

4901:1-6-30**Company records and complaint procedures.**

(A) In accordance with this chapter and the rules and procedures prescribed by the federal communications commission.

(1) A telephone company shall retain for eighteen months, unless otherwise specified by the commission, sufficient books, records, contracts, documents and papers for auditing or inspection by commission staff.

(2) Upon commission staff request, the telephone company should provide such records of sufficient detail, to permit review of the telephone company's compliance with the rules of this chapter. Upon request, the telephone company will provide data or information in a format agreed upon by the commission staff.

(B) A telephone company should provide commission staff with a company contact, including a toll free number and an e-mail address, for complaint resolution and respond to commission and consumer inquiries and complaints in a reasonable and timely manner.

Effective:

Five Year Review (FYR) Dates:

Certification

Date

Promulgated Under:	111.15
Statutory Authority:	4901.13, 4927.03
Rule Amplifies:	4927.19