

# **RULES REGULATING THE SERVICE OF TELEPHONE UTILITIES**

**Case No. 5323 Decision No. 68571**

**EFFECTIVE JANUARY 1, 1967  
AND AS AMENDED AS FOLLOWS:**

Rule No.	Revised by Decision No.	Date Effective
18	73110	July 1, 1969
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14	83551	December 3, 1973
13	83551	December 3, 1973

## **RULE 1**

**Application of Rules.**—These rules shall apply to any telephone utility which is now, or may hereafter be, engaged in the business of rendering telephone service to the public under the jurisdiction of the Commission.

## **RULE 2**

**Definitions.**—In the interpretation of these rules, the following definitions shall be used:

(a) "Commission" means The Public Utilities Commission of the State of Colorado.

(b) "Telephone Utility" means any person, firm, partnership, cooperative organization, or corporation engaged in the business of furnishing telephone service to the public under the jurisdiction of the Commission.

(c) "Subscriber" means any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., supplied with telephone service by any such telephone utility.

(d) "Exchange Service Area" means the general area in which the telephone utility holds itself out to furnish exchange service as set forth in its tariffs on file with the Commission. Each exchange service area usually embraces a developed area and surrounding territory within which there is a local community of interest.

(e) "Base Rate Area" means the developed portion or portions within exchange service area as set forth in the telephone utility's tariffs. Service within this area is generally furnished at uniform rates without mileage charges.

(f) "Central Office" means the inside plant of the telephone utility as an operating unit, including the switchboard and appurtenant facilities used to establish connections between subscriber lines or between subscribers' lines and trunk or toll lines to other central offices within the same or at other exchanges.

(g) "Exchange" means the entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange service area.

(h) "Outside Plant" means the telephone equipment and facilities installed on, along, or under streets, alleys, highways, or on private rights-of-way between the central office and subscribers' locations or between central offices.

(i) "Station" means the telephone instrument installed for the use of a subscriber.

(j) "Service Station or Switcher Line" means outside plant telephone facilities owned and maintained by a subscriber or group of subscribers, which lines are connected with the facilities of a telephone utility for communication service.

(k) "Toll Station" means a telephone instrument connected to a toll line or directly to a toll board which is provided for long distance service only. Message telephone toll rates apply to each call therefrom.

(l) Extended area service is exchange service in which the local calling

area, i.e., the area in which customers may call without the payment of a toll charge, includes one or more other local calling areas in addition to the normal serving exchange, as specified in the local exchange tariff.

(m) "Tariff" means the entire body of rates, tolls, rentals, charges, classifications, maps and rules adopted and filed with the Commission by a telephone utility. "Tariff Sheet" means an individual page of the tariff.

### RULE 3

**General Provisions.**—These rules and regulations govern the furnishing of intrastate telephone service and facilities to the public by telephone utilities subject to the jurisdiction of the Commission. The purpose of these rules is to set forth reasonable service standards to the end that adequate and satisfactory service will be rendered to the public through the necessary refinement in the transmission of both local and long distance messages.

The adoption of these rules shall in no way preclude the Commission from altering or amending the same in whole or in part, or from requiring any other or additional service equipment, facilities, or standards, either upon complaint or upon the Commission's own motion, or upon the application of any telephone utility. In special cases for good cause shown, not contrary to Statute, the Commission may permit deviation from these rules insofar as it may find compliance therewith to be impossible, impractical or unnecessary. If, for good cause shown, any utility is permitted a deviation from any of these rules, such modified rule(s) as authorized by the Commission shall be set forth in the filed tariffs of the utility. These rules shall in no way relieve any utility from any of its duties under the laws of this state.

### RULE 4

**Classes of Service.**—Each telephone utility shall file with the Commission regulations enumerating and comprehensively defining the classifications of service available to subscribers.

### RULE 5

**Grades of Service.**—The principal grades of service are individual, two-party, four-party and multi-party service. In general, individual, two-party, and four-party service are provided within the base rate area, and multi-party service is provided in rural areas outside the base rate area but within the exchange service area of the telephone utility.

