Company Administrator's Guide to Entering the Company Record for Telecommunications Companies

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SUMMARY

The Company Record is used by the Iowa Utilities Board (IUB) to provide general information to the public, outline the services that are regulated by IUB, and specify who to contact for emergencies, customer service, billing, and needs as required.

For Telecommunication companies, IUB has created a seamless process for obtaining a Registration (known as an REG-companynumber) document, reporting annual revenues and line counts, confirming compliance with IUB rules, and submitting the Dual Party Relay Service (DPRS) line counts. By submitting your Company Record on or before April 1, and updating it annually, you have met the requirements for submission of the IUB Annual Report (formerly TC-1) and obtaining a "Registration as a Telecommunications Service Provider in the State of Iowa" document. The application or renewal of the registration will no longer be filed in the REG docket in EFS, but the REG docket will still be available for other filings.

TIP: The purpose of the Company Record is to maintain an accurate record for the company or utility that has a regulatory relationship with the IUB. If your company or an affiliate of your company does not have a regulatory relationship with the IUB, you do not need to create a Company Record for your company or affiliate. If the IUB has or will issue an order impacting your operations; if your operation is subject to inspection, permit, certificate, franchise or registration; or if you are subject to assessment by the IUB under Iowa Administrative Code Chapter 199 Chapter 17, you have a regulatory relationship with the IUB.

As the Regulatory Contact for your company or utility, you have been assigned the role of Company Administrator. The Company Administrator is responsible for maintaining an accurate record of the company's contact information within the IUB 24/7 web application, and can add or remove user access to company information for related contacts. The Company Administrator also can submit other reports and compliance filings as the reports become available within the system.

WHAT'S NEW IN 2024

Copies of your 2021 and 2022 annual reports (submitted in 2022 and 2023) are available in your company profile by scrolling to the bottom of the page. Prior years' annual reports will have the status **Final** and cannot be edited.

Telecommunications Annual Registration and Report Information
Previous Years that reference this Company

For Year Ended December 31	Submit prior to	IUB Company Number	Legal Name of Company	Status	Commands
2021	April 1, 2022			Final	

It is time for the annual review of your IUB 24/7 **Company Record.** The Company Administrator logs in to IUB 24/7, clicks on Edit and reviews the **Company Information, Regulatory Information,** and **Company Contacts.** Once the review is complete and any out-of-date information is corrected, then the **Certification** is signed. Click on **Update Company** and the Annual Review is complete. The **Company Status** will show as **Annual Review Required** until the Company Record and been reviewed and submitted.

Companies

Show 20 ∨ results per page

IUB Company Number	Legal Name of Organization	Ownership Type	Industry Types	Company Status	Company Changes Status	Commands
			Telecommunication Services	Annual Review Required	No Changes	☑ Edit

In the **Regulatory Information – Telecommunications** section, there are new required fields.

- For **ILEC and CLEC State Area Code Service Areas,** the same service area cannot be entered for both ILEC and CLEC. If you do so, an error message will appear when you submit the Company Record.

- For **Local Exchange Service** providers, you are required to list the ILEC or CLEC Study Area Code (SAC) Number for each service area selected.

Please select the CLEC Service Areas that your company is associated with. You can select as many service areas as apply. If you want to select all service areas, you can click the Select All button, but please be patient. It will take a few moments to add all service areas.

CLEC Study Area Code (SAC) Number - (Numbers Only) *

CLEC Study Area Code (SAC) Number - (Service Areas List) *

☐ Select All (Uncheck to clear all)

☐ Add 2nd CLEC Study Area Code

There is a new section in each **Company Record** called **Utility Railroad Emergency Contact Information.** IUB subrule 199 Iowa Administrative Code 42.4(2) requires each railroad and each utility with a facility crossing a railroad right-of-way to file contact information for 24-hour emergency notifications. Learn more on the IUB's Railroad & Utility Safety Emergency Information webpage. If your company does cross a railroad right-of-way, you will be required to provide one contact, and have the option to provide two additional contacts.

Reporting of the 2023 monthly line counts remains within the IUB 24/7 Company Record. There are separate sections for reporting of wire-line and wireless phone numbers.

