

# Telecommunications Annual Review

## Annual Report, Dual Party Relay Service Assessment Report, and Registration

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## Summary

This is intended to guide users through completing the annual review required by the Iowa Utilities Commission (IUC) for all telecommunications companies. This required annual submission consists of reviewing the company record, reporting of revenues, Dual Party Relay Service (DPRS) counts, and unclaimed property. Complete all information before submitting; drafts will not be saved.

**Do not edit or submit the report until the IUC has notified your company that the report is available to access.**

If you have questions or are in need of assistance, contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

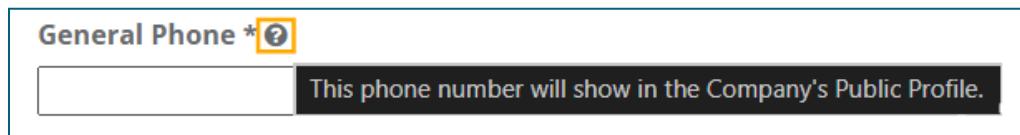
## Prerequisites

In order to successfully review the company record and submit an annual report, a confirmed user account is required. The user account must also have access to the company of interest and have company admin or company report submitter privileges.

To create a user account with the necessary permissions and company access, refer to the guide entitled [How to Create a User account](#) located on the [IUC website](#) and in IUB 24/7 under the resources section.

## Helpful Tips

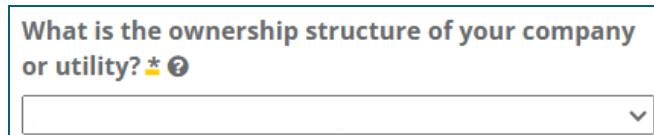
- If any steps in this guide produce an unexpected result or an error message, or expected buttons are missing, see the troubleshooting section at the end of this document for assistance.
- For additional information, see the Common Questions section on the IUC website, [Information About IUB 24/7](#).
- Definitions for some fields are provided by hovering over the question mark icon.



General Phone \* 

This phone number will show in the Company's Public Profile.

- Required fields are noted by an asterisk (\*).



What is the ownership structure of your company or utility? \* 

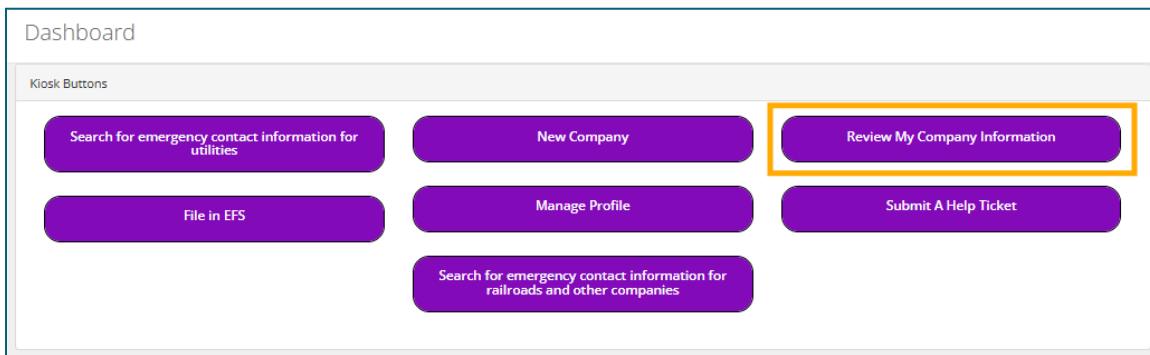
# General Navigation

## How to Log In and Navigate to the Company Record

1. Go to IUB 24/7 - [iub247.iowa.gov](http://iub247.iowa.gov).
2. Select “LOGIN” at the upper right.



3. Enter in account email and password.
4. Upon successful login, select “Review My Company Information” from the dashboard.



5. After locating the desired company, click on either the company number or the company name to view the company information page. **The company information page is what is referred to as the company record by the IUC.**

Companies						
Show 20 results per page						
IUC Company Number	Legal Name of Organization	Ownership Type	Industry Types	Company Status	Company Changes Status	Commands
####	Company Name			Accepted	No Changes	

## Company Record

The company record in IUB 24/7 allows your company to maintain current information required for the regulatory relationship with the IUC (where applicable).

When viewing the list of companies on the companies page, statuses of the company record are as shown in the table below. The statuses alert users to actions required and the review status of any changes submitted to the IUC. The Annual Review Required status indicates the company record is open for the annual review.

