

ADMINISTRATIVE COUNCIL FOR TERMINAL ATTACHMENTS (ACTA)

MEETING DATE: January 10, 2002

TITLE: ACTA Required Consumer Instructions for Part 68 Approvals

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PURPOSE: Discussion

DISTRIBUTION TO: All

ABSTRACT

Enclosed are recommended edits and changes to contribution ACTA-01-12-06-05; which pertains to the Consumer Instructions (to be) required by the Administrative Council for terminal telephone equipment approved under 47 C.F.R. Part 68. Most changes are highlighted in yellow.

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Consumer Information:

The following customer information must be provided to customers with each piece of approved terminal equipment. Please note that there are differences in the information required for consumer products, coin/credit card phones, systems and digital equipment. Wherever possible example wordings that meet the requirement have been provided. Text in *Italics* is product or manufacturer specific information.

If the equipment is being approved by the Telecommunication Certification Body (TCB) process, a copy of the required customer information must be provided to the TCB. The customer information must be identical to what is provided to the customer.

1. General Requirements For All Equipment

- a) The following paragraph must be include in the packaging of each product shipped:

(Use the following for products bearing the ACTA product-labeling format):

This equipment complies with the Federal Communications Commission (FCC) rules and regulations governing telephone equipment and the Technical Requirements for Connection to the Telephone Network published by the industry's Administrative Council for Terminal Attachments (ACTA). On the (*insert location of the label*) of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

(Use the following for products bearing the FCC product-labeling format):

This equipment complies with the Federal Communications Commission (FCC) rules and regulations governing telephone equipment and the Technical Requirements for Connection to the Telephone Network published by the ACTA. On the (*insert location of the label*) of this equipment is a label that contains, among other information, a product identifier in the format AAA-BBB-XXXXX-EE-Z. If requested, this number must be provided to the telephone company.

- b) A list of all applicable certification jacks Universal Service Order Codes (USOC) for the equipment must be provided in the packaging with each piece of approved terminal equipment. For certain types of analog and digital systems, list associated Facility Interface Codes (FIC) and Service Order Codes (SOC). These are required when the customer orders service from the local telephone company. Refer to ATIS Technical Report No. 5 for a complete listing of all possible jack configuration and their designations (e.g., RJ11C).
- c) For single and two-line equipment that connects to the telephone network via a plug and jack, the following statement of compliance must be provided in the packaging of each piece of approved terminal equipment:

The telephone cord and modular plug provided with this equipment is compliant with the criteria of the telecommunication industry. This equipment is designed for connection to the telephone network or premises wiring using a compatible modular jack that is also compliant. See Installation Instructions for details.

- d) Explain the Ringer Equivalence Number (or REN) and its use. Note: RENs are associated with loop-start and ground-start ports. Do not use for E&M or digital ports. Use words similar to the following:

The Ringer Equivalence Number (or REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product may be printed on the product label or part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

- e) Information must be provided on what will happen if this equipment causes harm to the telephone network. The following statement must be provided in the packaging of each piece of approved terminal equipment:

CAUTION: If this equipment is deemed potentially harmful to the telephone network, the telephone company will attempt to notify you in advance of discontinuing service. If advance notice is not practical, the telephone company will notify you as soon as possible. If service is disconnected, you will be advised of your right to file a complaint with the Federal Communications Commission (FCC) should you believe it necessary.

- f) Information must be provided on what will happen if the telephone company makes changes that could affect this equipment. The following statement must be provided in the packaging of each piece of approved terminal equipment:

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. Should this occur, advance notice you be provided in order for you to make necessary modifications to maintain uninterrupted service.

- g) Information must be provided on what to do if there are problems with this equipment. A statement such as "Return to dealer" is not acceptable as dealers often change. Use words similar to the following:

Should you experience trouble with this equipment, please contact (*company name or service center in the U.S.A. and phone number*) for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

- h) State that this equipment must not be connected to a party line. Use words similar to the following:

NOTICE: Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

- i) If equipment uses a telephone handset, the following statement must be included with each piece of approved terminal equipment:

This equipment is hearing aid compatible.

2. Customer-Owned Coin/Credit Card Phones

Instructions provided with each customer-owned coin or credit card phone must include the following notice:

NOTICE: To comply with state tariffs, the telephone company must be given notification prior to connecting this equipment to the telephone network. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

3. Data Equipment

For permissive, programmable and (or) fixed loss loop operation data equipment, in addition to the general requirements for all equipment, information must be provide explaining which jack is associated with each operation.

- Permissive, use RJ11C
- Programmable, use RJ41S and RJ45S
- Fixed Loss Loop, use RJ41S
- Refer to ATIS Technical Report No. 5 for details on these connectors.

For Private (Leased) Line (Analog Data Format) equipment, the type JM8 jack is required. Refer to ATIS Technical Report No. 5 for details on this connector.

