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**2.3 Obligations of the Customer**

When Customer equipment or a Customer-provided communications system is connected to IITS, the Customer assumes additional responsibilities that are described in the Connections section of this Guidebook.

The Customer is responsible for complying with guidebook conditions for IITS and for assuring that its Users comply with guidebook conditions.

The Customer retains responsibility for compliance with guidebook conditions and any act or omission of the agent, regardless of any limitations the Customer may place on the agent's authority.

**2.3.1 The calling party shall establish his or her identify in the course of any communication as often as may be necessary.**

**2.3.2 The calling party shall be solely responsible for establishing the identify of the person or persons with whom connection is made at the called station or stations.**

Each Aggregator, as described in Section 2.5, following, for which the Telephone Company is the Presubscribed Provider of Operator Services must comply with Section 226 of the Communications Act of 1934.

In the Southeast and Midwest Regions there are additional obligations of the customer. Those specific obligations are listed below, by region.

**2.3.3 In the Southeast Region, other obligations of the Customer include:**

A. Floor Space, Conduit and Electrical Power at a Customer's Premises

The Customer must provide any equipment space, supporting structure, conduit and electrical power required to terminate IITS at a premises without charge to the Telephone Company. The space, structure, conduit and power must be made available in sufficient time to permit the installation of IITS to be completed prior to its due date. Selection of ac or dc power will be a matter of mutual agreement between the Customer and the Telephone Company.

B. Access to Customer's Premises

The Customer is responsible for arranging premises access at any reasonable time so that Telephone Company personnel may install, repair, maintain, inspect or remove IITS components. Premises access must be made available at a time mutually agreeable to the Customer and Telephone Company

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**2.3 Obligations of the Customer (Cont'd)****C. Locations Involving High Voltage Power**

When a Customer orders IITS installed at a location where high voltage power is present, the Customer shall:

Install, maintain and pay for any special facilities and protective apparatus required by federal, state or local regulations.

Pay for protective apparatus recommended for the location by the Telephone Company.

**D. Availability for Maintenance, Testing or Modifications**

The Customer must make IITS available for maintenance, testing, or implementation of changes it has ordered, at any reasonable, mutually agreeable time. Occasionally an impairment may only be evident at certain times (e.g., a certain hour of the day). In such cases, IITS must be made available for testing during the same time periods if the trouble condition is to be corrected.

**E. Damage to IITS**

The Customer must pay the Telephone Company for replacement or repair of any IITS component(s) when damage results from:

- The negligence or willful act of the Customer or others,
- improper use of IITS, or
- any use of equipment or systems provided by the Customer or others.

**F. Loss**

The Customer must pay for the loss through theft of any Telephone Company-provided equipment installed at a Customer's premises.

**2.3.4 Additionally, in the Midwest Region, each Aggregator, as defined in 2.5, for which the Telephone Company is the provider for operator services must:**

- A. Post on or near the telephone instrument, in plain view of consumers, the following information:
1. The name and address of the provider of operator services.
  2. A written disclosure that the rates for all operator-assisted calls are available on request, and that consumers have a right to obtain access to the interstate common carrier of their choice and may contact their preferred interstate common carriers for information on accessing that carrier's service using that telephone.
  3. The name and address of the enforcement division of the Common Carrier Bureau of the Commission, to which the consumer may direct complaints regarding operator services.

**2.3 Obligations of the Customer (Cont'd)**

- B. Ensure that each of its telephones presubscribed to a provider of operator services allows the consumer to use "800" and "950" access code numbers to obtain access to the provider of operator services desired by the consumer.
- C. Ensure that no charge by the Aggregator to the consumer for using an "800" or 950" access code number, or any other access code number, is greater than the amount the Aggregator charges for calls placed using the presubscribed provider of operator services.

The conditions of paragraph (A) shall not apply to an Aggregator in any case in which State law or State regulation requires the Aggregator to take actions that are substantially the same as those required in paragraph (A).

For purposes of complying with paragraph (A), following are the names and addresses of the Telephone Companies providing service, and the F.C.C. In addition, the Telephone Companies, as applicable, may be reached by dialing 0. An access digit may be required, such as 9 from a motel, before dialing 0.

**ILLINOIS**

Illinois Bell  
Telephone Company, LLC  
225 W. Randolph Street  
Chicago, Illinois 60606

**INDIANA**

Indiana Bell  
Telephone Company, LLC  
240 N. Meridian Street  
Indianapolis, Indiana 46204

**MICHIGAN**

Michigan Bell  
Telephone Company  
444 Michigan Avenue  
Detroit, Michigan 48226

**OHIO**

The Ohio Bell  
Telephone Company, LLC (D)  
45 Erieview Plaza  
Cleveland, Ohio 44114

**WISCONSIN**

Wisconsin Bell, LLC  
740 N. Broadway  
Milwaukee, Wisconsin 53202

**F.C.C.**

F.C.C., Enforcement Division, CCB  
Room 6202  
Washington, DC 20554

The Telephone Company will assume responsibility for complying with the requirements for posting information on or near their payphones located on an Aggregator's premises.