Ohio | Public Utilities Commission

PUCO Community User Guide – TRS & Assessment

Legal Disclaimer

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This publication is provided as is without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

This publication could include inaccuracies or typographical errors. Changes are periodically added to the information herein; these changes will be incorporated into new editions to this publication.

Statements or expressions of opinion herein do not bind the five-person Commission.

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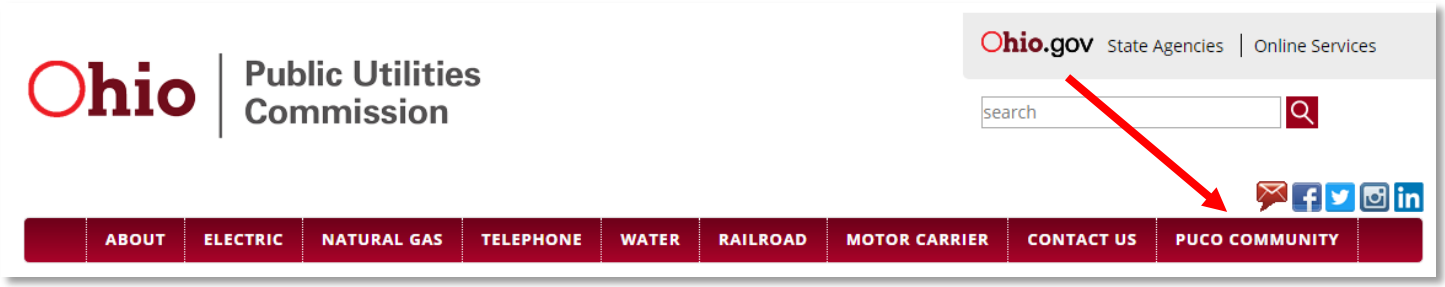
Logging in to the PUCO Community

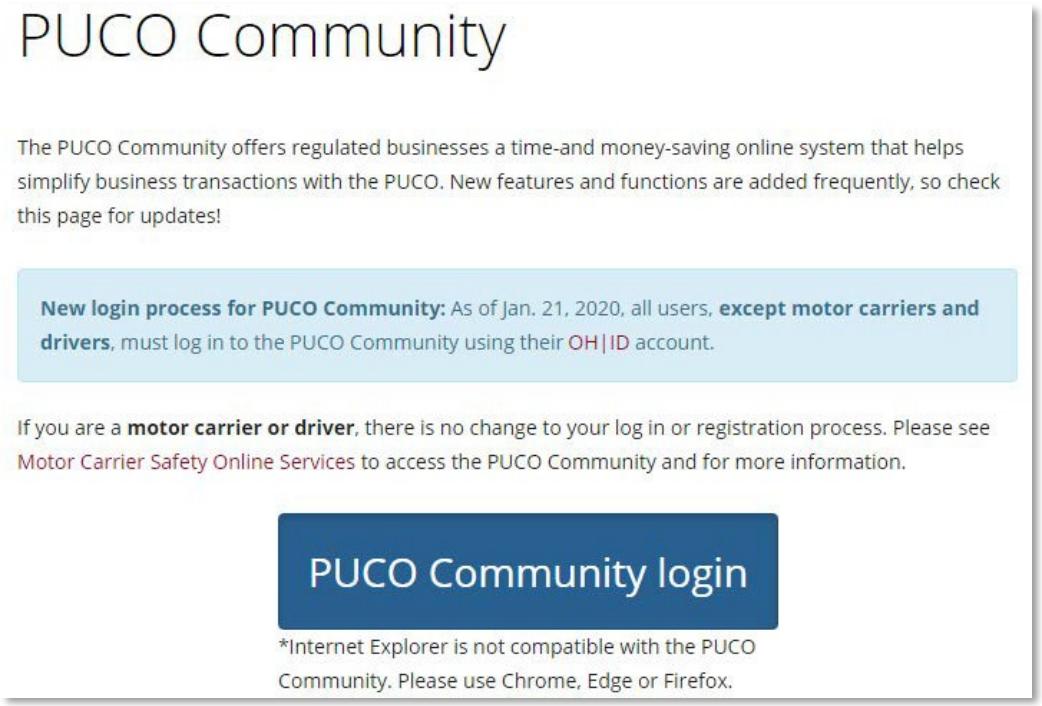
The **PUCO Community** is where you can submit a new confidential TRS report, edit an existing TRS report, and pay your TRS assessment invoice.

Steps

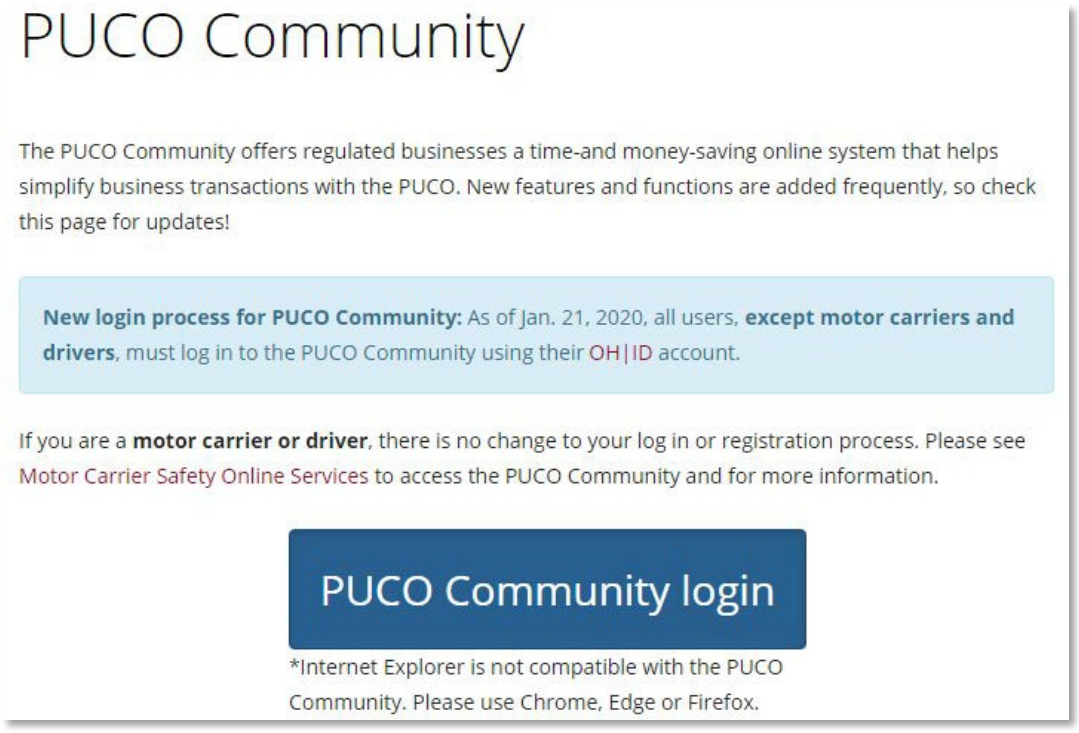
1. Navigate to the PUCO website: www.puco.ohio.gov.
2. Click PUCO Community in the menu bar.