Wire-line and Wireless Dual Party Relay Service (DPRS) Line Count Annual Report

Enter the number of revenue-producing phone numbers for each month that service is provided in Iowa for each wire-line or wireless number. There are separate sections to report the wire-line and wireless numbers. You will only see the section associated with the telecom services that the company provides. Following submission of the line counts, the billing contact provided in the company contacts section will receive an emailed invoice for the DPRS assessment of $0.03 per month per telecommunications service phone number for the calendar year ending December 31. A new field for **Comments** has been added to add information that is relevant to the reported numbers. Example include if you are reporting for multiple companies or if there are any special circumstances that you would like to provide additional information, such as line counts that vary substantially, up or down, from the previous reporting period.

In the **Annual Registration and Reporting of Revenues** section, a new field for **Comments** has been added to add information that is relevant to the reported numbers. Examples include if you are reporting for multiple companies or if there are any special circumstances that you would like to provide additional information, such as line counts that vary substantially, up or down, from the previous reporting period.

Annual Registration And Reporting of Revenues

Certification of notification:

This local exchange telecommunications service provider certifies that Iowa customers are notified annually that they can contact the utility with complaints, and that notice also informs customers that if the utility does not resolve their complaint, they can file a written complaint with the Utilities Board.

Notification as required by 199 IAC 22.3 was completed *

Per Iowa Code 476.95A(2), telecommunications service providers that have revenue-producing telephone lines in the State of Iowa have to indicate the number of lines and Iowa gross operating revenues as of December 31 of the previous calendar year. All companies that report revenue-producing telephone lines to the Dual Party Relay Service program should complete this section. It does not matter whether the line is used only part of the year; if the line is revenue-producing at any time during the year, it is counted.

Iowa Gross Operating Revenues * ❓   Do you have revenue-producing lines? *   How many revenue-producing lines do you have (including VOIP)? *

Once you have submitted your company information you will be able to print/download your Telecommunications Registration Form by clicking on your company link in your Manage Companies index and clicking on the Additional Information tab. From there you can click Generate Document to create/access your Telecommunications Registration document.

Provide any comments relevant to the reported values. Examples include if you are reporting for multiple companies (please include company names and IUB company numbers), or if there are any special circumstances, or information that you would like to share with the Iowa Utilities Board for their review. If line counts vary substantially, up or down, from the previous calendar year, provide an explanation.

Comments regarding the above reported values

If you wish to receive an email confirmation of Acceptance of the Annual Review of the Company Record, enter either a primary email address or both a primary and a secondary email address. Entering the email address does not create an IUB 24/7 user record.

Email Confirmation of Acceptance of Annual Review

Provide an email address to receive an email confirmation when the annual review is submitted (Optional)

Annual Review Primary Email Address   Annual Review Secondary Email Address

INSTRUCTIONS

Enter Your Initial Company Record

1. **Log in to iub247.iowa.gov**
2. A required field in the record is designated with an asterisk (*).

   On the left side of the screen you will see your **Navigation Panel**. When you click on the Records down arrow, you will see three record types:

Clicking on **Companies** shows the Companies page. This page lists all of the companies that are associated with the registered user. If you are a consultant that performs administrative work on behalf of multiple companies, all of your associated companies will show on the Companies page.

Clicking on **Search Companies** allows you to see the public view of your company record. You will not be able to see the public view until your company record has been submitted and approved by IUB staff.

Clicking on **Company Access Requests** can be used to connect an existing IUB 24/7 user to a company profile. These requests can be submitted by:

- The Company Administrator requesting to add an existing IUB 24/7 user to their company record (Example: If one of your company contacts created an IUB 24/7 profile before you create your company record, you can submit a request to have the user associated with your company).
- Consultants and legal counsel requesting access to their client's profile to be able to update the company record, submit their telecom registration, or submit annual reports and other compliance reports on the company's behalf.
- Individual IUB 24/7 users that are requesting to be connected to their company in IUB 24/7 (Example: Individual registers in IUB 24/7 and sees in the company search that their company has been created and they would like to be added as a company contact and associated with their company.)

On the **Companies** view, you will see your company number listed under the **IUB Company Number** column. If this is not your IUB assigned company number, please call 877-565-4450 or email ITsupport@iub.iowa.gov.

