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Docket No. 3783

In Re: **Generic Hearings to Establish Rules and Regulations Relating to Providers of Alternative Operator Services**

DOCKET# 3783
DOCUMENT#221674

NOTICE OF INQUIRY

TO: **Alternate Operator Services Providers**

FROM: **Georgia Public Service Commission**
244 Washington St., S. W.
Atlanta, Georgia 30334

I. Introduction

In Administrative Session on March 4, 2025, the Georgia Public Service Commission approved the issuance of this Notice of Inquiry ("NOI") to Alternate Operator Services ("AOS") providers in Docket No. 3783.

II. Background

Pursuant to the November 14, 1988 order in Docket No. 3783, a certificate of authority is required in order to provide Alternate Operator Services ("AOS") in Georgia. The order describes AOS thusly:

> AOS is a term applied to resellers of interexchange telephone service who provide their services primarily through the use of live or mechanical operators. AOS providers have been characterized as "alternate" providers of operator services because, until recently, only AT&T and the local exchange companies provided operator services. AOS companies provide traditional operator services

such as collect, calling card and third party number billing on toll calls. AOS companies primarily provide their services to aggregators of traffic in the transient market, such as hotels, motels, and hospitals and private pay phone operators. The AOS providers typically enter into contracts with the traffic aggregators under which the AOS company is selected as the aggregator's interexchange toll carrier. Calls placed over the aggregator's lines are routed to the AOS provider in the same manner as any other reseller or interexchange carrier.

The incentive for the traffic aggregator is the payment of commissions by the operator services provider to the traffic aggregator. Commissions are paid to the hotel, motel, hospital or other institution based upon the revenues collected by the operator services provider. In addition, the operator services provider may bill the customer a surcharge imposed by the aggregator that it will remit to the aggregator when collected.

November 14, 1988 Order in Docket No. 3783, pp. 2-3.

Very few AOS certificates remain active with the Commission. Of those, only a small number are complying with the requirement in the November 14, 1988 Order to file a list of traffic aggregators on a semi-annual basis:

(3) **Each AOS provider shall separately file a list of those traffic aggregators with which it has contracted to provide services. The list shall be updated no less than every six months.** The customer lists submitted by the AOS provider shall be deemed confidential and proprietary and not subject to public disclosure as provided in O.C.G.A. Section 50-18-72(b).

Id. at 29-30. Emphasis added.

The Commission Staff, through this Notice of Inquiry ("NOI"), is attempting to determine whether any of the companies holding AOS certificates are still providing AOS services as described above. Responses will inform Staff's recommendation on proposed revisions to the Order, up to and including the elimination of AOS certification and/or transfer of existing authority to another certificate type.

III. Questions to AOS Providers

1. If you have not filed a semi-annual aggregator report in the past six months, do you currently have any aggregator contracts to report? If an aggregator report was filed in the past six months, so state.
2. Does your company provide AOS services as defined and described in the November 14, 1988 Order in Docket No. 3783?

3. Are you currently providing *any* services under your AOS certificate that cannot be provided under another certificate of authority (e.g., Reseller, Interexchange Service Carrier, etc.) issued by the Commission?
4. If the answer to questions 2 and 3 is no, would you be willing to voluntarily relinquish your AOS certificate?

III. Procedure

Responses to questions are due by 4:00 p.m. on April 3, 2025. Additionally, any interested person may submit initial comments, provided that such comments are responsive to the questions set forth above.

* * * * *

The above by action of the Commission in Administrative Session on the 4th day of March 2025.

Sallie Tanner
Executive Secretary

3-4-25
DATE

Jason Shaw
Chairman

3-4-25
DATE