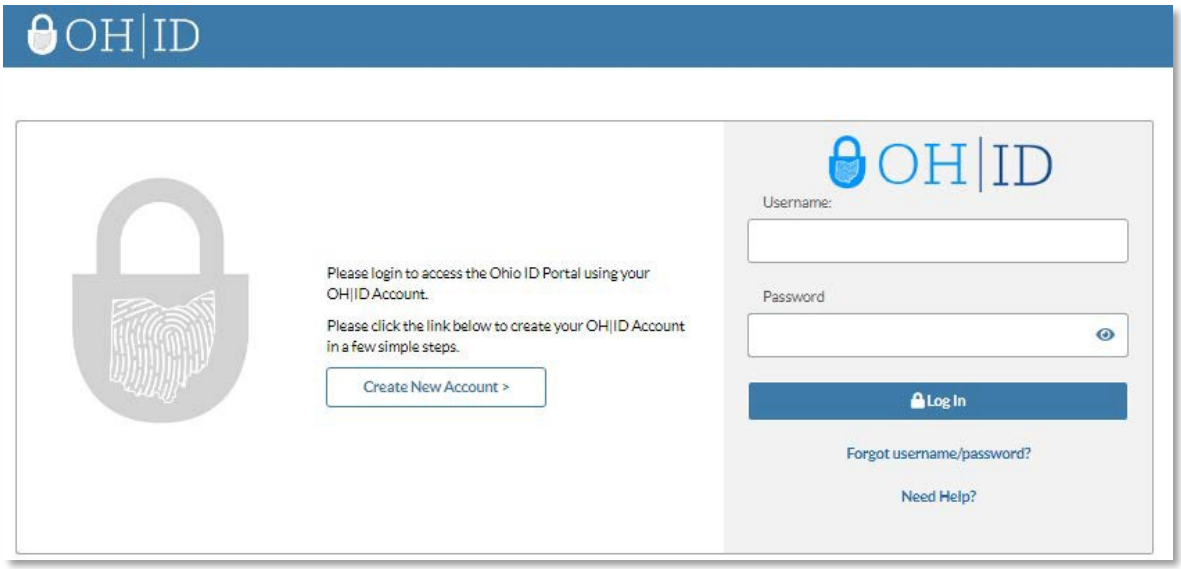
- The **PUCO Community** page displays.



3. Click **PUCO Community login** button to log in to OH|ID. Users must access the PUCO Community using their OH|ID. Information how to create an OH|ID, how to request the PUCO Community tile in OH|ID or how to access the PUCO Community can be found here.

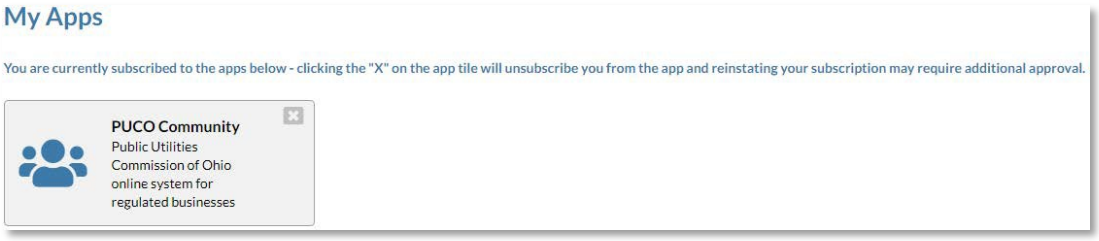


- The OH|ID login page displays.