3. To the right of your company number, under the **Commands** column, click **Edit.**

4. You are now on the **Editing Company** screen. The **Submission Type** is marked as **Initial**. The Initial submission type will only be used once – when the company record is created. After the company record has been submitted, when you enter the company record, the Company Administrator selects the submission type that describes what you are doing in the record.

   Review and Update My Company Record is used to review and update the Company Record at least once every calendar year. The Annual Review should be completed at the same time that the Annual Report is submitted, after January 1 and prior to April 1 each calendar year.

   Update Info is used to update, add, or remove any information within the Company Record, or to add or remove associated Company Contacts.

   Inactivate is used when your company or utility is no longer doing business in Iowa under the current corporate structure, or will no longer be regulated by the IUB. Once approved, by the IUB, the Company Record will be made inactive. Changes in IUB 24/7 do not waive any legal filing requirements in the Electronic Filing System (EFS).

Submission is a result of: *

Initial

TIP: A **New Company** record can be submitted if your company is new to providing a service or product in Iowa and you do not have an **IUB Company Number.** If your company was previously inactivated by company request or Iowa Utilities Board Order, and you wish to reactivate your company, please call 877-565-4450 or email ITsupport@iub.iowa.gov. In order to create a **New Company** record, you must have the role of **Company Administrator** in IUB 24/7, submit a request to ITsupport@iub.iowa.gov to add the role to your user profile.

5. The **IUB Company Number** is prefilled and cannot be modified. If this is not your IUB assigned company number, call 877-565-4450 or email ITsupport@iub.iowa.gov.

6. Complete the **Company Information** for your organization.

a. Select the ownership structure of your company or utility from the dropdown list. The options are:

    Investor Owned or Privately Held, Municipal, Cooperative, or **Trade Association.**

    > 💡 **TIP:** Select **Investor Owned or Privately Held** if your company or utility is not municipally or cooperatively owned.

b. Enter the **Legal Name of Organization.** If investor-owned, privately held, or cooperative, the name should match the legal name of the organization shown on the company's Certificate of Existence filed with the Iowa Secretary of State.

    When a company registers with the Iowa Secretary of State, the company receives a Business Number. https://sos.iowa.gov/search/business/search.aspx

c. If your company does business in Iowa under a name that differs from the Legal Name of Organization, enter the name that you are **Doing Business As (DBA).** If you are doing business under more than one name in Iowa, click **Add Another DBA** and enter the alternative name.

d. If you company was formerly known by another name in Iowa, enter the last name that your company was **Formerly Known As (FKA).** If there was another name used in Iowa, click **Add Another FKA** and enter the prior name.

> **TIP:** There are two entries allowed for Formerly Known As (FKA) in the company record. Enter those entities that were the most recent FKA. Utilities may have used more than one trade name and have had an ownership change. FKA names assist the IUB and the public when searching for a prior company name, for example, when searching EFS for related filings.

e. Enter the **Company Mailing Address** and **Company Physical Address.** If the **Company Physical Address** is the same as the mailing address, you can check **Physical Address is same as the Mailing Address** and you do not need to complete the **Company Physical Address.**

f. If the Company is in another country, please check **Company Located outside of the USA.**

Company Mailing Address:

Address Line 1

Address Line 2

City   State

Zip Code

☐ Physical Address is the same as the Mailing Address

Company Physical Address

Address Line 1:

Address Line 2:

City: State:

Zip Code:

☐ Company Located outside of the USA

g. Enter the **General Phone** number for the company. Check if this is an International Phone Number.

> **ALERT:** The General Phone number will be shown on the public view of the company record.

h.   Enter the **Fax Number.**

i.   Enter the **Website** address. This will also appear on the public view of the company record.

General Phone *	Extension #	☐ International Phone Number	Fax Number
Website			

7.   Enter the **Employer Identification Number (EIN).** Only one EIN is allowed per company. If you have more than one EIN for subsidiaries within your company that have a regulatory relationship with the IUB, you will need to enter a company record for each company that has a different EIN. If other subsidiaries DO NOT have a regulatory relationship with the IUB, you do not need to create a separate company record. Only companies that have a regulatory relationship with the IUB need to enter a company record.

> **TIP:** The Employer Identification Number is used by the Internal Revenue Service to identify a business entity. An EIN is a 9-digit number written in the form 00-0000000.

The EIN is treated as confidential information and only the Company Administrator, the IUB system administrator and limited IUB personnel will have access to the EIN number.

