

**Public Service Board Rule 4.701(B)
Selection of Primary Interexchange Carrier**

**Letter of Agency Form and Content
Compliance Checklist**

An IXC shall obtain any necessary written authorization from a subscriber for a PIC change by using a letter of agency as specified in this section. Any letter of agency that does not conform with this section is invalid.

Company Name:

**Date LOA Reviewed:
Reviewer:**

Compliance

YES NO

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The letter of agency shall be a separate document whose sole purpose is to authorize an interexchange carrier to initiate a primary interexchange carrier change.

Comments:

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Must be signed and dated by the subscriber to the telephone line(s) requesting the primary interexchange carrier change.

Comments:

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Shall not be combined with inducements of any kind on the same document.

Comments:

FOR CHECKS:

The letter of agency may be combined with checks that contain only the required letter of agency language and the necessary information to make the check a negotiable instrument.

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The check shall not contain any promotional language or material.

Comments:

YES NO
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The check shall contain in easily readable, bold-face type on the front of the check, a notice that the consumer is authorizing a primary interexchange carrier change by signing the check.

Comments:

G G

The language also shall be placed near the signature line on the back of the check.

Comments:

ALL Letters of Agency:

G G

Must be printed with a type of sufficient size to be clearly legible.

Comments:

LOA must contain clear and unambiguous language that confirms:

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The subscriber's billing name and address and each telephone number to be covered by the primary interexchange carrier change order.

Comments:

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The decision to change the primary interexchange carrier from the current interexchange carrier to the prospective interexchange carrier.

Comments:

G G

That the subscriber designates the interexchange carrier to act as the subscriber's agent for the primary interexchange carrier change.

Comments:

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That the subscriber understands that only one interexchange carrier may be designated as the subscriber's interstate primary interexchange carrier, and only one as the subscriber's intrastate primary interexchange carrier, for any one telephone number. Any carrier designated as a primary interexchange carrier must be the carrier directly setting the rates for the subscriber.

Comments:

YES NO
G G

That the subscriber understands that any primary interexchange carrier selection the subscriber chooses may involve a charge to the subscriber for changing the subscriber's primary interexchange carrier. The precise amount of any such charge shall be specified in the letter of agency.

Comments:

G G

A toll-free number that the customer can call to verify whether the change has occurred.

Comments:

G G

Neither suggest nor require that a subscriber take some action in order to retain the subscribers current interexchange carrier.

Comments:

G G

If any portion of a letter of agency is translated into a language other than English, then all portions of the letter of agency must be translated into that language.

Comments:

G G

Inform the customer of his/her right to file a complaint with the Consumer Affairs Division: *Consumers who wish to file a complaint should contact the Department of Public Service toll-free Consumer Hotline 1-800-622-4496. Or write to: Division of Consumer Affairs & Public Information, Vermont Department of Public Service, 112 State Street—Drawer 20, Montpelier, VT 05620-2601. Or e-mail to vtdps@psd.state.vt.us*

Comments:

**Public Service Board Rule 4.703(B)
Selection of Primary Local Exchange Carrier**

**Letter of Agency Form and Content
Compliance Checklist**

An LEC shall obtain any necessary written authorization from a subscriber for a PLEC change by using a letter of agency as specified in this section. Any letter of agency that does not conform with this section is invalid.

Company Name:

**Date LOA Reviewed:
Reviewer:**

Compliance

YES NO

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G

The letter of agency shall be a separate document whose sole purpose is to authorize an local exchange carrier to initiate a primary local exchange carrier change.

Comments:

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Must be signed and dated by the subscriber to the telephone line(s) requesting the primary local exchange carrier change.

Comments:

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Shall not be combined with inducements of any kind on the same document.

Comments:

FOR CHECKS:

The letter of agency may be combined with checks that contain only the required letter of agency language and the necessary information to make the check a negotiable instrument.

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The check shall not contain any promotional language or material.

Comments:

YES NO
G G

The check shall contain in easily readable, bold-face type on the front of the check, a notice that the consumer is authorizing a primary local exchange carrier change by signing the check.

Comments:

G G

The language also shall be placed near the signature line on the back of the check.

Comments:

ALL Letters of Agency:

G G

Must be printed with a type of sufficient size to be clearly legible.

Comments:

LOA must contain clear and unambiguous language that confirms:

G G

The subscriber's billing name and address and each telephone number to be covered by the primary local exchange carrier change order.

Comments:

G G

The decision to change the primary local exchange carrier from the current local exchange carrier to the prospective local exchange carrier.

Comments:

G G

That the subscriber designates the local exchange carrier to act as the subscriber's agent for the primary local exchange carrier change.

Comments:

G G

That the subscriber understands that only one local exchange carrier may be designated as the subscriber's primary local exchange carrier. Any carrier designated as a primary local exchange carrier must be the carrier directly setting the rates for the subscriber.

Comments:

YES NO
G G

That the subscriber understands that any primary local exchange carrier selection the subscriber chooses may involve a charge to the subscriber for changing the subscribers primary local exchange carrier. The precise amount of any such charge shall be specified in the letter of agency.

Comments:

G G

A toll-free number that the customer can call to verify whether the change has occurred.

Comments:

G G

Neither suggest nor require that a subscriber take some action in order to retain the subscriber's current local exchange carrier.

Comments:

G G

If any portion of a letter of agency is translated into a language other than English, then all portions of the letter of agency must be translated into that language.

Comments:

G G

Inform the customer of his/her right to file a complaint with the Consumer Affairs Division: *Consumers who wish to file a complaint should contact the Department of Public Service toll-free Consumer Hotline 1-800-622-4496. Or write to: Division of Consumer Affairs & Public Information, Vermont Department of Public Service, 112 State Street—Drawer 20, Montpelier, VT 05620-2601. Or e-mail to vtdps@psd.state.vt.us*

Comments: