

4901:1-6-22

**Inmate operator service.**

[Comment: For dates of references to a section of either the United States Code or a regulation in the code of federal regulations, see rule 4901:1-6-02 of the Administrative Code.]

- (A) All IOS providers ~~must~~will, on intrastate IOS calls upon request, immediately disclose to the billed party, the methods by which its rates or charges for the call will be collected and the methods by which complaints concerning such rates, charges or collections practices will be resolved..
- (B) The maximum rate of any usage sensitive charge that may be applied by an IOS provider to any intrastate IOS call ~~shall~~is to be consistent with 47 C.F.R. part 64, subpart FF.
- (C) Notice of any change in IOS rates, whether upward or downward, ~~must~~will be filed by the IOS provider with the commission in the form of a new pricing list in the IOS provider's TRF docket.
- (D) All IOS providers ~~must~~are to 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.
- (E) The maximum rate of any ancillary charges that may be applied by an IOS provider on any intrastate IOS call ~~shall~~will be consistent with 47 C.F.R. part 64, subpart FF.
- (F) IOS providers ~~may not~~are not to charge for uncompleted calls.
- (G) Each IOS provider ~~must~~will 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.
- (H) Upon request, each IOS provider ~~must~~is to provide, as directed by the commission or its staff, information concerning its operations.
- (I) On all intrastate IOS calls, the IOS provider ~~must~~will allow the billed party to terminate at no charge before the call is connected.

Effective:

Five Year Review (FYR) Dates: 11/10/2023

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Certification

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Date

Promulgated Under: 111.15  
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Rule Amplifies: 4927.18  
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