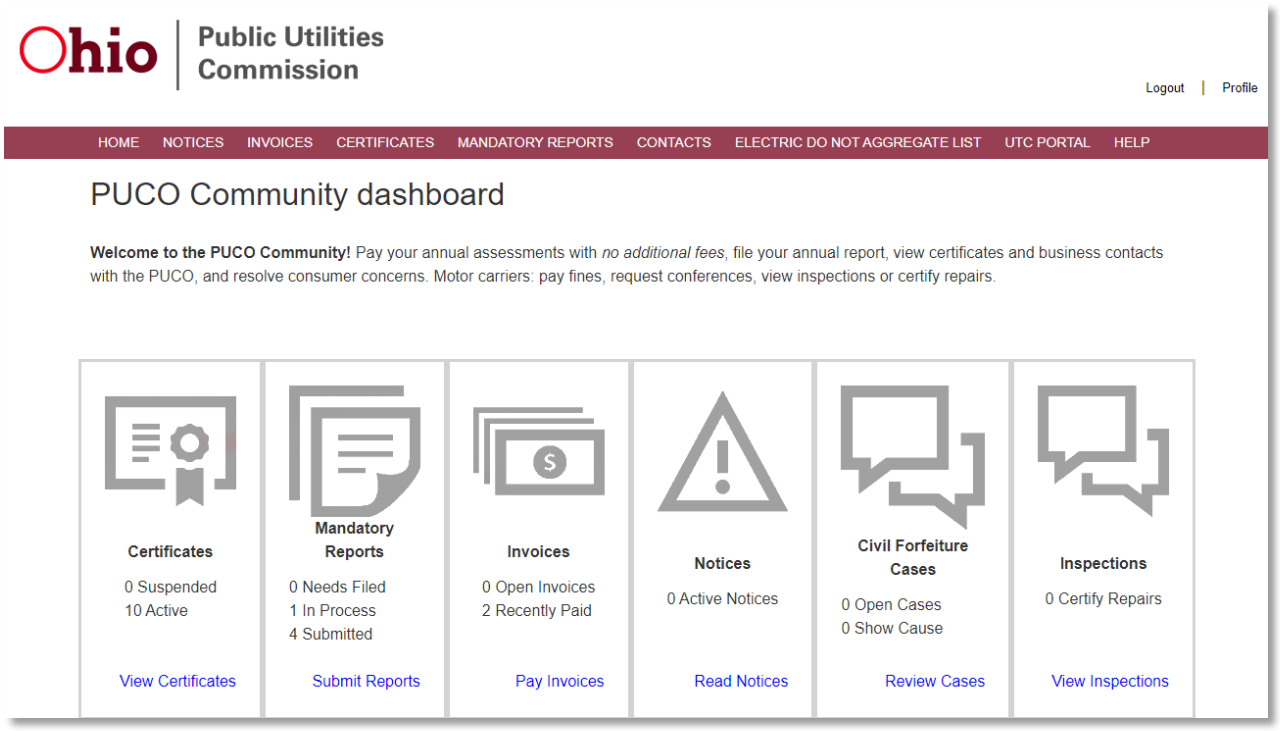


4. Enter your OH|ID user name and password.
5. Click **Log In**.

6. Select the PUCO Community tile from the My Apps section. If the PUCO Community tile does not appear in your My Apps section, click here for information on how to request the tile.



- The PUCO Community Dashboard page displays.



PUCO Community Roles

The PUCO Community offers regulated businesses an online system that helps simplify business transactions with the PUCO. Each authorized contact is assigned a specific role, granting different levels of authority to perform tasks or transact business with the PUCO.

Therefore, what you can see or do in the Community will depend upon the role assigned to you. You may be assigned one or more roles, depending upon what business you need to conduct with the PUCO.

Example of How PUCO Community Roles Work

The Annual Reports Filer can file an annual report, but cannot pay the fiscal assessment invoice, unless they are also the Annual Report Fiscal Contact.

Account Administrator – The person the regulated company designates to have administration rights in the PUCO Community to change and update contacts/roles (e.g. Annual Report Filer, Annual Report Fiscal Contact).

Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.

President/Primary Official – The person who is the president, principal officer or partner of the company, or authorized primary official of a government aggregator – the municipal corporation, the board of township trustees, or a board of county commissioners that have formed a government aggregation pursuant to R.C. 4928.20.

Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.

***TRS Report Filer –** The person the company designates to complete and file the TRS report for fiscal assessment pursuant to R.C. 4905.14. This person can be an employee or a third party agent.

Someone at each company MUST be designated in this role to file the required TRS report before the April 30, 2020 deadline.

***TRS Report Fiscal Contact –** The person who has the authority to receive, process and pay the TRS fiscal assessment. The TRS Report Fiscal Contact role does not automatically have access to file the TRS report, unless the person is also designated for the role of TRS Report Filer.

Docketing Contact – The person who will receive service of all entries and orders electronically from the PUCO Docketing Division. This individual will receive official legal notice or service of process on behalf of the entity.

This contact does not have an active role in the PUCO Community. This contact is collected during the TRS report filing to be used in the Docketing Information System (DIS).

**These contacts must be updated to ensure proper access in the PUCO Community. To update contacts, please call the PUCO Call Center at (800) 686-PUCO (7826).*

Registration is required to access the PUCO Community and file a TRS report

To register for the PUCO Community, review the information on the PUCO Community page.

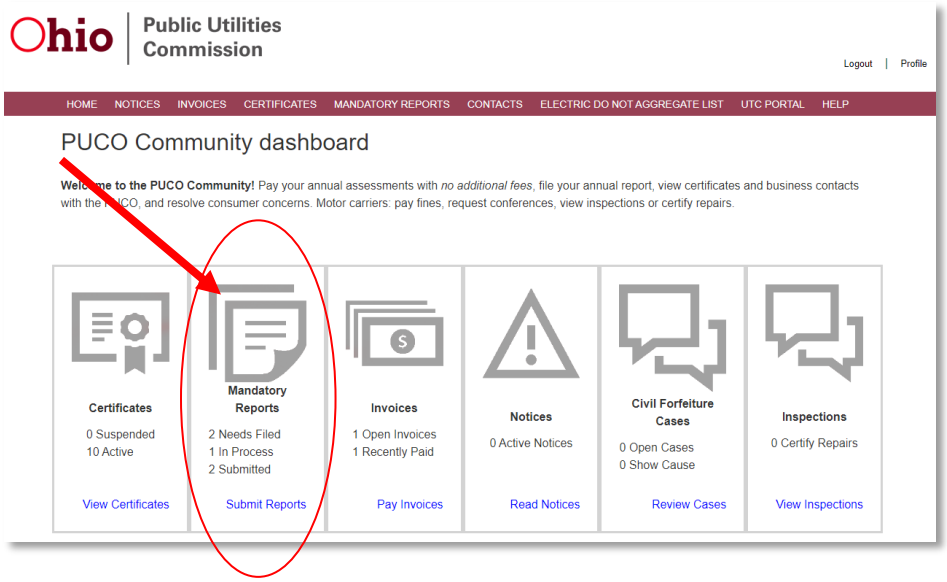
For questions about the registration process: Call the PUCO Call Center at (800) 686-PUCO (7826) between 8:00 a.m. to 5:00 p.m. (EST).

Informational roles in the PUCO Community

The following roles are currently informational only in the PUCO Community and have "view only" access to see company certificates, previously filed mandatory reports, invoices and contacts. The dashboard will provide a convenient summary showing the status of your company's activities with the PUCO.

