COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

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:_____

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

3. Federal Identification Number: _____

4. Principal Business Address:

   Street Address _____

   City/Town _____ State _____ Zip+4 Code _____

   Telephone Number (_____) _____

5. If corporation or association or partnership:

   (a) under laws of what state is it organized _____

   (b) date of organization_____

   (c) please attach a copy of the Articles of Incorporation, association, partnership, agreement or other document regarding its legal organization.

   (c) please attach a copy of the by-laws

6. 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:

Name/Title	Address	Percent and Class of Shares

7. Please provide the name, title, direct phone number and email address 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 service(s) provided from the Registrant's payphone(s) :

_____

(b) technical and/or quality of service issues.

_____

8. Provide the Registrant's 8XX or other free of charge telephone number that enduser/ customers can call for customer assistance. The use of 2-1-1 for speed dialing access to customer service is not allowed.

_____ _____ _____

9. Indicate the name of the telecommunications company that Registrant has contracted with to handling operator-assisted calls (collect, third-party-billed, calling/credit card) from Registrant's payphones.

☐ Registrant* (See Item 10 in separate "Requirements")

☐ Other state-authorized operator service provider. Please specify name of company here:_____

10. 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 11below.

_____

_____

11. 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 dialed 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 Cable, 1000 Washington Street, Suite 820, Boston, MA 02118-6500, Attn: Consumer Division at (617) 305-3531 or within MA (800) 323-3298 regarding any unresolved disputes concerning **intrastate** calls;

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Example

Payphone Ownership Label

<table>
<tr><td>EMERGENCY CALLS
No coin needed</td><td>DIAL 911 or "0"</td></tr>
<tr><td colspan="2">Rate for local coin-paid call(s) from this location: [coin rate should appear here]</td></tr>
<tr><td rowspan="2">This telephone owned and operated by:</td><td>MY PAYPHONE COMPANY</td></tr>
<tr><td>100 Main Street, Anytown, MA 01010</td></tr>
<tr><td colspan="2">For Customer Service Dial 1-800-XXX-XXXX or Call Collect (XXX) XXX-XXXX</td></tr>
<tr><td colspan="2">If you are dissatisfied with the complaint resolution provided by this company on instate calls, contact:

Department of Telecommunication and Cable
Consumer Division
1000 Washington Street, Suite 820 Boston,MA 02118-6500
Telephone: (800) 392-6066 or (617) 305-3531</td></tr>
</table>

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

(a) name and address of the company providing operator-assisted calling services;

(b) the operator service provider's 1-800, 1-888, or other number for customer assistance and/or rate information that can be reached at no charge to end users;

(c) 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;

(d) procedures for making billing inquiries;

(e) procedures for accessing emergency services (dial 911 or "0");

(f) a statement that consumers have the right to access their preferred long distance carrier;

(g) a statement that the end user has the right to contact the MA Department of Telecommunications and Cable regarding any unresolved disputes concerning operator-assisted intrastate calls, and provide the Department's address and toll free number for Consumer complaints. [The MA DTC's address and toll-free number are: 1000 Washington Street, Suite 820, Boston 02118-6500 (800) 392-6066.]

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Example

Operator Services Label

IN CASE OF EMERGENCY..... DIAL 911 or "0" No coin necessary
Operator services from this payphone instrument are provided by: ACME Telephone Co., 100 Smith Lane, Anytown, USA 01010
For operator assistance and/or to obtain rate information before placing your call: 1-800-XXX-XXXX (24 hours a day 7 days a week)
You have the right to use other long distance carriers from this telephone. Contact your carrier of choice for information and dialing instructions.
Consumers have the right to contact the MA Department of Telecommunications and Cable regarding any unresolved disputes concerning operator-assisted intrastate calls. **Massachusetts Department of Telecommunications and Cable** **1000 Washington Street, Suite 820, Boston, MA 02118-6500** **Consumer Division (800) 392-6066**

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.

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 to report repair problems at no charge. 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 may 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 Service:

   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. Massachusetts General Law Chapter 159, Section 19A.

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 Cable 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: 1000 Washington Street, Suite 820, Boston, MA 02118-6500; 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. Coin Paid Calls:

The Registrant will display the rate(s) for local coin-paid calls.

11. Operator Services Rates:

Registrants that offer their own operator services will maintain rates on file with the Department (see Filing Instructions, item 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 they are authorized to make this verification for and on behalf of Registrant; that they have 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, on behalf of the Registrant, 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, on behalf of the Registrant, also attests that the Registrant will comply with all applicable Massachusetts laws and rules, Department Orders, regulations, letter rulings, directives and other requirements, whether formal or informal.

Registrant understands that failure to comply will be grounds for the Department to cancell the Registrant's registration and, where applicable, its intrastate tariff(s), thus preventing the Registrant from operating and/or providing telecommunications services within Massachusetts. The Registrant understands that the Department may withdraw its Registration and remove its public access line service from the Registrant's pay telephone(s) if found to not be in compliance with the Department's requirements.

Dated this_____day of _____, 20___

Registrant_____

Notarized by:
SUBSCRIBED AND SWORN to before me

this _____ day of _____ , _____

Notary Public
My Commission expires: _____
(date)

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:
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE
1000 Washington Street, Suite 820
Boston, MA 02118-6500

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 Cable, Consumer Division, 1000 Washington Street, Suite 820, Boston, MA 02118-6500 (800) 323-3298 within MA.

4. OSP labels must be filed with and approved by the Department.

5. Comprehensive intrastate rate information for "0" 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.

Please note:

No later than March 31 of each year, the Registrant will be required to file an Annual Return and Revenue Statement with the Department for the preceding calendar year.

The necessary forms are available on the Department's website at www.mass.gov/dtc/competition/telecommunications. Paper copies of the form can be obtained by calling the Department in December. Massachusetts General Law 159, § 32.