

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS PROVIDERS.

Subchapter N. PAY TELEPHONE SERVICE.

§26.343. Responsibilities for Pay Telephone Service (PTS) of Certificated Telecommunications Utilities (CTUs) Holding Certificates of Convenience and Necessity (CCNs).

- (a) A listing in the local telephone directory for each pay telephone must be provided to any provider of pay telephone service (PTS) on request.
- (b) Pay telephone access service (PTAS) must be available in all exchanges.
- (c) Incoming and outgoing call screening on pay phone calls must be provided where facilities are available.
- (d) Regardless of whether call screening is available, the CTU will not bill any call, including, but not limited to, third number billed, collect, "0+" or "0-" calls, to a number which has been clearly identified to the certificated telecommunications utility operator at the time of the call attempt as a pay telephone. The certificated telecommunications utility will not be responsible for refunds or adjustments of charges for calls placed through non-certificated telecommunications utilities carrier operators, except as provided in §26.347 of this title (relating to Fraud Protection for Pay Telephone Service).
- (e) The CTU need not initiate a maintenance service call or take any other action in response to a trouble report on a customer-owned pay telephone until such time as requested by the pay telephone owner or its agent. The pay telephone owner must keep the CTU advised of the identity of the pay telephone owner or agent authorized to request a maintenance service call.
- (f) The CTU must provide to a PTS provider using automated call completion technology to complete operator service calls the same services and information that the CTU provides to interexchange carriers in §26.313(d)(1) and (2) of this title (relating to General Requirements Relating to Operator Services), on the same prices, terms, and conditions that any interexchange carrier receives from the CTU.
- (g) CTUs must file tariffs to offer direct dialed international call blocking ("011+" and "1010XXX+011+") as facilities become available.