



ADMINISTRATIVE RULES OF MONTANA



38.5.3405 GENERAL REQUIREMENTS

- (1) An operator service provider shall:
 - (a) Identify itself, audibly and distinctly, to the customer at the beginning of each telephone call and before the customer incurs any charges. Each operator service provider shall also identify itself to the called party on collect calls and the billed party when verifying third-party billed calls.
 - (b) Disclose, audibly and distinctly to the customer, at no charge and before connecting any intrastate call, how to obtain the total cost of the call, including any aggregator surcharge, or the maximum possible total cost of the call, including any aggregator surcharge, before providing further advice to the customer on how to proceed to make the call. The voice disclosure required in this subsection must instruct each customer that the customer may obtain applicable rate and surcharge amounts by dialing not more than two digits or by remaining on the line.
 - (c) Upon request, fully and immediately disclose to the customer, at no charge, the operator service provider's method of collecting its charges, a description of the operator service provider's method of resolving customer complaints, a toll-free telephone number that can be used to report complaints to or contest charges of the operator service provider, and all other requested information pertinent to the customer's use of the operator service provider's services. The provisions of this subsection apply to the called party on collect calls.
 - (d) Permit the customer to terminate the telephone call at no charge before the call is connected to the called party.
 - (e) Obtain an affirmative response from the called party on willingness to accept charges for collect calls.
- (2) All operator service providers must connect the consumer to the local exchange company operator or explain dialing instructions for such access upon request and at no charge.
- (3) Unless otherwise specifically provided by commission rule or order, all operator service providers must comply with all regulatory requirements imposed by Montana state statutes and rules, including but not limited to the Montana Telecommunications Act (69-3-801 , et seq., MCA) , the Montana telecommunications service standards (ARM 38.5.3301, et seq.) and the Montana Telecommunications Act rules (ARM 38.5.2701, et seq.) .

Authorizing statute(s): 69-3-103, 69-3-822 and 69-3-1103, MCA

Implementing statute(s): 69-3-102, 69-3-201, 69-3-802 and 69-3-1104, MCA

History: NEW, 1993 MAR p. 1336, Eff. 6/25/93; AMD, 1999 MAR p. 2081, Eff. 9/24/99.