Within the base rate area, no telephone utility shall place more than four subscribers on any local exchange line, except upon approval by the Commission for multi-party service within the base rate area at a specific rate for such class of service. Within the base rate area no telephone utility shall connect more subscribers on any line than are contemplated under the grade of service charged the subscriber on such line.

On rural lines where multi-party service is provided, no more than 10 subscribers shall be connected to any circuit. All rural circuits now serving more than 10 subscribers shall be changed to meet this requirement. The

telephone utility may regroup subscribers in such a manner as may be necessary to carry out the provisions of this rule.

### RULE 6

**Service Areas.**—Each telephone utility shall file exchange maps with the Commission showing the Exchange Service Area for each telephone exchange operated, and the maps shall be in sufficient detail to permit locating the Exchange Service Area boundaries in the field.

### RULE 7

**Accidents.**—(a) Each utility shall, as soon as possible, report to this Commission each accident happening in connection with the operation of its property, facilities or service, wherein any person shall have been killed or seriously injured, or whereby any serious property damage shall have resulted. Such report to this Commission shall describe in detail:

- (1) Date, time, place, location
- (2) Extent of injuries and other damage
- (3) Names of all parties involved
- (4) Type of accident

In addition to the above, all utilities shall immediately upon the setting of any formal investigation of the accident, notify the Commission of the date, time and place of such investigation.

(b) All accident reports submitted to the Commission by the utility shall be treated by the Commission, its staff and employees, as confidential and shall not be made available to the public.

### RULE 8

**Complaints.**—Each telephone utility shall make a full and prompt investigation of all complaints made by its subscribers, either directly to it or through the Commission.

### RULE 9

**Adequacy of Service.**—Each exchange shall have sufficient switchboard capacity, a sufficient operating force, or sufficient automatic equipment to handle traffic at all times with reasonable facility, and each telephone utility shall provide and maintain adequate telephone facilities so as to have available at all times sufficient plant and equipment to supply any reasonable demand for service within the base rate area. When necessary, traffic studies shall be made and recorded during the busy hours, to the extent and frequency required to demonstrate to the Commission that sufficient equipment is in use and that an adequate operating force is provided.

Each telephone utility shall provide emergency service in all exchanges operated in which regular service is not available at certain periods during the 24 hours of the day. When service is not continuous for the full 24-hour day, proper arrangements shall be made for handling emergency calls during the off periods by the use of alarms maintained in proper condition with someone conveniently available so that emergency calls will be given prompt attention.

**RULE 10**

**Cord Pair Requirements.**—Each switchboard shall have sufficient cord pairs so that at no time during the normal busy hours will the passing of a call be delayed due to lack of a cord pair. Periods of heavy traffic resulting from unusual occurrences, such as a fire or storm, will not be considered as normal busy hours.

**RULE 11**

**Subscriber Deposit.**—(a) Any utility may require at any time from any subscriber or prospective subscriber, a cash deposit intended to guarantee payment of current bills only in accordance with this rule. Such required deposit shall not exceed the amount of an estimated ninety days' bill of such subscriber, or in the case of a subscriber whose bills are payable in advance, it shall not exceed an estimated sixty days' bill for such subscriber. The deposit pursuant to this rule may be in addition to any advance, contribution, or guarantee in connection with construction of lines or facilities as provided for in the extension policy as stated in the utility's tariffs. An estimated charge for toll calls may also be included in the total amount of deposit required. Simple interest shall be paid by the utility upon such deposits at the rate of seven percent per annum, payable upon the return of the deposit, or annually upon request of the subscriber, for the time such deposit was held by the utility and the subscriber was served by the utility, unless such period be less than six months. Interest payments may, at the option of the utility, be made either in cash, or by a credit to the subscriber's account. In computing interest, no consideration need be given to fractional parts of months.

(b) Customers who have previously received service from the utility shall be required to make a new or additional deposit only if previous payment record includes recent or substantial delinquencies. Customers who have not previously been served by the utility shall be treated uniformly within each rate classification so that either all or none of the new customers within such classification will be required to make a deposit.

(c) Each utility having on hand such deposits from subscribers, or hereafter receiving such deposits from subscribers, shall keep records to show:

- (1) The name of each subscriber making a deposit;
- (2) The premises occupied by the subscriber when making the deposit and each successive premises occupied while the deposit is retained by the utility;
- (3) The amount and date of making the deposit; and
- (4) A record of each transaction, such as the payment of interest, interest credited, etc., concerning such deposit.

