

4901:1-6-22

Inmate operator service.

- (A) The maximum rate of any usage sensitive charge that may be applied by an inmate operator service (IOS) provider to any intrastate IOS call shall not exceed thirty-six cents per minute of use. The maximum amount of any operator assistance charge or call set up fee that may be applied by an IOS provider to any intrastate IOS call shall not exceed two dollars and seventy-five cents.
- (B) Notice of any change in IOS rates, whether upward or downward, must be filed by the IOS provider with the commission in the form of a new pricing list in the IOS provider's TRF docket.
- (C) All IOS providers must furnish, on all intrastate IOS calls, at the beginning of the call before the billed party incurs any charges, immediate and full rate disclosures that quote the actual intrastate price lists rates for all components of the call. However, IOS providers may allow a billed party an opportunity to affirmatively decline receiving the required rate quote.
- (D) IOS providers may not charge a billed party surcharges in addition to the IOS service charges set forth in their commission-approved tariff which, in turn, must comply with the per-minute and per-call rate caps set forth in paragraph (A) of this rule. This restriction means that no surcharges, including, but not limited to, bill rendering charges, nonsubscriber charges, property imposed fees, and any additional charge which the entity contracting for the IOS service may request the IOS provider to bill a billed party, may be levied by the IOS provider on the billed party. Any surcharges imposed by an entity contracting with the IOS provider are to be levied separately by the entity contracting with the IOS provider.
- (E) IOS providers may not charge for uncompleted calls.
- (F) Each IOS provider must include in its contract with each of its customers language requiring that the customer permit the IOS provider to take whatever steps are necessary to ensure that the IOS provider is in compliance with all of the established requirements and restrictions pertaining to IOS.
- (G) Upon request, each IOS provider must provide, as directed by the commission or its staff, information concerning its operations.
- (H) On all intrastate IOS calls, the IOS provider must allow the billed party to terminate at no charge before the call is connected.

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CERTIFIED ELECTRONICALLY

Certification

01/10/2011

Date

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