- Account Administrator
- President/Primary Official
- Docketing Contact

For example, these contacts can view the status of how many Mandatory Reports, such as TRS reports, have been submitted or need to be filed with the PUCO. However, they will not be able to file the TRS report, as that functionality is only authorized for someone with the role of TRS Report Filer.



Submitting a New TRS Report

R.C. 4905.84 provides that the PUCO shall collect from each service provider that is required under federal law to provide its customers' access to TRS an annual assessment to pay for the costs incurred by the TRS provider for providing TRS in Ohio.

For purposes of calculating the TRS annual assessment, Ohio Adm.Code 4901:1-6-36 instructs applicable service providers to submit to PUCO staff a completed form, as prescribed by PUCO staff, which contains the number of the service provider's retail customer access lines or their equivalent. This form is to be utilized by all service providers that are required under federal law to provide its customer's access to TRS, including:

- telephone companies,
- commercial mobile radio service (CMRS) providers, sometimes referred to as wireless providers, and
- providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to voice-grade, end user access lines.

Advanced services and internet protocol-enabled services have the meanings ascribed to them by federal law, including federal regulations. The form is to be submitted using access line or equivalent count data as reported to the Federal Communications Commission Form 477, 499, or other equivalent FCC form as of December 31.

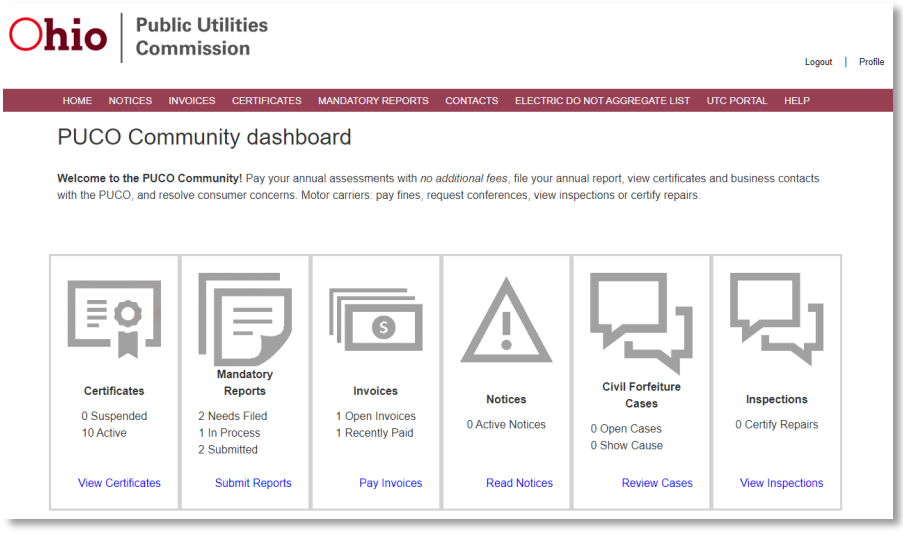
Following the PUCO calculating the assessment based on the TRS forms, TRS filers will be invoiced and will be given a 60 day notice to pay the TRS annual assessment, which is used to pay the cost incurred by the TRS provider for providing TRS service in Ohio.

Please note that this report is confidential and will be treated confidential.
Make sure that you have all the required information before beginning to file.