Confidential Information

Employer Identification Number (EIN) ❓

8.   In the **Regulatory Relationship with IUB** section, you will select all of the IUB regulated services that your company provides in Iowa. If you previously had more than one IUB Company Number in EFS and your organization only has one EIN number, your services have been combined under one Company Number.

The regulatory services that are listed are a result of the Ownership Structure that you selected in the Company Information section. When you click on a service type, additional sections will be populated.

For **Investor-Owned or Privately Held,** you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- ☐ Cable/Video
- ☐ Competitive Natural Gas Provider (CNGP)
- ☐ Electric
- ☐ Natural Gas ❷
- ☐ Hazardous Liquid Pipeline (HLP) ❷
- ☐ Sanitary Sewer
- ☐ Storm Water
- ☐ Telecommunication Services
- ☐ Water
- ☐ Other

For **Cooperatives,** you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- ☐ Cable/Video
- ☐ Electric
- ☐ Telecommunication Services
- ☐ Other

For **Municipalities,** you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- ☐ Electric
- ☐ Natural Gas ❷
- ☐ Telecommunication Services
- ☐ Other

9. For each **Regulatory Information** section, you will answer a series of questions about your company's operations. See **Appendix A** for each to the Regulatory Information sections so that you have the complete information about your company before you start to complete the company record.

If you checked the following regulated services, there is no associated **Regulatory Information** section: Cable/Video; Sanitary Sewer, Storm Water, Water, or

Other Here is a sample of the Regulatory Information section for

Telecom:

10. For each IUB regulated service that you selected, there is an accompanying section to provide the related **Company Contacts.** This replaces the contacts section that was previously provided in the annual report. The contacts have been removed from future annual reports but you will be asked to review and update your company record at the same time that you submit your annual report.

a. Each required contact will have an asterisk (*) by the contact type. You will need to select a contact from the dropdown list or enter a new contact.

b. If you enter a new contact, you will be required to enter the following fields: **First Name, Last Name, Email Address, Phone Number, and Company Mailing Address.**

When entering company contacts, please note the following descriptors:

Emergency Contact: This emergency contact should be an individual who can assist with coordinating any statewide response and recovery actions in the State Emergency Operations Center, not the standard line set up for customers to report emergencies. The individual may be contacted by the IUB, Iowa Homeland Security and Emergency Management (HSEMD), or another state government agency for a variety of emergency-related purposes.

Billing Contact: This contact will receive the Iowa Utilities Board assessments that are sent electronically. Provide an E-mail address where the assessments should be sent. To designate a secondary email address to receive copies of invoices, complete the optional Alternative Email field in the New Contact record.

c. This is where you select the **Group** role that will be assigned to the IUB 24/7 user. More than one group can be assigned to a Company Contact. For additional information on this topic, find "Setting Access Roles for Your Company Contacts" in Resources in the Navigation Panel.

The **Company Administrator** can initiate, edit, and update the associated Company Record; add or remove associated user contacts; and view confidential information (EIN, telecom line counts).

The **Company Records Submitter** can submit, edit, and update reports and compliance filings; upload documents; and view all submitted reports and filings, including confidential ones.

The **Company Contact (View Only)** can view the non-public Company Record.

No Company Access can only access the public view of the Company Record.

d. Click the **Invite User** box to send the contact an invitation to create an IUB 24/7 user account.

e. To save the information submitted, click **Update Profile**. Now this user will be associated with your company record.

f. To add a contact that is associated with your company, click on the down arrow in the **Please Select a Contact** field.

g. When you have selected the contact, their name, phone number, and email address will autofill into the contact fields.

h. If you have entered the wrong contact, click Edit to select another contact or create a new contact.

11. If you selected "**Wireline (including via voice over internet protocol)**" in the Regulatory Information

– Telecom section, you will complete the **Annual Registration and Reporting of Revenues** section.

Respond to the questions about gross operating revenues and revenue-producing lines. If you had Iowa gross operating revenue and revenue-producing lines in Iowa for the previous calendar year, provide the accurate information.

If you selected telecommunications services for **Wireless Service** or **Wireline**, you will submit your line counts for each month in the last calendar year for the **Dual Party Relay Service (DPRS)** program. If you did not provide service in the state of Iowa in the last calendar year or for a portion of the calendar year, enter the number zero "0" in each field. There are separate sections for reporting of wire-line and wireless phone numbers.