(d) Each utility shall issue to every subscriber from whom such deposit is received a certificate of deposit.

(e) No utility shall refuse to return a deposit or any balance to which a subscriber may be entitled solely upon the basis that the subscriber is unable to surrender his certificate of deposit.

(f) Each utility shall file as part of its tariffs a brief statement setting forth its deposit requirement policy, explaining under what circumstances a deposit shall be required and when such deposit shall be returned.

(g) The making of a deposit shall not relieve any subscriber from payment of current bills as they become due and no deposit shall be applied by the utility to any indebtedness of the subscriber to the utility except to a bill for utility services due or past due after service is terminated.

(h) No utility shall require any security other than a cash deposit to secure payment for utility services except that a utility may provide for an acceptable third party guarantee or payment instead of a cash deposit requirement under this rule. In no event shall the furnishing of utility services or extension of utility facilities or any indebtedness in connection therewith result in a lien, mortgage or other security interest in any real or personal property of the subscriber, unless such indebtedness has been reduced to judgment.

**RULE 12**

**Filing of Rate Schedules and Regulations.**—(a) Copies of all schedules of rates or individual contracts for service, forms of routine contracts, charges for service connections and extensions of lines, exchange service area maps, base rate maps and/or written descriptions of the areas contained in said maps, and of all rules and regulations covering the relations of subscribers and utility shall be filed by each utility in the office of this Commission.

**(b) ADVICE NOTICES:**

Advice Notices, numbered serially, shall accompany each tariff sheet filing with the Commission. This notice shall list all sheets included in the filing by number and showing the sheet or sheets, if any, being cancelled. The purpose of the filing shall be explained in a brief statement as well as a statement concerning the extent to which subscribers will be affected by such filing. The Advice Notice shall be in substantially the following form, also be on file in the local office of the utility and shall be open to inspection by the public during regular business hours.

**NAME OF PUBLIC UTILITY**

Advice No ..... Date .....

The Public Utilities Commission  
of the State of Colorado  
500 Columbine Building  
1845 Sherman Street  
Denver, Colorado 80203

The accompanying tariff sheet(s) issued by ..... (name of utility)  
..... is (are) sent you for filing in compliance with the requirements of  
the Public Utilities Law:

Colo. P.U.C. No. .... Telephone .....  
(tabulate sheets attached as follows:)

Colo. P.U.C. Sheet Number	Title of Sheet	Cancels Colo. P.U.C. Sheet Number
.....	.....	.....
.....	.....	.....

ETC.

(here give purposes to be accomplished by the filing and direct attention generally to the changes being made; also, state the amounts, if any, by which the utility's revenues will be affected. If subscribers are not adversely affected, so state.)

It is desired that this filing shall become effective on statutory (30 days) notice. (If special short-term authority has been sought, pursuant to Rule 17 B (2) of the Commission's Rules of Practice and Procedure, appropriately change language.)

(Name and title of issuing officer)

#### (c) REVISED TARIFF SHEETS:

Each tariff sheet, not an original, shall be designated 1st revised sheet No. .... cancels original sheet No. .... or 2nd revised sheet No. .... cancels 1st revised sheet No. ...., etc., shall direct attention to the changes contained therein by the use of suitable symbols in the right margin. These symbols may be "I" increase, "D" decrease, "C" change in text, "N" new text, etc. On a contents or index page the utility shall show the meaning of the symbols used by it to point out changes contained in its revised tariff filings.

If a tariff sheet is issued under a specific authority or decision of this Commission, each sheet so affected shall show the correct number in the space provided at the foot of the sheet.

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#### (d) NUMBER OF COPIES TO BE FILED:

An original and one copy of each advice letter and tariff sheet shall be filed. The copy will be stamped as filed and returned to the utility.

NOTE: The utility may file as many additional copies as it wishes which will also be stamped and returned.

(e) Schedules of rates, forms of contracts and rules and regulations as filed with the Commission and available in the territory concerned shall also be on file in the local office of the utility and shall be open to inspection by the public during regular business hours.