For Private (Leased) Line (Digital Format) equipment, in addition to the general requirements for all equipment, certain digital connections require that an encoded analog content and billing protection affidavit be provided the telephone company. Customer instructions must contain information on the preparation and submission of the affidavit.

4. Private (Leased) Lines For Analog Services

The user instructions must contain a detailed list of private line ports and the associated Facility Interface Code (FIC) for which the equipment has been approved. In addition, the Service Order Code (SOC) must also be included for analog systems. The FIC associated with each private line application represents the type of service that will be provided by the telephone company. The SOC indicates the degree of network protection provided by the equipment.

Note: For private line equipment that has been certified for use with metallic pair, services may not be available in all locations.

5. Systems

The consumer instructions for systems must contain information on all connectors to the network (switched and private line). This information includes the jack USOCs, FICs, SOC, the REN if applicable, the premises wiring information, and any affidavits or written authority authorizations. Furthermore, information from the product's label (e.g., US:AAAEQ##TXXX number, or relevant information), must be provided so that the telephone company can ascertain intended modes of operation and verification of certification ports.

6. Adjuncts - KX and PX Devices

Customer instructions for KX type telephones with message waiting lights and/or line status indicators must contain statements that they can only be connected to host equipment and never directly to the network. Also, the consumer information should contain notification that when the adjunct is used with a leased system, permission of the owner of the equipment should be requested for connection of the adjunct.

7. OEM Devices

When approved equipment such as couplers or modems are furnished to the Original Equipment Manufacturer (OEM) market (the final equipment assemblers), the consumer instructions must contain the following information:

- Mounting the certified unit in the final assembly must be made so that the certified unit is isolated from exposure to any hazardous voltages within the assembly. Adequate separation and restraint of cables and cords must be provided.
- The circuitry from the certified unit to the telephone line must be provided in wiring that carries no other circuitry unless specifically allowed by the rules (such as PC and PR leads). PC board traces carrying tip and ring leads shall have sufficient spacing to avoid surge breakdown.
- **NOTICE:** If this certified device is enclosed in an assembly, and not readily accessible, the product-label for this device must be placed on the exterior of the cabinet.
- **NOTICE:** The final assembler must provide all applicable customer information in the consumer's instructions manual.
- **NOTICE:** The modular plug or jack provided with this device must comply with the relevant technical criteria published by the Administrative Council for Terminal Attachments (ACTA) for dimensions, tolerances and metallic plating.

Information shall be provided as to the power supply source requirements, signal levels, etc., as applicable.

8. Automatic Dialers

The consumer instructions for automatic dialers must contain the following cautionary notice:

CAUTION: WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

9. Toll Restriction and Least Cost Routing Equipment

Instructions accompanying this type of equipment and/or features of systems must contain the following notice:

NOTICE: To ensure user access to the network, the software contained in (*insert specific equipment type or features*) must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.

Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

10. Equipment With Direct Inward Dialing (DID)

Instructions accompanying this type of equipment and/or features of systems with direct inward dialing (DID) interfaces, must contain the following:

CAUTION: ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF PART 68 OF THE FEDERAL COMMUNICATIONS COMMISSION'S (FCC) RULES.

PROPER ANSWER SUPERVISION IS WHEN:

- A. This equipment returns answer supervision to the PSTN when DID calls are:
 - Answered by the called station
 - Answered by the attendant
 - Routed to a recorded announcement that can be administered by the CPE user.
 - Routed to a dial prompt
- B. This equipment returns answer supervision on all DID calls forwarded to the PSTN. Permissible exceptions are:
 - A call is unanswered
 - A busy tone is received
 - A reorder tone is received

11. Equal Access Requirements

Equipment such as PBXs, key systems or customer-owned coin/credit card telephones sold to a call aggregator must be capable of providing the end-user equal access to the carrier of the user's choice. Customer instructions for such equipment must contain the following wording:

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

12. Electrical Safety Advisory

Consumer information should include the following statement, if applicable:

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

13. Equipment With Fax Capability

Customer information for fax capable equipment must contain the following wording:

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such

business, other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

To program the required information into your fax machine, complete the following steps:

(Insert instructions for programming the equipment and the required information on the page where it can be found.)

Removed original #14: Redundant with #6

14. Alarm Dialing Equipment

Alarm dialing equipment (equipment code "AL"), such as, but not limited to, dialers associated with fire and intrusion protection systems, medical alert systems, and equipment failure notification systems must be connected to a properly installed RJ31X or RJ38X jack to ensure the device's ability to seize the telephone line in emergency situations.

Customer information accompanying such equipment must include the following statement and a block-wiring diagram for properly installations.

NOTICE: To ensure alarm-dialing equipment is able to place a call in an emergency situation, it must be connected to a properly installed RJ31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Connecting alarm-dialing devices to an improperly installed jack may prevent the device from placing a call when other equipment on the same telephone line is in use (e.g., telephone, answering system, computer modem, etc.).

Should you have any questions concerning these instructions, consult a trained technician about installing the RJ31X jack and alarm dialing equipment for you.

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