Wire-line Dual Party Relay Service (DPRS) Line Count Annual Report

Pursuant to Iowa Code 477C, wire-line local exchange carriers providing telecommunications service in Iowa are required to report the number of telecommunications service phone numbers for each month that service is provided in Iowa. Following submission of the line counts, the billing contact provided in the company contacts section will receive an emailed invoice for the DPRS assessment of $0.03 per month per telecommunications service phone number for the calendar year ending December 31.

DPRS January Wire-line Service Phone Numbers *   DPRS February Wire-line Service Phone Numbers *   DPRS March Wire-line Service Phone Numbers *   DPRS April Wire-line Service Phone Numbers *

DPRS May Wire-line Service Phone Numbers *   DPRS June Wire-line Service Phone Numbers *   DPRS July Wire-line Service Phone Numbers *   DPRS August Wire-line Service Phone Numbers *

DPRS September Wire-line Service Phone Numbers *   DPRS October Wire-line Service Phone Numbers *   DPRS November Wire-line Service Phone Numbers *   DPRS December Wire-line Service Phone Numbers *

Provide any comments relevant to the reported values. Examples include if you are reporting for multiple companies (please include company names and IUB company numbers), or if there are any special circumstances, or information that you would like to share with the Iowa Utilities Board for their review. If line counts vary substantially, up or down, from the previous calendar year, provide an explanation.

Comments regarding the above reported values

12. The last section to complete is the **Certification.** You are being asked to certify the information entered is true and correct, and that your company is responsible for submitting any change of information about your company, including Company Contact changes within five business days of the change occurring.

Certification

I certify that I am the Company Representative responsible for submission of the Company Record above, that I have examined the foregoing information, and that to the best of my knowledge, information, and belief, all statements contained in the Company Record are true and correct for the above-named company as of today. Further, I understand that the Company must update the Company Record within five business days of a change in the information contained in the Company Record.

Typed Signature *

13. Once you have completed the **Certification,** you can save a draft of the record as **Save Draft Company** or submit the company record by clicking on **Update Company.** You can save a draft of the company record at any time during the first time you are completing the record. When you save a draft, you will not receive any error messages for incomplete fields.

a. Once you have completed the company record, click **Update Company.**

Cancel   Save Draft Company   Update Company
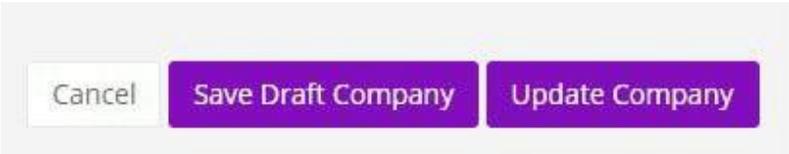
NOTE: If the Company Record was previously submitted, you no longer have the option to **Save Draft Company**. You will only be able to **Update Company**.
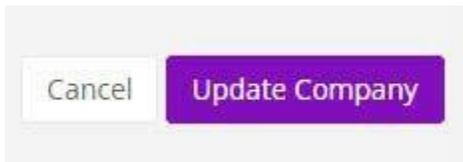
b. When you click **Update Company,** you will view a pop-up that will ask "Are you sure?" Click **Yes, Submit.**

c. If you did not complete a required field or section, you will receive a **list of errors** at the top of the company record.

9 errors prohibited this company from being saved:

- Legal name of organization is a required field.
- Certificate of existence is a required field.
- General phone is a required field.
- Telecom regulatory contact is a required field.
- Telecom customer relations and complaints contact is a required field.
- Telecom billing contact is a required field.
- Telecom engineering operations contact is a required field.
- Telecom railroad emergency contact is a required field.
- Typed signature is a required field.

> **TIP:** If the Legal Name of Organization, EIN, and Regulatory Relationship type together match an existing company record, you will be directed to contact the IUB for assistance.

d. For each error listed, the required field to correct is shown in the record in red.

e. Once all of the errors have been corrected, click **Update Company** and submit.

14. **CONGRATULATIONS!** Your company record has been submitted. You will receive a confirmation email that your company record is submitted. Once IUB staff have accepted your company record, you will receive an acceptance email from ITsupport@iub.iowa.gov.

