



ADMINISTRATIVE RULES OF MONTANA



38.5.4104 CUSTOMER EDUCATION AND PRESUBSCRIPTION PROCEDURES

- (1) In exchanges with existing interLATA dialing parity, the local exchange carrier shall provide written information to customers, at least 30 days prior to its scheduled implementation, describing intraLATA dialing parity and explaining presubscription procedures. Written information provided to customers pursuant to this rule shall advise customers with existing interLATA toll freezes on their account that their freeze will also apply to their existing intraLATA toll carrier until they take action to change it. Any customer commencing service after that mailing, but before implementation of equal access presubscription, shall also receive a copy of the written information from the local exchange carrier providing service.
- (2) In exchanges without interLATA equal access presubscription, the local exchange carrier shall furnish customers with information at least 60 days prior to implementation of dialing parity. The information must provide clear directions and forms to allow customers to presubscribe to their selected primary intraLATA carrier.
- (3) Customers who commence service after the initial intraLATA equal access presubscription implementation is completed in their end office shall be informed of their carrier selection options at the time that service is requested and may select both their primary interLATA and intraLATA carriers or be assigned no PIC status and be required to use access codes to place toll calls until a PIC(s) is selected.
- (4) Informational materials, forms and scripts developed for use in compliance with this rule shall be complete, clear, and unbiased. US West Communications, Inc. shall file these materials, forms, and scripts with the commission as part of its implementation plan pursuant to ARM 38.5.4120. For implementation of presubscription in all other exchanges, the local exchange carriers or primary toll carriers shall file these materials, forms, and scripts with the commission not more than 60 days after the receipt of a bona fide request, denial of waiver, or the expiration of the waiver, for intraLATA equal access presubscription so that they can be reviewed by the commission prior to commission approval or modification. The carrier shall promptly make any changes required by the commission before using the materials, forms or scripts.

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

Implementing statute(s): 69-3-102, 69-3-201, 69-3-834, MCA

History: NEW, 1998 MAR p. 983, Eff. 4/17/98.