

4901:2-19-16

**Prohibitions.**

- (A) No carrier shall commit a deceptive or unconscionable act or practice in connection with a transaction related to the transportation of household goods within this state. Such a deceptive or unconscionable act or practice is prohibited by this paragraph irrespective of whether it occurs before, during or after such a transaction.
- (B) Carriers shall establish customer complaint resolution procedures that comply with all of the following requirements:
- (1) Provide commission staff with a company contact, including a toll free number and an e-mail address, for complaint resolution.
  - (2) Report the status of a complaint to the affected customer and/or commission staff within fifteen business days of the receipt of a customer complaint, or at any time upon staff request.
  - (3) After the initial fifteen business day time frame, the carrier shall report the interim status of the complaint at five business day intervals to the customer and/or the commission staff, unless otherwise agreed to by the customer and/or staff. If the resolution of the complaint is conveyed orally, the carrier shall inform the customer of his/her right to receive from the carrier the final resolution of the complaint in writing.
- (C) No unreasonable discounts shall be authorized by tariff provisions or otherwise allowed by any carrier, and no rates or charges shall be established by prepayment of charges. This rule shall not preclude a carrier from accepting payment by credit card pursuant to an agreement between the carrier and a financial institution.

Five Year Review (FYR) Dates: *5/27/2022 and 05/27/2027*

CERTIFIED ELECTRONICALLY

---

Certification

*05/27/2022*

---

Date

Promulgated Under: 111.15  
Statutory Authority: 4921.38  
Rule Amplifies: 4921.38  
Prior Effective Dates: 05/25/1989, 07/15/1999, 10/09/2001, 04/10/2009,  
11/10/2016