15. To print or download a copy of your **Telecommunications Registration Document,** follow these steps:

a. Login to IUB 24/7.
b. Click on Records in the navigation bar of IUB 24/7.
c. Select Companies.
d. Click on the live link on the IUB Company Number or Legal Name of Organization.

Companies

IUB Company Number	Legal Name of Organization
5015	Telecom Company

e. On the **Company Information** page, **General Information** tab, scroll down the page to the **Annual Registration and Reporting of Revenues** section.
f. In the **Telecommunication Registration Document** field, click on the Word icon to view, print, or download the registration document.

Annual Registration And Reporting of Revenues

Iowa Gross Operating Revenues:	Do you have revenue-producing lines?:	How many revenue-producing lines do you have (including VOIP)?:	Telecommunications Registration Document:
$xxx	Yes	********...	File Name: Telecommunications Registration Document - Monday February 8th at 21:56 PM.docx File Version: 1 Versions

Appendix A

Regulatory Information for Cable/Video and Telecommunication Services Industry Types

Required	Data Requested	Notes
	Cable/Video	No additional information is requested.
X	Telecommunication Services	Select as many telecom services as you provide in Iowa. Choices are: Wireless Service, Wireline (including via voice over internet protocol), or Other.
X	Telecommunication Services: Wireline (including via voice over internet protocol)	If you select Wireline, you will be asked what technology is used to provide your voice services: Traditional AND/OR VOIP.
X	Telecommunication Services: Wireline	If you select Wireline, you will be asked to select all provider types that apply: Alternative Operator Service (AOS), Interexchange Service, Local Exchange Service, Other Provider – indicate provider type
X	Telecommunication Services: Wireline – Alternative Operator Service (AOS)	If you select Alternative Operator Service (AOS), you will select all AOS service types that apply: Inmate Calling Service, Pay telephones, Hotels, Motels, Hospitals, College Dormitories, and/or Other – Describe.
X	Telecommunication Services: Wireline - Interexchange Service	If you select Interexchange Service, you will be asked which type you provide: Retail AND/OR Wholesale.
X	Telecommunication Services: Wireline - Local Exchange Service	Local Exchange Service: Select what type of local exchange carrier designation: Competitive Local Exchange Carrier (CLEC), Incumbent Local Exchange Carrier (ILEC).
X	Telecommunications Services: Local Exchange Service	Enter study area code (SAC) numbers for the CLEC or ILEC.
X	Telecommunication Services: Wireline - Local Exchange Service	Select service areas (by city) for the CLEC or ILEC. A list of service areas will be appended to the Registration Document that prints out when Company Record is accepted.
X	Telecommunication Services: Wireline - Local Exchange Service	If you select CLEC or ILEC, you will be asked if you have been designated as an ETC in any of your CLEC or ILEC designated areas in Iowa. If the answer is Yes, select the ETC designation you have: High Cost & Lifeline OR Lifeline Only.
X	Other	No additional information is requested.

X	Annual Registration and Reporting of Revenues	Certification of notification: This local exchange telecommunications service provider certifies that Iowa customers are notified annually that they can contact the utility with complaints, and that notice informs customers that if the utility does not resolve their complaint, they can file a written complaint with the Utilities Board. Notification as required by 199 IAC 22.3 was completed: Yes/No Iowa Gross Operating Revenues: The Iowa gross operating revenue is of December 31 or the previous calendar year. Do you have revenue producing lines? Yes/No If Yes, how many revenue producing lines do you have, including VOIP? The number of revenue-producing line count is of December 31 of the previous calendar year.
X	Wireless or Wire-line Dual Party Relay Service (DPRS) Line Count Annual Report	Pursuant to Iowa Code 477C, wireless and wireline local exchange carriers providing telecommunications service in Iowa are required to report the number of telecommunications service phone numbers for each month that service is provided in Iowa. Following submission of the line counts, the billing contact provided in the company contacts section will receive an emailed invoice for the DPRS assessment of $0.03 per month per telecommunications service phone number for the calendar year ending December 31.
X	Unclaimed Property	Annually, Provide the dollar amount of unclaimed property reported to the state treasurer of Iowa for the state fiscal year ending June 30, 2023. If no amount has been reported, specify if your company has an unclaimed property procedure in place.

Rev. 1.2024