

January 2, 2019

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 the Minnesota Telephone Equipment Distribution (TED) Program.

**Don't just reuse
your past annual
notices and
directory page.**

There are often changes to information, so ensure that your publications staff update your annual notice and telephone directory accordingly.

To Whom does this apply?

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

Where can I find the Compliance Form and the Sample Annual Notice?

Go to mn.gov/commerce/industries/telecom/mnrelay/. You can use the “Sample Annual Notices to Customers” as a bill insert, in your newsletter, on your website, and in your directory. Or, you can use the material in *Information to Include in Annual Notices to Customers and Telephone Directories* to create your own document.

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 or 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.

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

Telephone numbers, email addresses, web addresses, services provided, and so forth change all of the time so **please don't just reuse your past annual notices and directory page**. Visit our website *before* publishing Minnesota Relay and TED Program information so that you have the most up-to-date and complete information.

Where can I find additional information?

Additional information on the requirements as well as often-asked questions can be found in the *FAQ for Annual Notices to Customers* on our website at: mn.gov/commerce/industries/telecom/mnrelay/.

Thank you for your past and future cooperation.

Best regards,



Rochelle Garrow, Administrator

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