

CHECK LIST FOR PAY TELEPHONE OPERATIONS

Vendor Name _____ Listed Telephone # _____ Date _____

Set Location _____ Inspected by _____

Equipment

- Yes No 1. **Cleanliness.** Is the set clean and in generally good condition?
- Yes No 2. **Lighting.** Is electricity available? _____ If yes, is the area well lighted? _____
- Yes No 3. **Directory.** Is there a current, legible telephone directory?
- Yes No 4. **Privacy.** Is the telephone installed on an extension?
- Yes No 5. **Handicapped.** Is this installation mounted to allow for access by people confined to a wheel chair?
- Yes No 6. **Hearing Impaired.** If the pay telephone was installed after October 1, 1991, it must be both hearing-aid compatible and have volume control either on the hand set or on the case of the telephone. Does this set comply?
- Yes No 7. **Coins.** Will the telephone accept various denominations of coins & return coins if call is not completed? Verify by dialing a vacant number i.e., XXX-9999.
- Yes No 8. **Keypad.** Does the telephone keypad (if touchtone) generate tone during the connection? A good way of testing is to dial a vacant number and attempt to use the keypad while ringing is in progress or use this procedure when checking for the alternate carrier.

Information to be Posted

- Yes No 9. **Telephone Number.** Is the area code and telephone number affixed and legible?
- Yes No 10. **Address.** Is the set address shown?
- Yes No 11. **Local Calls.** Is the charge for a local call posted?
- Yes No 12. **Prepaid or Postpaid.** Is the telephone identified as accepting coins or cards?
- Yes No 13. **Time Limit.** If there is a time limit on calls, is it posted on or near the telephone?
- Yes No 14. **Payphone Provider.** Is the name, address and toll-free number of the provider affixed to the set or enclosure?

Instructions

- Yes No 16. **General Use.** Are there instructions for general use of the telephone?
- Yes No 17. **Dial-around Permitted.** Do dialing instructions include a statement that all MTS companies serving the area are reachable from the pay telephone by dialing access code or number provided by the company?
- Yes No 18. **Quoted Rates.** Are instructions posted for a toll-free method to obtain quotes for rates or refunds?
- Yes No 19. **Trouble Reporting.** Are instructions posted for a no-cost procedure for reporting service difficulties?

Operation

- Yes No 20. **Operator Assistance.** Can you obtain direct operator assistance without a coin?
- Yes No 21. **9-1-1 Access.** Are you able to reach 9-1-1 without the use of a coin? If 9-1-1 is not available, are instructions provided for completion of emergency calls without charge?
- Yes No 22. **Branding.** Does the presubscribed carrier brand? To test, try to make a long distance call by following the instructions provided. Prior to hearing the ringing tone in your handset, the carrier must identify itself. Is the correct presubscribed MTS provider identified during branding?
- Yes No 23. **0- Calls.** Unless exempted, 0- calls must default to local exchange carrier. To test, Dial 0 and ask for the number and street address of the phone you are using. Who is the Operator Service Provider? _____
_____ Does the OSP have an exemption on file with the IPUC?
- Yes No 24. **No Blocking.** Can you reach an alternate carrier? To determine if blocking is being used, attempt the following procedure: Attempt to access an alternate carrier by dialing an access code (101XXXX) + 0 + area code and the balance of the number. Next try other access codes to rule out selective blocking.
- Yes No 25. **Incoming Calls.** Does the set accept incoming calls and does it ring on incoming calls?