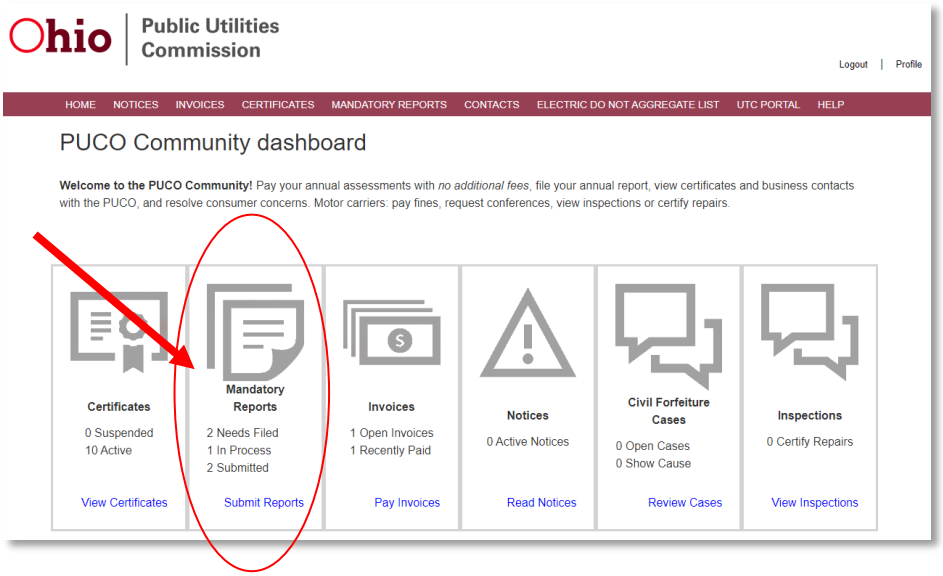
Steps

1. Log in to the **PUCO Community** using your OH|ID account. For information on how to do so, click here.

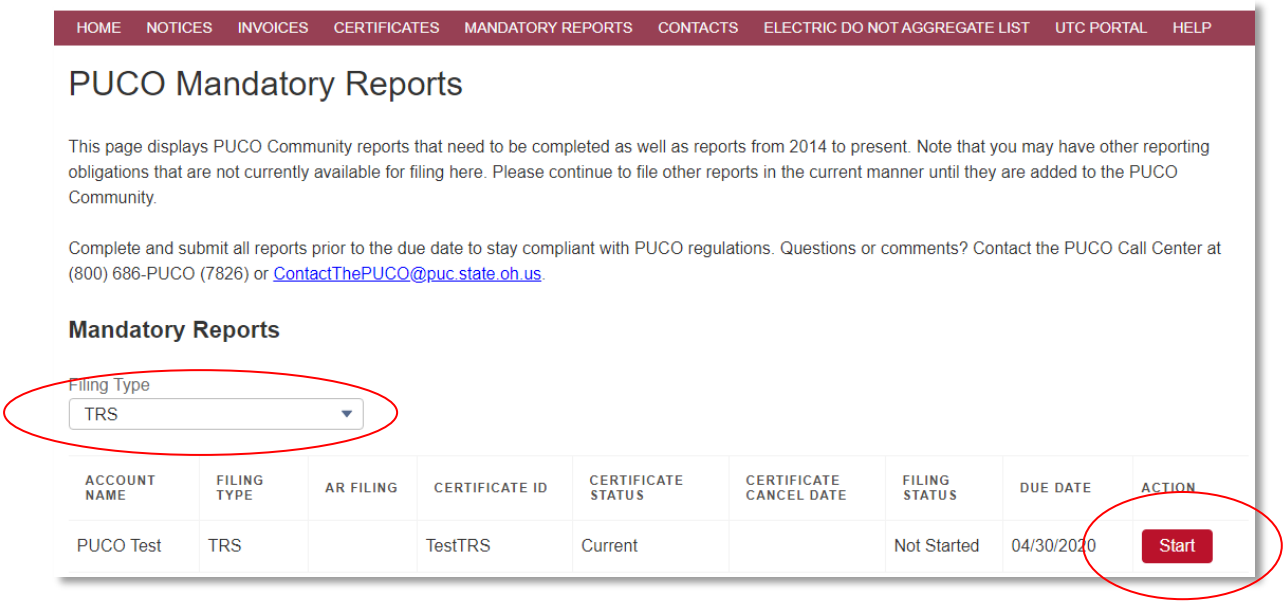
- The PUCO Community Dashboard page displays.



2. Click **Mandatory Reports**.



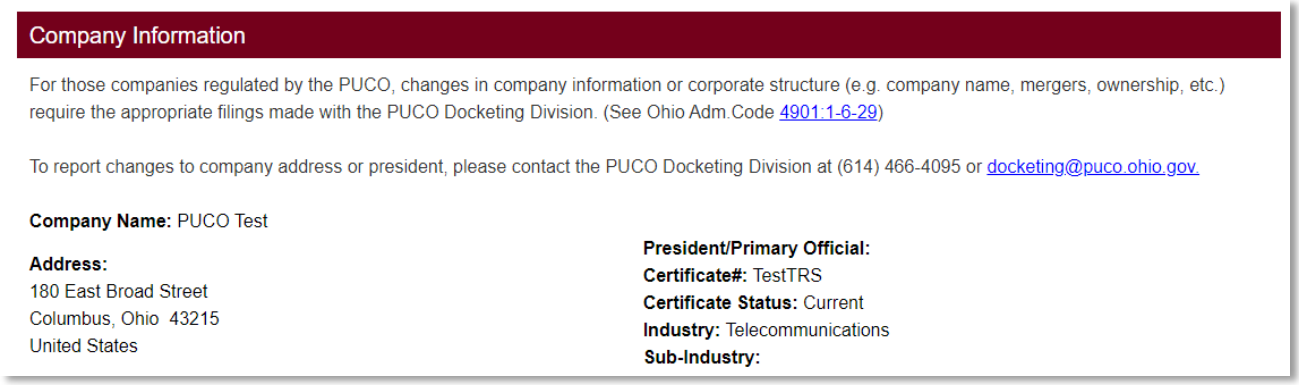
- The **PUCO Mandatory Reports** page displays. Select TRS as the Filing Type.



3. Click the **Start** button to begin filling out the report.

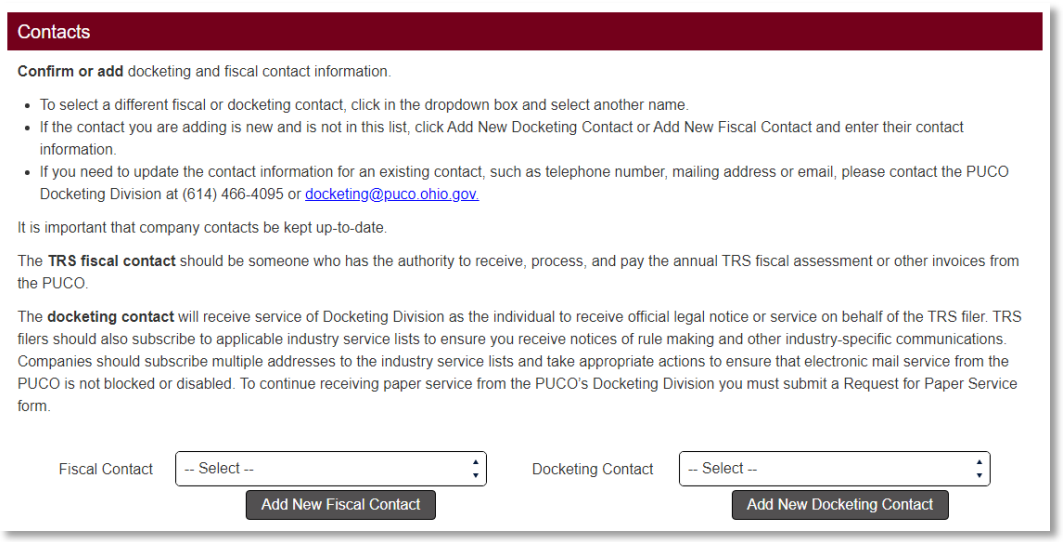
- The applicable **TRS Report** page displays.