Review Status	Company Status	Company Changes Status
Company record requires company review.	Annual Review Required	No Changes
Company record reviewed by company, submitted with changes under review by IUC.	Accepted	Changes Requiring Review
Company record reviewed by company, submitted with no changes or changes approved by IUC.	Accepted	No Changes

## How to Review the Company Record

1. On the company information page, select the “Edit” button at the upper right.

Company Information [!\[\]\(21469cffcacb539c54d002432998aa3f\_img.jpg\) Edit](#) [Back to Companies](#)

2. In the Submission Type section, select “Review and update my Company Record. (Must be done after January 1 and before April 1 each year.)”

3. Review all company information provided for accuracy and update if necessary.

Fields that require review include:

- Legal name of organization
- Iowa Secretary of State Business Number
- Doing Business As (DBA)
- Company physical and mailing addresses
- General phone number

4. Review the “Regulatory Information - Telecommunications” section for accuracy and update if necessary.

Fields that require review include:

- Type of service - Wireless, Wireline
- Provider type
- CLEC information
- ILEC information

5. Review all contact information and update if needed by either selecting a contact from the drop-down menu or by creating a new contact.

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## Company Contact Definitions

- **Emergency** - Notified by IUC during emergencies and shared with Homeland Security or the National Guard for local/statewide crises.
- **Regulatory** - Primary lead for legal and regulatory issues; serves as the official contact for the IUB 24/7 Company Record.
- **Customer Relations and Complaints** - Point of contact for resolving customer complaints received by the IUC.
- **Billing** - Handles IUC direct and remainder assessment invoices and processes Accounts Payable (separate from customer accounts).
- **Utility Railroad Emergency** - Contact for emergency repairs or non-routine maintenance within railroad rights-of-way.
- **Secondary Company Contact(s)** - Users who can fill specific contact roles or update company information based on their permissions.

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6. If providing **wireline service**, fill out the required information for the annual registration and reporting of revenues.

The current DPRS related questions are as follows:

- Do you have revenue-producing lines?
- How many revenue-producing lines do you have (including VoIP)? *(Note: If a number greater than zero is entered here, please ensure that "Yes" is selected for "Do you have revenue-producing lines?")*

Annual Registration And Reporting of Revenues

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.

Provide any comments relevant to the reported values. Examples include any special circumstances or information that you would like to share with the Iowa Utilities Commission for review. If line counts vary substantially, up or down, from the previous calendar year, provide an explanation.

Comments regarding the above reported values

7. Fill out required Dual Party Relay Service (DPRS) Line Count Annual Report by supplying the number of wire-line (including VoIP) and/or wireless telecommunications service phone numbers for each month that service has been provided in Iowa for the previous calendar year. When entering numbers, do not use commas. Include any comments regarding the DPRS values.
8. Fill out the unclaimed property amount.
9. In the “Certification” section, include a typed signature.

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 \*

10. To submit the company record, click “Update Company” at the bottom of the page.

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IUC staff will review the information upon submission. If revisions are deemed necessary, IUC staff will reach out to the report submitter by email.

If the company provides wireline service, an automated confirmation email will be sent to all company administrators listed when the registration document has been made available.

To download the registration document, navigate to the company record, scroll down to the “Telecommunication Registration Document” section. Select the Word docx icon to open the registration to download or print directly from the browser.

Telecommunications Registration Document:

File Name: Telecommunications Registration Document

File Version:



# Troubleshooting

## Invalid email or password error when logging in

When the user attempts to log in, the error “Invalid Email or password” is displayed.

- Check email for correct spelling.
- Check password for correct spelling.
- Reset the password by clicking the “Forgot Password?” link. If the password cannot be reset, contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

## The “Review My Company Information” button is missing

When the user is logged in, the dashboard does not display the purple “Review My Company Information” button.

- Contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

## A Company isn't listed on the Companies page

A user clicks the “Review My Company Information” button and navigates to the Companies page, the company of interest does not appear in the list provided

- Submit a Company Access Request. See the Company Access Request guide for more information.

## The Edit button is missing on the Company Record

Either the company of interest is shown on the “Companies” page and the edit button is not displayed or there is no edit button at the top of the company record.

- Submit a Company Access Request. See the Company Access Request guide for more information.

## Error message received when submitting company review

When a user submits the annual company review, an error message appears with a list of required fields that are missing responses.

- Review the company record and complete the required fields listed in the error message.
- Within the company record, required fields missing a submission will be either highlighted by bold red text or the cursor within a text box will appear red.

DPRS January Wire-line Service Phone Numbers *	DPRS February Wire-line Service Phone Numbers *
<input type="text"/>	<input type="text"/>

12/2025