

PUBLIC UTILITIES COMMISSION

320 West 4th St, Suite 500
LOS ANGELES, CA 90013

**Sent via email**

December 10, 2015

To all Billing Telephone Corporations in Rulemaking (R.) 00-02-004,

Subject: Annual Billing Telephone Corporation Third Party Blocking Report

It is once again, time for Billing Telephone Corporations, as defined in D.10-10-034 and modified by D.11-01-001, to submit their Annual Blocking Reports by December 31, 2015.

The Commission's G.O. 168, Part 4, Rule 11.5 requires all Billing Telephone Corporations to submit a report to the Director of the Commission's Safety and Enforcement Division once a year that documents the means offered to Subscribers to restrict or otherwise block third-party billing. The report shall contain copies of consumer information and describe the Billing Telephone Corporation's actions to publicize the availability of third-party blocking.

CPSD requests that Billing Telephone Corporations follow the same guidance provided by staff for the initial annual third party blocking report, included below.

Annual BTC Third Party Blocking Report Guidance:

- The Report is due December 31, 2015.
- Please provide the Annual Blocking Report in MS word and font no smaller than 10 points consistent with Rules 1.5 and 1.6 of the Commission's Rules of Practice and Procedure.
- The Report must be written in a clear, unambiguous and legible manner sufficient for a layman to understand the means the BTC offers subscribers the ability to restrict or block 3rd party billing.

Report discussion categories:

1. Bill blocking options at Service Initiation
2. Bill blocking options for existing customers
3. Bill blocking option for yearly notifications to subscribers in writing

For each discussion category listed above, please provide the following information:

- a. A description of the overall means by which the BTC provides blocking.
- b. Screenshots and written materials of BTC call center representative scripts, instructions, and training materials relating to 3rd party bill blocking.

- c. Copies of 3rd party bill blocking information provided to consumers by the BTC and the exact location where the information is found.
- d. A description of the BTC's actions to publicize the availability of 3rd party blocking. Please include documentation supporting those actions.
- e. A description of how the BTC informs subscribers that 3rd party bill blocking is free of charge.
- f. A description of how subscribers are able to add or remove the blocking feature quickly and easily. Please provide screenshots, the exact location, and a description of this process.

The Report should also include the following, if available:

1. The number of California subscribers that have signed up for 3rd party bill blocking or best estimate.
2. The number of California subscribers that have previously signed up for 3rd party bill blocking but have gone back to having 3rd party billing on their phone bill or best estimate.

If you have further questions regarding the Billing Telephone Corporation Third Party Billing Report Guidance, please contact me via email (victor.banuelos@cpuc.ca.gov) or telephone (415) 703-5267.

Please submit the report on or before December 31, 2015, to the Director of the Safety and Enforcement Division, at the address below, and electronic copy to me (victor.banuelos@cpuc.ca.gov) and Jeff Kasmar (jeff.kasmar@cpuc.ca.gov) via e-mail.

Director of the Safety and Enforcement Division
California Public Utilities Commission
Safety and Enforcement Division
Attn: Victor F. Bañuelos
Utility Enforcement Branch
505 Van Ness Avenue
San Francisco, CA 94102

Sincerely,

Victor F. Bañuelos
Senior Enforcement Analyst
California Public Utilities Commission
SED Utility Enforcement Branch

victor.banuelos@cpuc.ca.gov
(415) 703-5267

Cc: Jeff Kasmar, Supervisor