4. Scroll down and verify your **Company Information**.



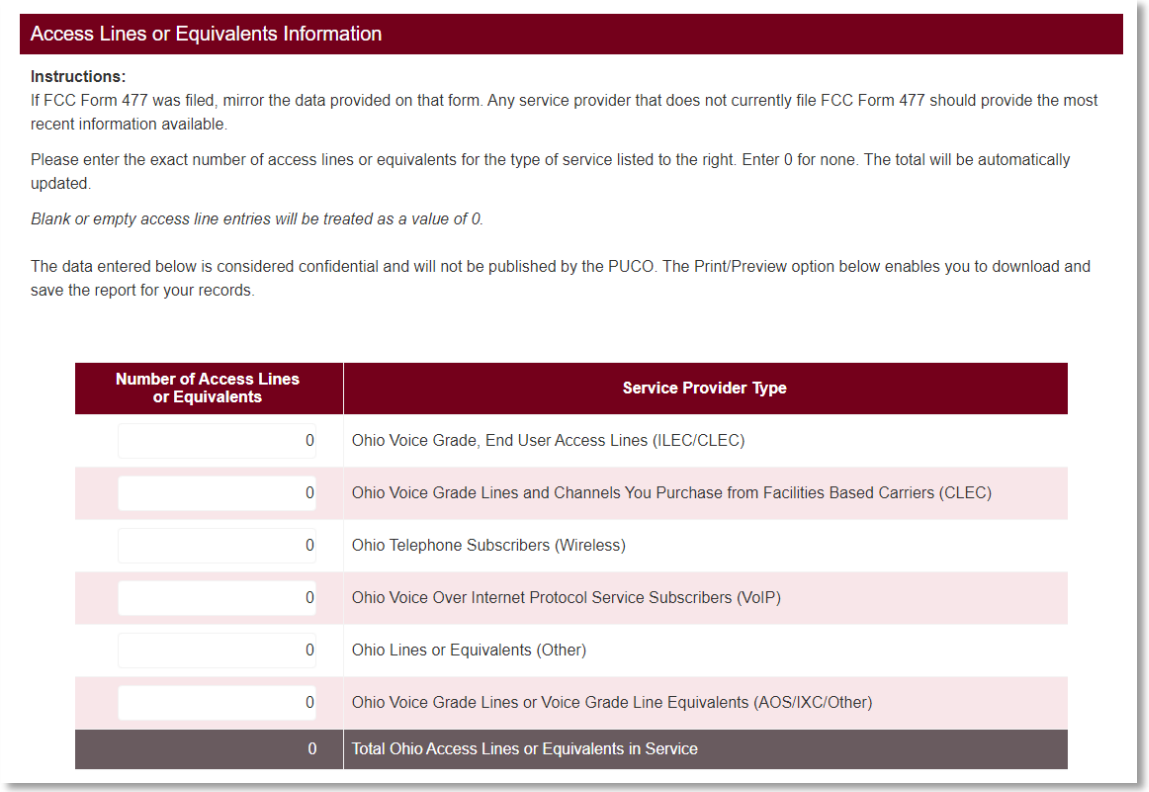
If any of your Company Information is incorrect, please contact the PUCO Docketing Division as referenced.

5. Scroll down and confirm the TRS Fiscal and Docketing Contacts listed.



If the fiscal or docketing contacts are not current, you may select another contact from the dropdown list(s) or add a new contact. To add a new contact, click on either Add New Fiscal Contact or Add New Docketing Contact.

6. Scroll down and enter the required **Access Lines or Equivalents Information**.



Access Lines or Equivalents Information

Instructions:
If FCC Form 477 was filed, mirror the data provided on that form. Any service provider that does not currently file FCC Form 477 should provide the most recent information available.

Please enter the exact number of access lines or equivalents for the type of service listed to the right. Enter 0 for none. The total will be automatically updated.

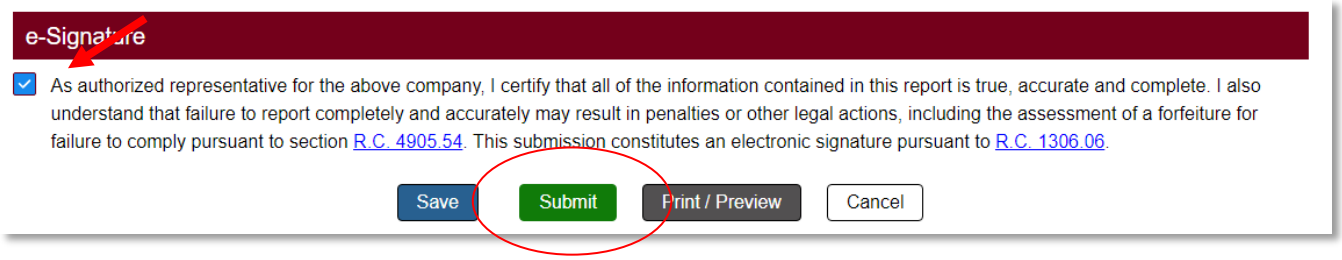
Blank or empty access line entries will be treated as a value of 0.

The data entered below is considered confidential and will not be published by the PUCO. The Print/Preview option below enables you to download and save the report for your records.

Number of Access Lines or Equivalents	Service Provider Type
0	Ohio Voice Grade, End User Access Lines (ILEC/CLEC)
0	Ohio Voice Grade Lines and Channels You Purchase from Facilities Based Carriers (CLEC)
0	Ohio Telephone Subscribers (Wireless)
0	Ohio Voice Over Internet Protocol Service Subscribers (VoIP)
0	Ohio Lines or Equivalents (Other)
0	Ohio Voice Grade Lines or Voice Grade Line Equivalents (AOS/IXC/Other)
0	Total Ohio Access Lines or Equivalents in Service

Please note that this information is confidential and will be treated confidential.

7. Scroll down to **e-Signature**.
8. Read the e-signature requirements to certify that the provided information contained in the TRS report is true, accurate and complete. Check the box, when your report is finalized, and click on the **Submit** button. Your e-signature will be recorded in the system with the user name, date and timestamp of submission.

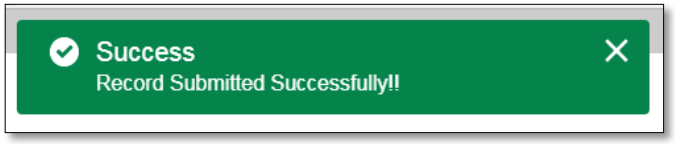


e-Signature

As authorized representative for the above company, I certify that all of the information contained in this report is true, accurate and complete. I also understand that failure to report completely and accurately may result in penalties or other legal actions, including the assessment of a forfeiture for failure to comply pursuant to section R.C. 4905.54. This submission constitutes an electronic signature pursuant to R.C. 1306.06.

