

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE ANNUAL
REPORTS FOR THE FISCAL ASSESSMENT
OF TELECOMMUNICATIONS RELAY
SERVICE FOR CALENDAR YEAR 2019.

CASE NO. 20-03-TP-RPT

IN THE MATTER OF THE ADOPTION OF
RULES FOR THE TELECOMMUNICATIONS
RELAY SERVICE ASSESSMENT PURSUANT
TO R.C. 4905.84.

CASE NO. 08-815-TP-ORD

ENTRY

Entered in the Journal on January 29, 2020

I. SUMMARY

{¶ 1} The Commission directs all service providers required under federal law to provide customers with access to telecommunications relay service to complete and submit through the Commission's web-based filing system known as the PUCO Community, a response to the Telecommunications Relay Service Reporting Form by April 30, 2020.

II. DISCUSSION

{¶ 2} R.C. 4905.84 provides that the Commission shall collect from each service provider that is required under federal law to provide its customers access to telecommunications relay service (TRS) an annual assessment to pay for the costs incurred by the TRS provider for providing TRS in Ohio. Division (F) of R.C. 4905.84 provides that the Commission shall adopt rules under R.C. 111.15 to establish the assessment amounts and procedures.

{¶ 3} Ohio Adm.Code 4901:1-6-36(D) requires that the most recent Federal Communications Commission (FCC) Form 477 information be submitted by each service provider to the Staff for the purpose of determining the assessment amount owed by each provider.

{¶ 4} All service providers that, under federal law, are required to provide customer's access to TRS are hereby directed to complete responses to the

Telecommunications Relay Service Reporting Form by April 30, 2020. Further, those carriers that do not file a Form 477 with the FCC shall also complete the Telecommunications Relay Service Reporting Form in order to reflect the number of the provider's retail customer access lines or their equivalents. Those responses are also due by April 30, 2020.

{¶ 5} Concurrent with the filing of this Entry, Staff is directed to post on the Commission's website, and file in this docket, a list of all entities subject to the TRS reporting obligation for the 2019 calendar year, based on Commission records. Each entity listed thereon is directed to submit its Telecommunications Relay Service Reporting Form using the Commission's web-based filing system by April 30, 2020.

{¶ 6} Since 2018, the Commission has utilized a web-based filing system known as the PUCO Community for TRS reporting. Through the PUCO Community, all service providers that, under federal law, are required to provide customers access to TRS are able to submit their TRS report and pay the TRS assessment securely online with no additional fees.

{¶ 7} Beginning in 2020, the login process for the PUCO Community will change. PUCO Community users will be asked to create an OH|ID account for authentication and login. The OH|ID platform creates one simple and secure location to access information and conduct business with the State of Ohio. It is built on the most modern security technology, is compliant with federal security guidelines, and is tested and enhanced regularly. For more information please refer to Attachment A to this Entry; visit <https://www.puco.ohio.gov.pucocommunity>; or call the Commission's Call Center at 1-800-686-PUCO (7826).

{¶ 8} Once TRS report filers receive access to the PUCO Community, they can file TRS reports beginning January 30, 2020, by visiting <https://www.puco.ohio.gov/pucocommunity>. TRS report filers will receive a notification when the system is available to receive filings. In addition to submitting the required number of access lines or equivalents, each reporting entity is requested to verify and update

the docketing contact, who will receive official legal notice or service of process on behalf of the regulated entity, and the fiscal contact, who will receive and have authority to pay online the TRS assessment or other invoices from the Commission.

{¶ 9} All TRS filers are hereby put on notice that the Commission will expect timely compliance from all reporting companies. All reporting companies should take notice that a civil forfeiture of up to \$1,000 per day, may be assessed, pursuant to R.C. 4905.84(E), against any company that fails to comply by the April 30, 2020 deadline, absent good cause shown. Such forfeiture would be in addition to any amounts owed to this Commission.

{¶ 10} Additionally, all TRS reporting companies should subscribe to the Telephone industry listserv(s), which can be done by submitting your email to the Commission's Docketing Division under "Service List Sign Up" at: <https://www.puco.ohio.gov/docketing/service-list-sign-up/>. The Commission uses the industry service lists to send notices, forms, industry-specific communications, such as noticing a rule-making proceeding or compliance with other reporting obligations to the Commission. It is recommended that reporting entities consider using company rather than individual employee mailboxes, and take appropriate actions to ensure that email from the Commission is not blocked or disabled

III. ORDER

{¶ 11} It is, therefore,

{¶ 12} ORDERED, That all service providers required to provide access to TRS to customers comply with Paragraph 4. It is, further,

{¶ 13} ORDERED, That notice of this Entry be sent to the telephone industry service list. It is, further,

{¶ 14} ORDERED, That a copy of this Entry be served upon all telephone companies and commercial mobile radio service providers under the Commission's jurisdiction, the

Ohio Telecom Association, those entities who filed the Telephone Relay Service Reporting Form under the previous remittance period, and all other interested persons of record.

COMMISSIONERS:

Approving:

Sam Randazzo, Chairman
M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters

JRJ/mef

Attachment A – Entry 20-03-TP-RPT

What is the PUCO Community?

The PUCO Community is an online service for regulated businesses to view certificates, file annual reports, pay annual assessments and more.

How do I access the PUCO Community?

As a PUCO Community user, you will now log in using your OH|ID account to access the PUCO Community. OH|ID is a centralized, secured portal designed for Ohioans to access information and conduct business with a variety of state agencies, all in one place.

Users must access the PUCO Community using their OH|ID account. If you do not have an OH|ID, you will need to create one. We recommend using the same email address for OH|ID that you use for PUCO Community to allow for automatic access. If you are not sure which email address you used for PUCO Community, please contact (800)686-PUCO (7826) or email: ContactThePUCO@puco.ohio.gov.

If you already have an OH|ID, log in to [OH|ID](https://ohid.ohio.gov) [ohid.ohio.gov] and select the PUCO Community tile from the *Available Apps* section on the OH|ID homepage. Prior to accessing the PUCO Community, you may be asked to complete a request form to ensure you have access to the appropriate services within the PUCO Community.

To create an OH|ID or for more information, please visit the [PUCO Community page](https://puco.ohio.gov/pucocommunity) [puco.ohio.gov/pucocommunity].

Why do I need an OH|ID?

In terms of digital identity and cybersecurity, OH|ID is Best-of-Breed. It meets all federal and state digital security guidelines and is regularly audited to ensure your data and personal information remain private and secured.

OH|ID is powered by the [InnovateOhio Platform](https://innovateohio.gov/wps/portal/gov/innovate/platform/digital-identity) [https://innovateohio.gov/wps/portal/gov/innovate/platform/digital-identity], a key component of Governor Mike DeWine and Lt. Governor Jon Husted's InnovateOhio vision to improve citizen interactions with the state by making them more dynamic, data-driven, and customer-centered.

Questions? [OH|ID Help Center](https://ohid.ohio.gov/wps/portal/ohid/business/help-center/need-help/) [https://ohid.ohio.gov/wps/portal/ohid/business/help-center/need-help/]

We're here to help. Please contact us by phone (800) 686-PUCO (7826) or email: ContactThePUCO@puco.ohio.gov.

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Case No(s). 20-0003-TP-RPT, 08-0815-TP-ORD

Summary: Entry that the Commission directs all service providers required under federal law to provide customers with access to telecommunications relay service to complete and submit through the Commission's web-based filing system known as the PUCO Community, a response to the Telecommunications Relay Service Reporting Form by April 30, 2020. electronically filed by Docketing Staff on behalf of Docketing