(f) When a utility desires to change or modify the boundary of an exchange service area or base rate area by the filing of a new map and/or a written description of the proposed area, it shall follow the procedure set forth above. In addition the utility shall submit proof of notice of the proposed revision to each telephone utility whose exchange area adjoins the exchange service area boundary lines or is located reasonably near the unfilled territory which would be changed by such revision, and at said time of notice to the other utility shall also file a copy of the notice with this Commission.

(g) The Commission may reject any filing under this rule if the utility fails to comply with the provisions as set forth in said rule.

### RULE 13

**Discontinuance, Suspension of Service.**—(a) No telephone utility shall discontinue service to any subscriber for the non-payment of any sum for exchange, toll or other service except upon written notice of at least seven

days, advising the subscriber of the amount due and the date by which the same shall be paid. In the event the subscriber fails to pay, or make arrangement for payment by said date, the telephone utility may suspend the service or discontinue the service without suspension or, following suspension of service, sever the connection and remove any of its equipment from the subscriber's premises. Service may be denied to any applicant for failure to comply with applicable requirements of these rules, or the telephone utility's rules, or the requirements of municipal ordinances, or law pertaining to telephone service.

(b) Delinquency in payment for service rendered to a previous occupant of the premises to be served and unpaid charges for services or facilities not ordered by the present or prospective subscriber, or failure to pay directory advertising charges, or any other indebtedness except as incurred for utility service rendered by the utility in the State of Colorado shall not constitute a sufficient cause for refusal of service to a present or prospective subscriber; provided, however, the utility may decline to furnish service at the same premises for the use of a delinquent subscriber by subterfuge in any manner. Subterfuge includes, but is not restricted to an application for service at a given location in the name of another party by an applicant whose account is delinquent and who continues to reside at the premises. Service shall not be discontinued or refused for failure to pay any indebtedness except as incurred for utility service rendered by the utility in the State of Colorado.

(c) In the event a utility gives notice of discontinuance of service in accordance with section (a) of this rule said notice shall advise the subscriber how to contact the utility to resolve any dispute, with respect to amount or date due, and/or with respect to violation of any rule, and, in addition, said notice shall advise the subscriber of his rights under this rule as follows:

- (1) The right to make an informal complaint to the Commission Staff by letter, telephone or in person; and/or
- (2) The right to request, in writing, a hearing before the Commission. The Commission may order the utility not to terminate service pending a hearing at the discretion of the Commission. Ordinarily, such an order not to terminate service will be issued only if
  - (a) The subscriber has posted a deposit with the utility equal to the amount in dispute; or
  - (b) The subscriber has previously made an informal complaint to the Commission Staff and Staff investigation of such complaint indicates probable success of the subscriber.

(d) In the event a subscriber requests a hearing on the proposed termination of service by the utility, the Commission shall set the matter for hearing at the earliest practicable time, which hearing shall be conducted in accordance with the Rules of Practice and Procedure of the Commission. Upon motion by the utility, the Commission may order the applicant for a hearing to post an additional deposit with the utility in such amount as the Commission deems reasonable under the circumstances.

(e) Service shall not be discontinued for non-payment of any utility bill more than thirty (30) days overdue if all current bills are paid when due and all past due amounts are being amortized by reasonable installment payments. Current bill means that portion of the bill which is not thirty (30) days past due.

**RULE 14**

**Traffic Rules.**—Suitable rules and instructions shall be adopted by each telephone utility and followed by telephone operators governing the phraseology and operating methods to be employed by operators on regular, special and toll calls.

Traffic rules so adopted by each telephone utility, including instructions and the methods to be used by the operators shall be followed as closely as possible. The Commission may review the practice of any telephone utility with regard to the adopted rules and compliance therewith and may make suggestions relative to changes in practice. Traffic rules shall be available at any reasonable time for inspection by the Commission or its staff.

Telephone operators must be instructed to be courteous, considerate, and efficient in the handling of all subscriber calls.

All communications between subscribers of telephone utilities must be considered as confidential in nature and operators or employees must not listen to any conversation between subscribers except when an operating necessity. Operators shall not repeat, or divulge the nature of any local or long distance conversation, nor divulge any information inadvertently overheard. Telephone utilities will be held responsible for strict compliance with this rule by their employees.

