

1 800 Collect, Inc.
Docket No. TC11-095
January 17, 2012

2-1) Please confirm the company will comply with the following parts of ARSD
20:10:24:05.

(2) Utilize auditable service quality standards, including call processing time requirements, which must be made available to the commission upon request;

(4) Require operators to:

(a) Identify the AOS provider, audibly and distinctly, to the consumer at the beginning of each telephone call and before the consumer incurs any charge for the call;

(b) Permit the consumer to terminate the telephone call at no charge before the call is connected;

(d) Disclose, audibly and distinctly to the consumer, at no charge and before connecting any intrastate operator service 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 aggregate surcharge, before providing further oral advice to the consumer on how to proceed to make the call. The oral disclosure shall instruct the consumer that the consumer may obtain applicable rate and surcharge quotations either, at the option of the provider of operator services, by dialing no more than two digits or by remaining on the line.

(6) Immediately transfer emergency calls, 911 calls, or, if 911 service is unavailable in the calling area, local operator calls, to the local exchange company or to the applicable local emergency agency;

(7) For billing purposes, itemize, identify, and rate calls from the point of origination to the point of termination. No call may be transferred by an operator service provider to another carrier which cannot or will not complete the call unless the call can be billed in accordance with this subdivision;

(8) Not charge for incompleting calls;

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(9) Bill for its services only;

(10) Disclose its name, address, and phone number on any bill which includes charges for services it has provided; and

(11) Certify that the company is complying with all federal requirements established under the Telephone Operator Consumer Services Improvement Act of 1990, 47 U.S.C. § 226 (April 1, 2007).

Response:

The company confirms that it will comply with parts (2), (4) (a), (b) and (d), (6), (7), (8), (9), (10) and (11) of ARSD 20:10:24:05.

Additional Request:

The Company requests waiver of ARSD 20:10:24:02(9) since it does not prepare cash flow statements in the ordinary course of its business.