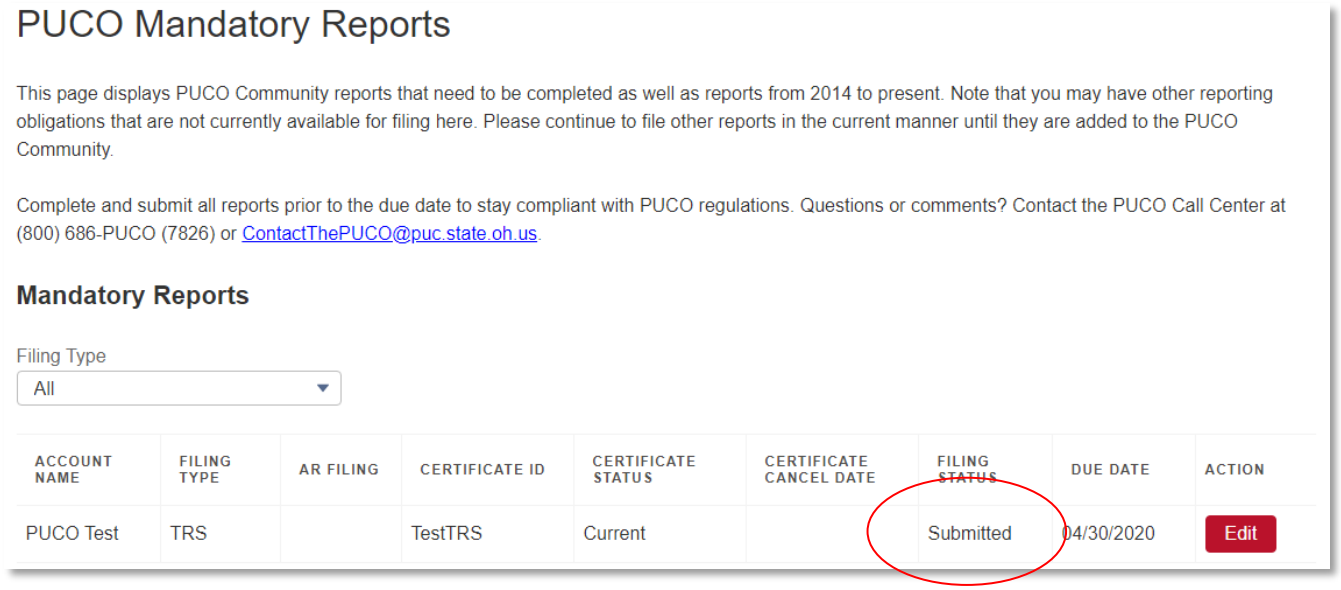
Save | Submit | Print / Preview | Cancel

- The **Success** message displays.



  - If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of April 30).
  - Once the TRS report has been saved or submitted, to download or print a PDF of your TRS report, click on the **Print/Preview** button.

9. **Return to the Mandatory Reports page to verify the status of your report has changed to "Submitted".**



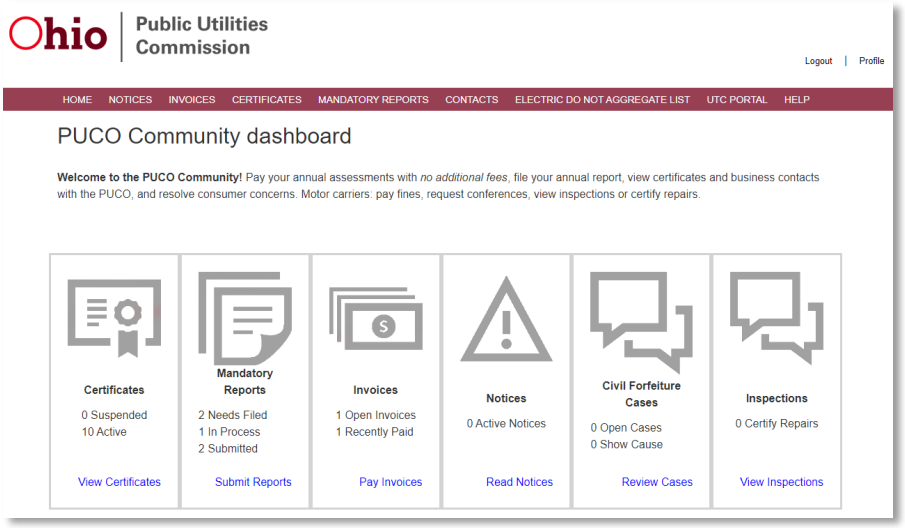
Editing a TRS Report

You may edit a submitted TRS report at any time prior to the filing deadline of April 30. After this deadline, the Edit button will no longer be available. After April 30, please contact the PUCO Consumer Call Center at (800) 686-PUCO (7826) and demonstrate good cause in requesting to file a late report or amend a previously filed report. Please refer to guidance provided on our website at https://www.puco.ohio.gov/puco-forms/telecommunications-relay-service-trs-form/.