All calls should be carefully supervised by the operator and disconnects made promptly after supervisory signals are received by the operator.

**RULE 15**

**Answering Time.**—(a) Manual Exchanges. At manual exchanges serving 500 or more subscribers, 95% of the calls should be answered by the operator without undue delay. At all other exchanges, at least 90% of the calls should be answered without undue delay.

At small exchanges operated in connection with other work, slower service may be adequate, but effort should be made to comply with the provisions of this rule. It is not intended that this rule shall mean that the average answering time on all calls should be delayed, for good service requires prompt answering of all calls. In large exchanges it should be possible to answer the majority of calls within three seconds except during periods of momentary peak loads. It is not contemplated that this rule can be observed during periods of emergency when an abnormal and unexpected volume of traffic occurs.

In toll centers serving an aggregate number of more than 5,000 subscribers, if only one operator is on duty, a person capable of operating the toll switchboard also shall be on duty at the toll switchboard office, and available for switchboard duty when required.

(b) Dial Exchanges. Sufficient dial central office capacity and equipment shall be provided to meet the following minimum requirements during any normal busy hour:

- (1) Dial tone within 3 seconds on at least 95% of telephone calls.
- (2) Complete dialing of called numbers on at least 95% of telephone calls without encountering a busy condition within the central office or in inter-office trunks.

**RULE 16**

**Emergency Operation.**—Each telephone utility shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators, or from fire, storm, or acts of God, and each telephone utility shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruptions or impairment of telephone service. In exchanges serving more than 10,000 subscribers, and in smaller exchanges, where feasible, arrangements shall be made for an alternate source of power required for the operation of service in the event of continued power failure.

In exchanges serving more than 500 subscribers, arrangements shall be made whereby another operator can be made available on short notice at any time in the event of illness or accident to the operator during those hours when only one operator is on duty. Arrangements shall be made for assembling necessary reserve operators promptly in the event of unforeseen and substantial rise in traffic volume resulting from an emergency condition.

**RULE 17**

**Service Interruptions.**—Each telephone utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall re-establish service with the shortest possible delay.

Whenever service must be interrupted for the purpose of working on the lines or equipment, the work shall be done at a time which will cause the least inconvenience to the subscribers, and any who would be seriously affected by such interruption shall, so far as possible, be notified in advance.

Each telephone utility shall keep a record showing all interruptions affecting service in an entire exchange service area or any major portion thereof. This record shall show the date, time, duration, extent and cause of the interruption.

When a subscriber's telephone is reported or found to be out of order, it shall be restored to service as promptly as possible, but in the event it remains out of order in excess of 24 consecutive hours after notice to the utility, the utility shall refund to the subscriber the pro rata part of that month's charges for the period of days during which the telephone was out of order. This refund may be accomplished by a credit on a subsequent bill for telephone service.

**RULE 18**

**Construction and Maintenance of Plant and Equipment:** The telephone plant of the utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice in the telephone industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished and the safety of persons and property.

The utility shall use as the minimum standard of accepted good practice the current edition of the National Electrical Safety Code as published by the United States Department of Commerce, National Bureau of Standards, in the following handbooks:

## A. NBS Handbook H 30 containing —

USA (United States of America) Standard Safety Rules for the Installation and Maintenance of Electrical Supply Stations, C2.1-1941 (Reaffirmed 1947)

USA Standard Safety Rules for the Installation and Maintenance of Electric Utilization Equipment, C2.3-1941 (Reaffirmed 1947)

USA Standard Safety Rules for Operation of Electric Equipment and Lines, C2.4-1939 (Reaffirmed 1947)

USA Standard Safety Rules for Radio Installation, C2.5-1940 (Reaffirmed 1947).

## B. NBS Handbook H81-1961 containing —

USA Standard Safety Rules for the Installation and Maintenance of Electric Supply and Communication Lines, C2.2-1960.

