

STATE OF OHIO  
PUBLIC UTILITIES COMMISSION  
180 EAST BROAD STREET  
COLUMBUS, OHIO 43266-0573

RICHARD F. CELESTE  
GOVERNOR



November 5, 1990

88-452-TF-00

Mr. Craig Roth  
International Telephone Consultants  
2727 Tuller Parkway, Suite 200  
Dublin, Ohio 43017

RECEIVED

NOV 5 1990

DOCKETING DIVISION  
PUBLIC UTILITIES COMMISSION OF OHIO

Dear Mr. Roth:

A member of the staff of the Public Utilities Commission of Ohio has discovered that the customer-owned, coin-operated telephones (COCOTs), phone numbers 614-477-9877 located at J.R. Hook's Cafe 115 Watts St., Circleville, Ohio, 614-861-3382 located at Dunkin Donuts, 2900 S. Hamilton Rd., Columbus, Ohio, 614-575-1156 located at Mail Boxes Etc. USA, 1209 Hill Rd. North, Pickerington, Ohio, 614-476-3521 located at Convenient Cleaners & Laundry, 125 N Hamilton Rd., Columbus, Ohio, 614-792-8288, located at Mail Boxes Etc. USA, 5837 Karris Square Dr., Dublin, Ohio, 614-431-1907 located at Mail Boxes Etc. USA, 30 Dillmont Dr., Worthington, Ohio, and 614-888-7589 located at Lehigh Pizza & Carryout 4958 North High St., Columbus, Ohio are in violation of the following Commission ordered requirements for such instruments.

1. J.R. Hooks Cafe/ 115 Watt St./ Circleville, Ohio/  
614-477-9877
  - A. The instrument was not mounted according to the federal and state height regulations. The instrument meets height regulations but it is not accessable by wheelchair.
  - B. Directory assistance was not free and without the use of a coin. Long distance directory assistance was fifty cents.
  - C. The correct name of the owner of the telephone was notlisted and there was no access to the telephone number that was posted.

- D. The instructions for the COCOT were incorrect.
  - E. The method for reporting complaints and obtaining refunds were not posted.
  - F. There was not a notice stating that the instrument is not programmed to receive incoming calls.
  - G. There was a time restricted call. It cost twenty-five cents for the first five minutes of the telephone call.
2. Dunkin Donuts/ 2900 S. Hamilton Rd./ Columbus, Ohio/  
614-861-3382
- A. Directory assistance was not free and without the use of a coin. Local directory assistance was twenty-five cents, long distance directory assistance was fifty cents.
  - B. The correct name of the owner of the telephone was not listed and there was no access to the telephone number that was posted.
  - C. The instructions for the COCOT were incorrect.
  - D. The method for reporting complaints and obtaining refunds were not posted.
  - E. There was not a notice stating that the instrument is not programmed to receive incoming calls.
  - F. There was a time restricted call. It cost twenty-five cents for the first five minutes of the telephone call.
3. Mail Boxes Etc. USA/ 1209 Hill Rd. North/  
Pickerington, Ohio/  
614-575-1156
- A. The correct name of the owner of the telephone was not listed and there was no access to the telephone number that was posted.
  - B. The instructions for the COCOT were incorrect.

Mr. Craig Roth  
International Telephone Consultants  
Page 3

4. Convenient Cleaners & Laundry/ 125 North Hamilton Rd/  
Columbus, Ohio/  
614-476-3521
  - A. The instrument was not mounted according to the federal and state height regulations. The instrument was 55 inches from the base to the slot and was not accessible by a wheelchair.
  - B. The correct name of the owner of the telephone was not listed and there was no access to the telephone number that was posted.
  - C. The instructions for the COCOT were incorrect.
5. Mail Boxes Etc, USA/ 5837 Karric Square Dr./ Dublin,  
Ohio/  
614-792-8288
  - A. Directory assistance was not free and without the use of a coin. Local directory assistance was twenty-five cents, long distance directory assistance was fifty cents.
  - B. The correct name of the owner of the telephone was not listed and there was no access to the telephone number that was posted.
  - C. The instructions for the COCOT were incorrect.
6. Mail Boxes Etc, USA/ 30 Dillmount Dr./ Worthington,  
Ohio/  
614-431-1907
  - A. The correct name of the owner of the telephone was not listed and there was no access to the telephone number that was posted.
  - B. The instructions for the COCOT were incorrect.
7. Le-High Pizza & Carryout/ 4958 N. High St./  
Columbus, Ohio/  
614-888-7589
  - A. The correct name of the owner of the telephone

Mr. Craig Roth  
International Telephone Consultants  
Page 4

was not listed and there was no access to the telephone number that was posted.

B. The instructions for the COCOT were incorrect.

Any provider of COCOT service that obtains a local access line or subscriber line from a local exchange company is a customer of that company and is subject to the terms and conditions set forth in the company's tariffs. The provider must comply with all the requirements set forth in the Opinion and Order issued by the Commission on January 29, 1985 in Case No. 84-863-TP-COI, with the requirements set forth in the revisions thereto issued in the Supplemental Opinion and Order issued on March 17, 1987 and with the requirements set forth in the revisions in the Opinion and Order issued on February 21, 1990 in Case No. 88-452-TP-COI, relative to the compliance of customer-owned, coin-operated telephones with Commission-ordered guidelines.

Failure to comply with these tariffs and Opinions and Orders, or any related rule approved by the Commission are grounds for disconnection of the COCOT.

Your corrective action is now required to avoid such disconnection. Fifteen days after the postmarked date of this notice, an investigator will return to ensure that all of the foregoing deficiencies have been corrected. In addition to correcting the deficiencies existing at the COCOT locations cited in this letter, you are required to bring all COCOTS owned by you in the State of Ohio into Compliance with these same deficiencies within this 15 day time period.

At the same time the Compliance staff returns to the locations which were specifically cited, the investigators will inspect other locations served by you to ascertain compliance status.

After that investigation, a second letter will be sent to you informing you that your locations are either in compliance or still in non-compliance. If locations are found to be in non-compliance status at the time of the second inspection, the Commission will notify the serving telephone company to disconnect service at all locations in non-compliance.

You will be assessed the costs of the Commission's investigations when the violations found and cited in this letter are not corrected, or when those same violations are subsequently found to exist at other COCOTS owned by you.

Mr. Craig Roth  
International Telephone Consultants  
Page 5

If you have any questions or wish to dispute the results of  
our investigation, please call 614/466-5524.

Sincerely,

*Frank B. Richards*

Frank B. Richards  
Chief Compliance Division  
Customer Services Department