

Instructions for Completing the Compliance Form for Annual Notices to Customers

To demonstrate compliance with Minnesota Rule 7812.1000 and/or 47 C.F.R. § 64.604(c)(3) all telecommunications providers – **including interconnected VoIP service providers and wireless service providers** – must submit this form and any attachments via Minnesota's eDockets filing system.

Providers who are exempt from state and federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the TED Program must still complete the compliance form **annually** and indicate the reason for exemption.

Note: All of the information found in the *Information to Include in Customer Annual Notices* or in the *Sample Notice* must be provided to each residential and business customer **annually**. How you choose to provide your customers with this information is your discretion. You may include the information in your Annual Notice of Customer Rights, in a separate bill insert, printed directly on the customer's bill, in a newsletter, etc. (Forms, information, and samples are available at: www.mnrelay.org by clicking on "Telecommunications Providers".

You may send the notice to your residential and business customers in the same format that you provide their customer bill/invoice. For example, if your customer receives a paperless (electronic) billing, you may send the annual notice to the customer electronically.

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| Required Information | <ul style="list-style-type: none">• Complete all applicable highlighted fields on the form.• Highlighted fields will allow you to type in your response. |
| Company ID Number | <ul style="list-style-type: none">• Enter the provider's Minnesota Company Identification (U-) Number.• If you do not have a Minnesota U-number, please leave this field blank. |
| Company Name | <ul style="list-style-type: none">• Please complete a separate <i>Compliance Form</i> for each provider/company.• Enter the company name (exactly as registered with the MN Secretary of State). |
| DBA | <ul style="list-style-type: none">• Enter any assumed name(s) that the provider is doing business under in Minnesota. |
| Address | <ul style="list-style-type: none">• Enter the company's address. |
| Regulatory Contact | <ul style="list-style-type: none">• Enter the information for the company's regulatory contact. |

When to File This Form

- You must submit the *Compliance Form* (and proof of compliance) annually. However, because providers distribute telephone directories and bill inserts/newsletters at various dates throughout the year, there is no specific annual due date for filing.
- We suggest that you establish internal procedures so that you submit the *Compliance Form* at approximately the same time each year.

How to File This Form

- File this form and all supporting documents via the electronic filing system at: <https://www.edockets.state.mn.us/EFiling/home.jsp>.
- File under **Docket Number**: 12-6 and select **Document Type**: Report.
- In order to submit a document using the eFiling application, you must be a registered user. To register, go to the eFiling Web page and click on "Request Registration". Allow at least 24 hours to receive a user ID and password.
- For information on how to use the eFiling system, please contact Jan Mottaz at 651-539-1533 or Jan.Mottaz@state.mn.us.

How to Attach a Bill Insert, Newsletter, and/or Directory Page

- The eFiling application only accepts documents in PDF or Excel formats.
- Whenever possible, the PDF should be created from the application of origin. Scanned PDF's should be avoided and submitted only when the document is not available in its original format.
- Scanned documents increase the file size and reduce the accuracy of full text searching. Adobe Acrobat, PrimoPDF, Win2PDF and Cutepdf are just some examples of software available at little or no cost to covert documents to PDF. The agencies do not sanction or support these products in any way.
- File Size: Document size is strictly limited to 10MB. If the Document is larger than 10MB, split the document into logical parts (e.g. existing document sections) so that each part does not exceed 10MB. Up to 10 documents of up to 10MB may be part of a single submission.

If you are a local service provider:

- Please indicate the month and year that the provider distributed Minnesota Relay and TED Program information (i.e. bill insert or newsletter) to customers.
- Please indicate the month and year that a telephone directory containing information on the availability and use of all forms of Minnesota Relay services was distributed to your customers.
- Minnesota Rule 7812.0600 requires, as part of local service offering, that you provide “one white pages directory per year for each local calling area, which may include more than one local calling area, except where an offer is made and explicitly refused by the customer.” If you do not publish your own telephone directory, please submit the page(s) containing Minnesota Relay and TED Program information from the telephone directory distributed to your customers.

If you are an inter-connected VoIP service provider or a wireless service provider:

- Please indicate the month and year that the provider distributed Minnesota Relay and TED Program information to customers.
- Please indicate the month and year that a telephone directory containing information on the availability and use of all forms of Minnesota Relay services was distributed to your customers. If you do not publish a telephone directory, place a check mark in the “We do not distribute a telephone directory” box.

If you are exempt from the Annual Notice requirements:

- Please place a check mark in the box corresponding to the explanation for your exemption.
- If the reason for your exemption is not listed, please place a check mark in the "Other" box and list an explanation in the space provided.
- If your explanation will not fit in the space provided, please attach an additional sheet with your explanation.