

TO BE RESCINDED

4901:1-6-30

Company records and complaint procedures.

- (A) The commission may investigate or examine the books, records, or practices of any telephone company to the extent of the commission's jurisdiction over the company under sections 4927.01 to 4927.21 of the Revised Code. Telephone companies shall have available for auditing or inspection by commission staff sufficient books, records, contracts, documents, and papers for any purpose incidental to the commission's authority under sections 4927.01 to 4927.21 of the Revised Code, in accordance with this chapter and the rules and procedures prescribed by the federal communications commission.
- (1) Such records should be retained by telephone companies for at least eighteen months, unless otherwise specified by the commission.
 - (2) Upon commission staff request, the telephone company shall 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 shall provide data or information in a format agreed upon by the commission staff.
- (B) Following a complaint made to the public utilities commission of Ohio by a consumer concerning basic local exchange service, a telephone company shall permit the commission or commission staff to investigate or inspect the company's plant and facilities implicated by the complaint to the extent the complaint is within the commission's jurisdiction over the company under sections 4927.01 to 4927.21 of the Revised Code.
- (C) A telephone company shall provide commission staff with a company contact, including a toll free number and an e-mail address, for complaint resolution and shall respond to commission and consumer inquiries and complaints in a reasonable and timely manner.

Effective:

Five Year Review (FYR) Dates: 6/13/2023

Certification

Date

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