

In 1991, the Commission established a community-based pay telephone program to enable citizens an opportunity to voice their concerns regarding existing pay telephones and the installation of new pay telephones.

Community Input Regarding Installation of Pay Telephones

Upon receiving an application for the installation of a pay telephone, the Office of Consumer Services (OCS) will notify the Advisory Neighborhood Commission (ANC), the Metropolitan Police Department (MPD), and the Office of the People's Counsel (OPC) of the proposed installation.

Both MPD and the ANC have 45 calendar days to voice any objection to the installation. If there is an objection, OCS will hold a meeting to resolve the objection at a time and location convenient to the public and the PSP.

Commission Approval of Installation of Pay Telephones

If an application is approved, OCS will issue a registration number for the pay telephone. Ownership of registered pay telephones may only be transferred between certified PSPs.



District of Columbia Public Service Commission

“People Serving the Community”

Office of Consumer Services
1333 H St. N.W., Suite 600
Washington, D.C. 20005
202-626-5120
202-626-9210 (fax)
www.dcpsc.org

Consumers can visit our offices
Monday through Friday
(except holidays) between
9:00 a.m. and 5:30 p.m.

The Mission of the Public Service Commission of the District of Columbia is to serve the public interest by ensuring that financially healthy electric, gas and telecommunications companies provide safe, reliable and quality of services at reasonable rates for D.C. residential, business and government customers.

January 18, 2013



District of Columbia
Public Service Commission



A Consumer Guide to Outdoor Pay Telephone Services in the District of Columbia



PSC... People Serving the Community!

Outdoor Pay Telephone Complaints

Anyone, not just D.C. residents, may register a complaint regarding an existing outdoor pay telephone. The Office of Consumer Services (OCS) will attempt to resolve all complaints informally within 15 days of the date the complaint is received.

The following are steps to filing a complaint:

- When a complaint is filed, OCS will inspect the phone site.
- Then, OCS will notify the Pay Telephone Service Provider (“PSP”) of the complaint and give the PSP 30 days to correct any infractions.
- The Commission may order the suspension of service to any outdoor pay telephone not brought into compliance at the end of 45 days.
- Service will be suspended until all infractions are cleared and the outdoor pay telephone is re-inspected and deemed compliant.

**Complaints can be filed with OCS
by mail, phone, fax or
through the Commission website.**

**District of Columbia
Public Service Commission
Pay Telephone Division
1333 H St. N.W., Suite 600
Washington, D.C. 20005**

**Pay Telephone Hotline:
202-737-4PSC (4772)**

**Pay Telephone Fax:
202-626-9210**

**Website:
www.dcpssc.org**

Pay Telephone Staff Inspects All Outdoor Pay Telephones in the District to Ensure that They:

- Return coins for non-completed calls
- Provide access to dial tone and toll free numbers without a coin deposit
- Provide free access to 911 Emergency Services
- Meet signage & appearance standards
- Provide access to 411 and 555-1212 directory service
- Provide free access to relay services for hard of hearing callers



All of the information in this brochure is from the Commission’s pay telephone rules (Chapter 6 of Title 15 of the D.C. Municipal Regulations) that govern PSPs. For a copy of the pay telephone rules, visit the Commission’s website at www.dcpssc.org. Go to the Consumers’ Corner, then click on “Pay Telephone Programs.” This will lead you to a link for the pay telephone rules.

Outdoor Pay Telephone Hearings

If the complaint alleges that an outdoor pay telephone is the source of illicit activity or constitutes a public nuisance, and the PSP is not willing to remove the outdoor pay telephone:

- OCS will conduct an informal hearing within 14 days. OCS will send notices of the informal hearing to the appropriate Advisory Neighborhood Commission (ANC), the Metropolitan Police Department (MPD), and the Office of the People’s Counsel (OPC).
- At the informal hearing, a hearing examiner will seek an agreement between all of the parties.
- If no agreement can be reached as a result of the informal hearing, the complainant may request a formal hearing and a Hearing Officer from the Commission’s Office of the General Counsel (OGC) will be appointed.
- Within 30 days, OGC will hold a formal hearing. OGC will send notices to the ANC, MPD, and OPC.
- At the hearing, the parties will have the right to introduce evidence, call witnesses, and present oral arguments. A court reporter will prepare a transcript of the hearing.
- The Hearing Officer will render a decision within 20 days of the closing of the record in the case. The Hearing Officer’s decision may be appealed within 12 days. Appeals are reviewed by the Commissioners and their decision is final.