

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATION AND ENERGY

Telecommunications Division

One South Station

Boston, MA 02110

617/305-3540

www.state.ma.us/dpu

**INSTRUCTIONS FOR FILING A REGISTRATION
TO PROVIDE PAY TELEPHONE SERVICES IN MASSACHUSETTS**

1. Respond fully to each item on the Registration form. If an item is not applicable, please explain why. If more space is needed to respond, use a separate sheet of paper.
2. Regarding item 10 in the Registration, all Registrants are required to file pay-telephone ownership labels with this Registration. Failure to do so will delay Registration process.
3. In addition to responding to questions 1-10, Registrant's signature is required on three (3) documents: Payphone Requirements, Affidavit, and the Tax Attestation form. Please note that the Affidavit must be notarized.
4. The Registrant is required to have an approved tariff on file with the Department if the Registrant is providing operator-assisted services, including those offered via automated voice prompt systems. **Please note:** the Registrant is *not* required to have a tariff on file if using the services of a state-authorized operator services carrier.
5. Once completed, submit the original and one (1) copy of the Registration along with any attachments to:

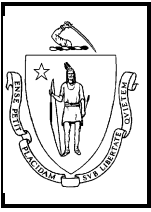
MARY COTTRELL, SECRETARY

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

ONE SOUTH STATION

BOSTON, MA 02110

6. Registrant must receive written permission from the local municipality or property owner before installing pay telephones, except in instances where municipalities do not have such requirement.
7. Pursuant to Massachusetts General Law 159, § 32, the Registrant will be required to file an Annual Return and Revenue Statement with the Department. The necessary forms will be made available on the Department's website prior to the required filing date of March 31. Paper copies of the form can be requested by calling the Telecom Division in December.
8. If you have any questions, call the Telecommunications Division at (617) 305-3540.



COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATION AND ENERGY

Telecommunications Division

One South Station

Boston, MA 02110

617/305-3540

www.state.ma.us/dpu

PAY TELEPHONE REGISTRATION FORM

Please submit this original and one copy.

For Department use only
REGISTRATION
APPROVED
Date _____
Initials _____

Type or print:

1. Legal Name of Registrant: _____ Federal ID # _____

Doing Business as (d/b/a): _____

2. Business Address: _____
No. and Street _____
City/Town _____ State _____ Zip Code _____
Telephone Number (_____) _____

3. If corporation or association or partnership:
(a) organized under laws of which state _____
(b) date of organization _____
(c) please attach a copy of the Articles of Incorporation, association, partnership, agreement or other document regarding its legal organization.
(d) please attach a copy of the by-laws.

4. Please provide the following information as to each officer, director, and stockholder owning of record or beneficially 10% or more of Registrant's outstanding capital stock:

<u>Name</u>	<u>Title</u>	<u>Address</u>	<u>Percent and class of shares</u>
-------------	--------------	----------------	------------------------------------

5. Please provide the name, title, and phone number of the appropriate person for the Department to contact regarding:
 - a. issues or questions related to processing this Registration:
 - b. consumer-related issues, including complaints regarding the payphone service(s) provided by the Registrant:
 - c. technical and/or quality of service issues.
6. Provide the Registrant's 1-800, 1-888, or other free of charge telephone number that end-user/customers can call for customer assistance. The use of 2-1-1 for abbreviated dialing access to customer service is not allowed.
7. Indicate what telecommunications company will be handling operator-assisted calls (collect, third-party-billed, calling/credit card) from Registrant's payphones.
 - ☐ Registrant* (See Item 10 in "Requirements")
 - ☐ Other state-authorized operator service provider. Please specify name of company here:_____
9. Indicate how frequently the Registrant will verify that the pay-telephone ownership and pay-telephone operator services labels are affixed to the pay telephone equipment. See item 10 below.
10. There are at least two labels that the Registrant must provide to the Department before operating. The Registrant must submit these labels along with this Registration.

The **first label** is the pay-telephone ownership label that **MUST** include:

 - a. the name and address of the Registrant;
 - b. display rates for local coin-paid calls.
 - c.. the Registrant's 1-800, 1-888, or other telephone number that can be reached for customer assistance, at no charge to end users. In certain instances, in lieu of an 800/888 number, Registrant may allow collect calls, or indicate on the ownership label to "Contact manager on premises." *This exception is subject to explicit*

Department approval;

- d. instructions on how to call emergency services (dial 911 or "0");
- e. a statement that the end user has a right to contact the Department of Telecommunications and Energy, One South Station, Boston, MA 02110 Attn: Consumer Division at (617) 727-8627 or within MA (800) 323-3298 regarding any unresolved disputes concerning intrastate calls;

EXAMPLE-PAYPHONE OWNERSHIP LABEL

EMERGENCY CALLS		DIAL 911 or "0"
Rate for local coin-paid call(s) from this location: [coin rate should appear here]		
Telephone owned by:	MY PAYPHONE COMPANY	
	100 Main Street, Anytown, MA 01010	
For Customer Service Dial 1-800-XXX-XXXX or Call Collect (XXX) XXX-XXXX		
<p>If you are dissatisfied with the complaint resolution provided by this company on instate calls, contact:</p> <p style="text-align: center;">Department of Telecommunication and Energy - Consumer Division One South Station, Boston, MA 02110 Tel: 1.800.392.6066 or 617.727.8627</p>		

The **second label** is the operator services label that must include the following:

- f. name and address of the company providing operator-assisted calling services;
- g. the operator service provider's 1-800, 1-888, or other number for customer support, that can be reached at no charge to end users;
- h. a statement that all operator-assisted calls are being handled by that particular operator services company, and that oral rate information is available 24 hours a day from the OSP operator before connecting and billing for the call;

- i. procedures for reporting service problems, and making billing inquiries;
- j. procedures for accessing emergency services (dial 911 or "O");
- k. a statement that consumers have the right to access their preferred long distance carrier.

EXAMPLE-OPERATOR SERVICES LABEL

IN CASE OF EMERGENCY..... DIAL 911 or "O".
Operator services from this location are provided by: ACME Telephone Co., 100 Smith Lane, Anytown, USA 01010
To report a service problems or to obtain rate information before placing your call: 1-800-XXX-XXXX
Customers have the right to access their preferred long distance carrier. Contact your carrier for instructions.

Please note: State authorized operator services providers have a Department-approved label that contains all the information outlined above. These pre-approved labels may be obtained directly from the operator services company. Registrant must submit the authorized carrier's operator services label along with the Registrant's owner label.

DEPARTMENT OF TELECOMMUNICATION AND ENERGY
REQUIREMENTS FOR PAY TELEPHONE SERVICE PROVIDERS

By signing this document, Registrant attests that the Company will comply with the following policies established for paytelephone service providers by the Department.

1. Maintenance of pay telephones:

The Registrant will provide regular, timely, and universal maintenance of its pay telephones. The Registrant will maintain an 800 or other number which callers or end users can call at no charge to report repair problems. In certain instances, in lieu of an 800 number, customer assistance will be provided by allowing end users to call Registrant on a “collect” basis. If the payphone is subject to limited availability, i.e., for use only when the premise is open to the public, such as in a Laundromat, restaurant, or grocery store, customer service will be provided by indicating on the label “See Manager on Premises.”

2. End users' ability to obtain access to other carriers:

Consumers have the right to access their preferred long distance carrier from all pay telephones. Therefore, all pay telephones will allow consumers to dial 800, 950, and 1010-XXX access code numbers.

3. Use of extension telephones:

To protect the privacy of the end user, the Registrant will not allow the simultaneous use of an extension telephone off of a pay telephone.

4. Sound Amplification:

If Registrant has at least four pay telephones, 25 percent of all pay telephones installed will be provided and maintained with controls for sound amplification of incoming transmissions. See 1990 Mass. Acts, ch. 291.

5. Directory Assistance:

State law prohibits charging for directory assistance from pay telephones. Therefore, the Registrant will not charge end users for any intrastate directory assistance calls and will not require end users to deposit a coin to reach intrastate directory assistance.

6. Availability of dial tone:

Registrant will provide dial tone from their equipment without first requiring the deposit of a coin or other charge.

7. Access to 911 service:

Registrant will provide free access to Emergency 911 services where it is available. Where 911 service is not available, the caller will be able to reach an emergency service or a local exchange operator. Instructions on how to reach emergency services will be included on the pay telephone label.

8. Postings:

The Registrant will affix applicable pay telephone ownership and operator service labels to pay telephones and ensure that the labels continue to be visible and legible. **Pay telephone labels will be filed with the Department for approval.**

The pay telephone label will include the following information: instructions on how to call emergency services; the name and address of the service provider; the service provider's 800 number (or other number that can be reached at no charge to the end user from any telephone, not only from the Registrant's pay telephone); a statement that the end user has the right to contact the Department of Telecommunications and Energy regarding any unresolved disputes concerning intrastate calls, and the Department's address and toll-free number for consumer complaints. [The Department's address and toll-free number are: One South Station, Boston, MA 02110; 1-800-392 6066.]

9. Transfers of Ownership:

If the Registrant should transfer the operation of its pay telephones at a particular location or locations to another pay telephone provider who is registered with the Department, Registrant will notify the Department and the serving exchange company in writing of such transfer within 30 days of the transaction. Furthermore, the acquiring company will certify in writing to the Department that the pay telephone ownership label has been changed to reflect the change in ownership of the operations.

10. Operator Services Rates:

Registrants that offer their own operator services will maintain rates on file with the Department (see first page, #4), meet general labeling requirements, and provide comprehensive intrastate rate information from all payphone locations.

