exchange carrier makes arrangements for publication in a directory that is commonly available in the local exchange in question.

*b.* Upon issuance, a copy of each directory shall be distributed without charge to all of the utility's customers locally served by that directory.

*c.* The year of issue or effective dates shall appear on the front cover and, if space permits, on the 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.

*d.* The directory shall contain such instructions concerning placing local and long distance calls, calls to repair and information services, and location of telephone utility business offices as may be appropriate to the area served by the directory. A statement shall be included that the utility will verify the condition of a line if requested by a customer and whether any charge will apply. The directory must indicate how to order 900 and 976 blocking and indicate that the first block is without charge. The directory shall contain descriptions of all current N11 services.

*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 to or interception by the telephone utility.

*g.* 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.

*h.* 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.

*i.* 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) Service check.** Upon the individual customer's request, each telephone utility shall perform a service checkup to the demarcation point, without charge to the customer.

**22.3(3) Class of service.** Rescinded IAB 12/21/05, effective 1/25/06.

**22.3(4) Compliance.** Rescinded IAB 12/21/05, effective 1/25/06.

**22.3(5) Pay telephone services and facilities.** All telephone utilities shall make available to customers provisions for the interconnection of pay telephone equipment. A separate access line shall not be required for pay telephone equipment.

**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.* Rescinded IAB 12/21/05, effective 1/25/06.

**22.3(9)** *“Directory assistance.”* Rescinded IAB 12/21/05, effective 1/25/06.

**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.* All local exchange utilities shall establish terms and conditions for ordering and transferring local exchange service.

**22.3(13)** *Basic local service.* Rescinded IAB 12/21/05, effective 1/25/06.

**22.3(14)** *Adjacent exchange service.* All local exchange utilities shall allow customers to establish adjacent exchange service.

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

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

(1) The customer 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 customer to comply with the utility’s provisions related to adjacent exchange service shall subject the customer 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.