## C. C2.2a-1965 — Supplement to C2.2-1960.

## D. C2.2b-1967 — Supplement to C2.2-1960.

Each telephone utility shall adopt a program of periodic tests, inspections, and preventive maintenance aimed at achieving efficient operation of its system so as to permit the rendering of safe, adequate, and continuous service at all times. Inductive interference, cut-offs, and intelligible cross-talk are not consistent with adequate service, and maintenance should be designed to eliminate and prevent such occurrences.

In exchanges serving more than 500 subscribers, periodic leakage tests shall be made on all circuits by use of proper instruments to determine that sufficient insulation is being maintained and to further discover any substantial change in insulation values which might anticipate service difficulties. Loop resistance tests or transmission loss tests should be made on local circuit when transmission is poor, in an endeavor to locate the source of trouble.

Maintenance of open wire facilities shall include the replacement of broken or missing insulators, broken or badly deteriorated poles, crossarms and brackets, and rusted wire. Defective splices shall be replaced, slack wire retensioned, the wires properly transposed, and adequate clearance provided between the wires and trees or brush.

Switchboard maintenance shall include the replacement or repair of frayed cords, the periodic gauging of jack ferrules, and plugs, and the replacement of ferrules and plugs worn beyond reasonable tolerance. The night alarm circuit for each line and the ring-off drops on the cord circuits shall be tested periodically and adjustments made where necessary. Central office batteries shall be replaced when required to maintain good telephone service.

Dial central office equipment shall be inspected and routine tested at reasonable intervals, and such repairs, adjustments or replacements made as are found to be necessary and as are required to insure the proper functioning of dial switching equipment.

All station apparatus shall be properly maintained including replacement of transmitters and receivers when broken, damaged, or when necessary for good transmission. Station batteries or magneto systems shall be replaced whenever necessary for good service. Usually dry cell batteries must be replaced when the voltage per cell is one volt or less.

All station dry cells shall show either the date of original installation or the date of manufacture, or in lieu thereof the telephone utility may keep a record at each central office of the dates of installation of station batteries used at stations served from that central office.

Records of various tests and inspections shall be kept on file in the office of the telephone utility for a reasonable period of time. These records shall show the line or station tested or inspected, the reason for the test, the general conditions under which the test was made, the general result of the test, and such corrections as were made when the test indicated need for same.

## RULE 19

**Grounded Circuits.**—Telephone utilities shall provide full metallic circuits, or equivalent, for all subscribers located within the base rate area, and so far as economically feasible to all rural multi-party subscribers located beyond the base rate area. Telephone utilities operating ground return rural circuits which are affected by inductive interference should co-operate to the fullest extent possible with all interested parties in correcting this condition, and where necessary to eliminate inductive interference, full metallic circuits, properly transposed, shall be provided.

## RULE 20

**Trunk Lines.**—When trunk lines or toll circuits for communications are furnished by one or more telephone utilities between exchanges, the circuits connecting such exchanges shall be full metallic, or equivalent, and no subscribers' instruments other than toll stations shall be regularly connected thereto. Sufficient interoffice channels shall be provided to handle the traffic without unreasonable delay. Subscribers' instruments now connected to trunk lines or toll circuits other than toll station shall be removed therefrom within a period of one year from the effective date of this rule unless exception to this requirement is authorized by the Commission. In special cases, a semi-public pay station or other toll stations may be connected to through circuits until such time as the traffic requires additional circuits, and provided the operation of such stations does not seriously interfere with the handling of through traffic.

## RULE 21

**Service Station Lines or Switcher Lines.**—Each telephone utility furnishing switching service for service lines shall file with the Commission reasonable rules and regulations covering conditions under which the telephone company will connect a service line to its facilities and perform switching service for subscribers. These rules may provide reasonable regulations covering the maintenance of such lines and equipment connected thereto as may be required to prevent an adverse effect on the general character of service rendered by the telephone utility. Such rules may provide for the discontinuance of service to an entire line requiring repairs, but only after written notice of intention to discontinue service has been given to the authorized representative thereof which notice shall specify particular repairs necessary to make the service proper, and a reasonable period of time shall be allowed after the written notice before discontinuance of service within which to make the necessary corrections.

In case of disagreement relative to the extent of repairs necessary to place the line in satisfactory and serviceable condition, the matter shall be referred to the Commission.