Signature of Registrant

Date

AFFIDAVIT

The undersigned declares under penalty of perjury that (s)he is authorized to make this verification for and on behalf of Registrant; that (s)he has read the foregoing registration and is informed and believes the same are true and on that ground affirms that the matters therein stated are true.

The undersigned further declares that the Registrant understands and will abide by the Department's requirements concerning the provision of pay telephone service, including the conditions contained in the foregoing registration, and the Department's policies listed under "Frequently Asked Pay Telephone Questions & Answers" which relate to pay telephones and Operator Services Providers.

The undersigned understands that if the Registrant is found not to be in compliance with the Department's requirements, the Department may withdraw registration and remove public access line service from the Registrant's pay telephones.

Dated this _____ day of _____, 19__

Registrant _____

NOTARIZED:

TAX ATTESTATION

In accordance with General Laws chapter 62C, section 49A, I hereby certify under the pains and penalties of perjury that the Registrant, to the best of my knowledge and belief, has filed all federal and state tax returns and paid all federal and state taxes required by law.

Social Security Number

Signature of Individual OR Corporate Name of Registrant

Federal Identification Number

Signature of corporate officer
(if Registrant is a corporation)

FREQUENTLY ASKED QUESTIONS & ANSWERS

REGARDING PAYPHONE REGISTRATIONS

NOTE: This document was prepared to aid registrants by summarizing important elements of the Department's orders. This summary has no legal effect, and to the extent that any language in this document is inconsistent with any provision of statute and the Department's regulations and orders, the statutes, regulations and orders take precedence.

Q. What are the Department's requirements for registration regarding pay telephone service?

A. When reviewing a registration for the provision of pay telephone services, the Department determines whether a registrant has sufficiently answered all questions, and has properly signed the Payphone Requirement, Tax Attestation, and Affidavit forms. The Affidavit must also be notarized.

Q. Is there a fee for registering with the State?

A. No, there is no filing fee.

Q. If I decide to register, what should I do?

A. Send the original and one copy of the completed registration to:

MARY COTTRELL, SECRETARY

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

One South Station

Boston, MA 02110

Q. How long will it take to process my Registration?

A. Once your Registration is received by the Department it will be processed in the order that it was received.

Q. How will I know if my Registration has been approved?

A. Once the Department has approved your Registration, you will receive an "approved" and dated copy of the Registration cover page. A copy will also be provided to Bell Atlantic's Public Communications office so that you can order telephone service for your payphone locations.

Q. What is an operator service provider ("OSP")?

A. The term operator service provider ("OSP") generally refers to a telecommunications services company that handles operator-assisted ("0") calls. 0+ calls are those that are dialed starting with "0" and immediately followed by a telephone number, such as calls placed by a calling-card. 0- calls are those where the caller dials "0" and waits for an operator to assist. **Automated voice-prompt systems** are considered to be operator services (OSPs) in Massachusetts, and must also be registered and tariffed with the Department.

Q. What are the Department's OSP requirements?

A. There are additional requirements beyond those established for pay telephone service

providers for those who directly provide operator services at pay telephone locations. See International Telecharge Inc., D.P.U. 87-72/88-72 (1988), IMR Telecom, D.P.U. 89-212 (1990), and M.G. Communications, Inc., D.P.U. 90-143 (1991).

1. OSPs must be registered and have an approved tariff of intrastate rates and charges on **file** with the Department.
2. OSPs must notify callers orally of how to obtain rate information for that call, that is, the total cost of the call, (including any aggregator surcharges), and how consumers may access the long distance carrier of choice, before connecting and billing for calls. Please note: these new rate disclosure requirements are similar to rules recently adopted by the FCC to provide increased consumer protection for interstate OSP calls, effective July 1, 1998.
3. OSP labels must include the operator service provider's name and address, a statement that all operator-assisted calls are being handled by the particular OSP, and that upon request, the OSP operator will quote rates for any type of call. The label must also include the provider's 800 number, procedures for reporting service problems, making billing inquiries, accessing emergency services, a statement that consumers have the right to access their preferred long distance carrier, and a statement that the end user has a right to appeal any unresolved dispute concerning *intrastate* calls to the Department of Telecommunications and Energy, Consumer Division, One South Station, Boston, MA 02110 (800) 323-3298 within MA.
4. OSP labels must be filed with and approved by the Department.
5. Comprehensive intrastate rate information for "O" calls provided at pay telephones must be available 24 hours per day, seven days a week.
6. In those instances in which a Registrant provides operator services and coin paid telephone services, the Registrant may include all relevant information on one label. However, the label must specify clearly that the Registrant provides the operator and coin services.
7. OSPs may charge a maximum of a \$3.00 surcharge for inmate calling services. This surcharge cap applies to all inmate calling service providers.
8. All registered payphone providers must display on their payphones the rates for local coin-paid calls.