

January 1, 2025

RE: Annual Notices to Customers

Telecommunications Regulatory Contacts:

This letter serves to assist you with your compliance of state and federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and Minnesota Access to Communication Technology (MN ACT; formerly known as the Telephone Equipment Distribution Program).

To whom does this apply?

It applies to all telephone service providers, ***including Interconnected VoIP and wireless service providers***, with Minnesota residential or business customers.

Where can I find additional information?

On our website you will find a *FAQ for Annual Notices to Customers*, as well as a copy of the *Compliance Form* and a *Sample Annual Notice*.

Go to mn.gov/commerce/business/telecom/reporting/ and scroll down to the **Annual Notice to Customers Regarding Minnesota Relay** section.

How can I ensure that the information provided to our customers is correct and complete?

Please don't reuse your past annual notices and directory page(s). Services, web addresses, telephone numbers, email addresses, and so forth change from year to year. Please visit our website *before* publishing Minnesota Relay and MN ACT information so that you have the most up-to-date and complete information in your annual notices and telephone directories.

What steps should I take?

All service providers should complete the *Compliance Form*. Even if you believe you are exempt from the notice requirements, still complete the form and indicate your reason for exemption. (Note: If you provide service capable of originating a Telecommunications Relay Services call *you are not exempt*).

When should I file the compliance form?

Submit the *Compliance Form* (and proof of compliance) annually. There is no specific due date to file the *Compliance Form*. We understand that carriers distribute telephone directories and bill inserts/newsletters at various dates throughout the year, and ask that you file the *Compliance Form* and attachments after you have distributed the annual notice (and telephone directory, if applicable) to your customers.

Thank you for your past and future compliance cooperation.

Best regards,



Rochelle Garrow, Administrator

Telecommunications Access Minnesota and Minnesota Relay

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