



# CONSUMER ALERT

## Toll-Free Number Helps Report Broken Payphones

In November 1995, the legislature passed Public Act 216, an amendment to the Michigan Telecommunications Act, which requires the Michigan Public Service Commission (MPSC) to establish a toll-free number that can be used by consumers to report broken payphones. The Act also requires all owners of payphones to post the MPSC's toll-free number on or near each payphone.

The MPSC's toll-free number provides customers with a second option for reporting broken or damaged payphones. Customers may contact the payphone owner directly using his/her toll-free number that may be posted on the payphone or they may call the MPSC's payphone number.

### Here's How It Works!

If a payphone customer encounters a broken or damaged payphone, the customer should:

- call the payphone owner's toll-free number that may be posted on the telephone; or,
- call the MPSC's toll-free number posted on the telephone. This should be done if the payphone owner's number is unavailable or the telephone has been out for a long period of time. The MPSC will notify the payphone owner of the problem.

### Who Should You Contact About A Broken Payphone?

Consumers should try to contact the payphone owner first. If unsuccessful, contact the MPSC's payphone number, **1-800-984-8868**. *This number should only be used for the reporting of payphone problems.* For information on other telephone issues contact the MPSC at 1-800-292-9555.



Rates charged for calls made from payphones are not regulated by either the MPSC or the Federal Communications Commission (FCC). However, coins are not required for some types of calls:

- Calls made to emergency numbers, such as 911;
- Calls made to the Telecommunications Relay Services that allows calls to be made to those who are deaf, hearing impaired, or speech impaired.
- Calls to operators.

Toll-free calls, including calls billed to a calling card or credit card do not require a coin, however Payphone Service Providers are able to recover their costs associated with these calls. These charges may be reflected in the user charges for the calling or credit card calls.