**RULE 22**

**Directories.**—A telephone directory shall be regularly published for each exchange, listing the name, address and telephone number of all subscribers served by that exchange except those requesting omission of their listing from the directory. Normally, all telephone directories should be revised annually, but reasonable extensions may be made where wholesale number changes will be necessary in the immediate future as, for example, in connection with dial conversions, central office area cuts, and changes from four-to-seven-digit numbering. Extensions may also be allowed by the Commission where it can be shown that it is unnecessary to revise the directory due to a relatively small change resulting from new listings or changed numbers.

In the event of an error in the listed number of any subscriber and until a new directory is published, the telephone utility shall make whatever special arrangements are necessary and reasonable to insure that calling parties are able to reach the subscriber whose listed number is in error. In the event of an error in the name or address listing of any subscriber, such subscriber's correct name, address and telephone number shall be in the files of the information operator and furnished any caller upon request.

Whenever any subscriber's telephone number is changed for any reason after a directory is published and until a new directory is issued, the telephone utility shall, subject to the availability of facilities, intercept all calls to the former number for a reasonable period and give the calling party the new number for that subscriber and the correct number shall be in the files of the information operator and furnished any caller upon request.

Directories should contain sufficient instructions to enable users to make local and toll calls properly. Such instructions should also contain telephone numbers, printed conspicuously, for emergency calls, such as for the police and fire departments.

Upon issuance of the new directory, one copy for each main telephone service shall be distributed to all subscribers served by the exchange involved, and a copy shall be furnished to the Commission.

**RULE 23**

**Held Applications for Service.**—During such periods of time as telephone utilities may not be able to supply telephone service to prospective subscribers within 10 days after the date of application for service, the telephone utility shall keep a record for each exchange showing the name and address of each applicant for service, the date of application, the class and grade of service applied for, together with the reason for the inability to provide the service to the applicant. When the number of such applications held for one month or longer exceeds 100 at any central office, the telephone utility shall maintain a summary of applications for each central office showing the total number by various causes for delay and by dates of application.

**RULE 24**

**Records.**—Each telephone utility shall maintain an accurate record of all oral and written complaints made by its subscribers regarding service, or rates and charges. This record shall include the name and address of

the subscriber or complainant, the time, date and nature of the complaint, the action taken to clear trouble, and the date and time of such trouble clearance. This record shall be made available to the Commission or its authorized representative at any time upon request and shall be preserved for not less than six months from date of complaint.

Such record of complaints should indicate to the telephone utility or to the Commission whether or not any particular subscriber encounters the same difficulties frequently, whether a large number of complaints arise from the same irregularity in service, or whether some phase of the construction equipment, maintenance or operation are unsatisfactory.

Where a telephone utility is generally operated with any other enterprise, suitable records must be kept so that the results of the telephone operation may be determined at any time.

Each telephone utility serving more than 500 subscribers shall keep complete maps and records showing the location and description of its plant and facilities, including the number of toll circuits and interexchange circuits, the extent of the area served by the utility and the nature of plant and equipment used in providing telephone service.

All records required by these rules shall be kept within the State at an office or offices of the telephone utility and shall be made available to the Commission or its authorized representatives at any time upon request.

**RULE 25**

**Extension of Service.**—It is the obligation of each telephone utility to make reasonable extensions of its lines and service within any exchange service area of the telephone utility either within or beyond the base rate area.

Each telephone utility shall maintain rules and regulations on file with the Commission as part of its tariffs which set forth the conditions and circumstances under which line extension or extensions of service will be made to render service to applicants within the exchange service area, including schedules of charges for service connections, extensions and line mileage, and copies of such rules and regulations shall also be on file in the local offices of the telephone utility and shall be available for the inspection of the public during regular business hours.

Such rules and regulations may also provide for agreements between the telephone utility and a subscriber or group of subscribers whereunder the latter agrees to construct, in accordance with standard specifications, a circuit from the subscriber's station location to an agreed upon point of connection with the telephone utility's system. Under such circumstances, the station equipment may be owned, installed and maintained by the telephone utility, but the subscriber or subscribers would own and bear the cost of maintaining their service line. Telephone service furnished under these conditions is subject to tariff provisions of the telephone utility applicable to service lines.