

August 13, 2009

TO: PTA Member Companies

FROM: Steven J. Samara



RE: Call Recording

Please find attached the Public Utility Commission's (PUC) Order establishing a call recording waiver for telcos as published in the August 8, 2009 Pennsylvania Bulletin.

Under the provisions of the Order, Member Companies who wish to avail themselves of this waiver and commence call recording are required to file notice with the Secretary of the Commission (with a copy to the Commission's Bureau of Consumer Services) 30 days prior to recording customer calls. Companies must also give customers 30 days notice via bill insert (or equivalent customer contact) explaining the call recording process and the opt-out provision.

Members wishing to have PTA file notice with the Commission on their behalf should contact the office.

Additionally, please take notice that the Order contains a provision for companies who have been recording customer calls absent a waiver and requires them to adhere to the notice requirements as outlined above within 20 days of order entry. The Order was entered on July 29, 2009, which places that deadline at August 18, 2009. Feel free to call the PTA office for any assistance in this regard.