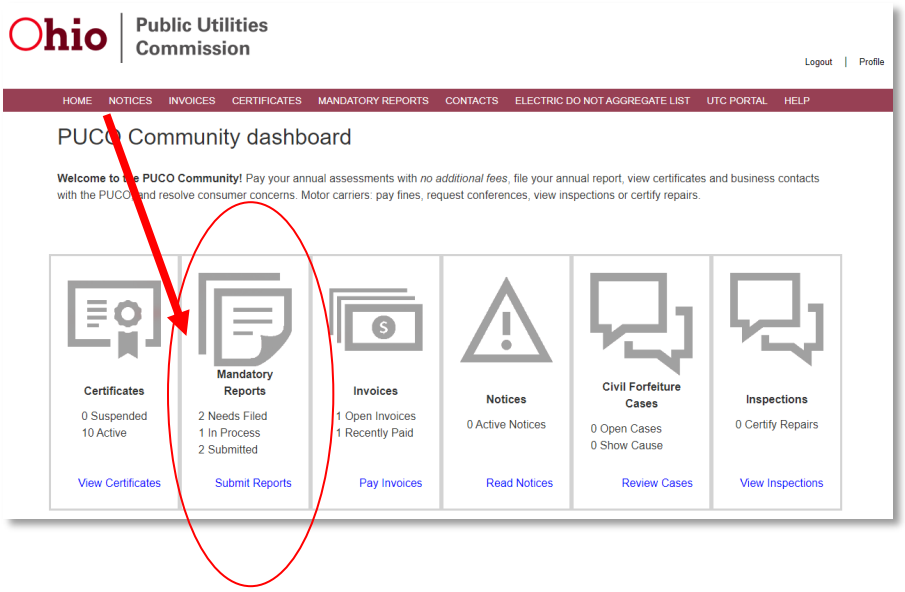
Steps

1. Log in to the **PUCO Community** using your OH|ID. (How to log in)

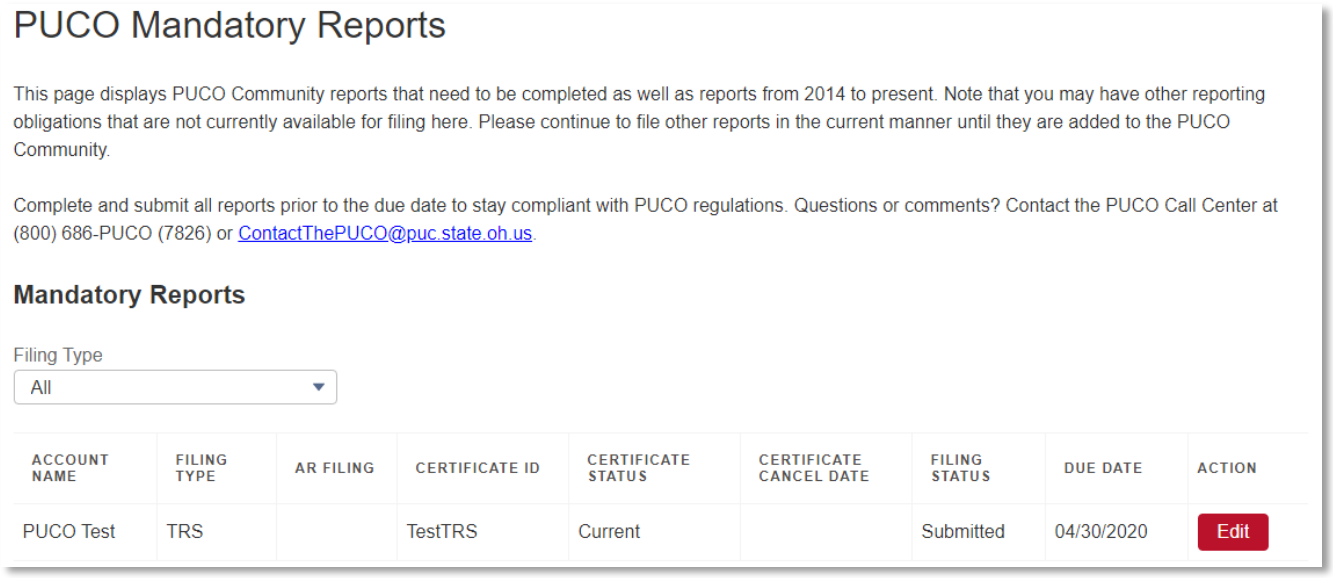
- The **PUCO Community Dashboard** page displays.



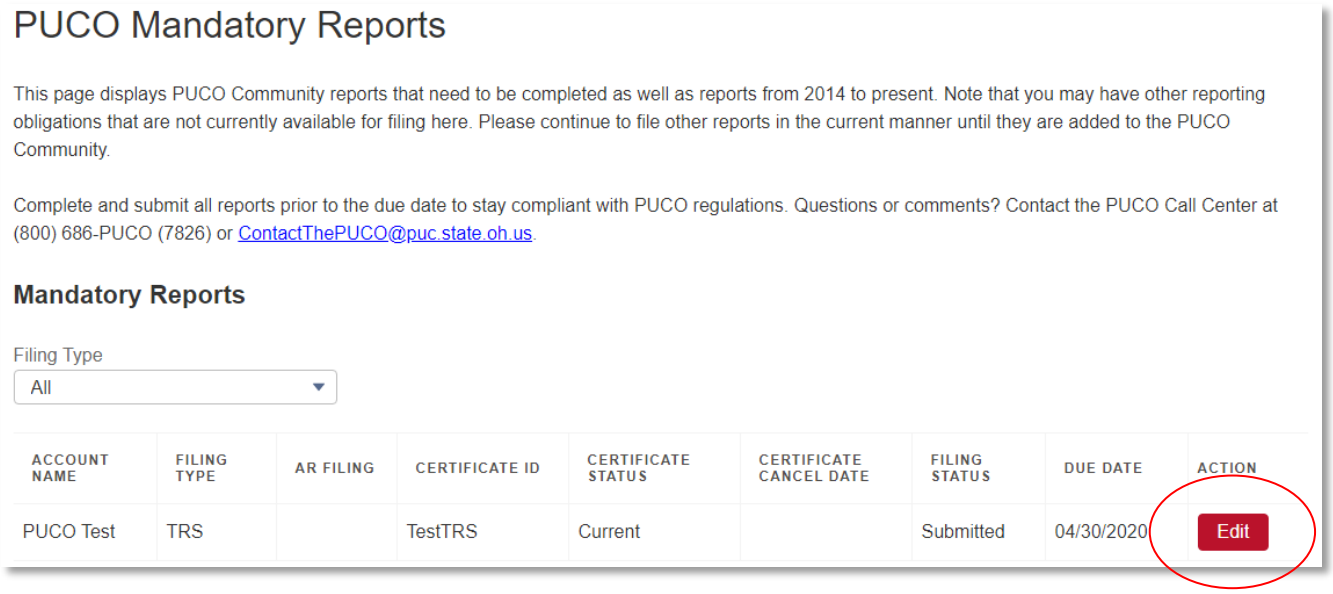
2. Click **Mandatory Reports**.



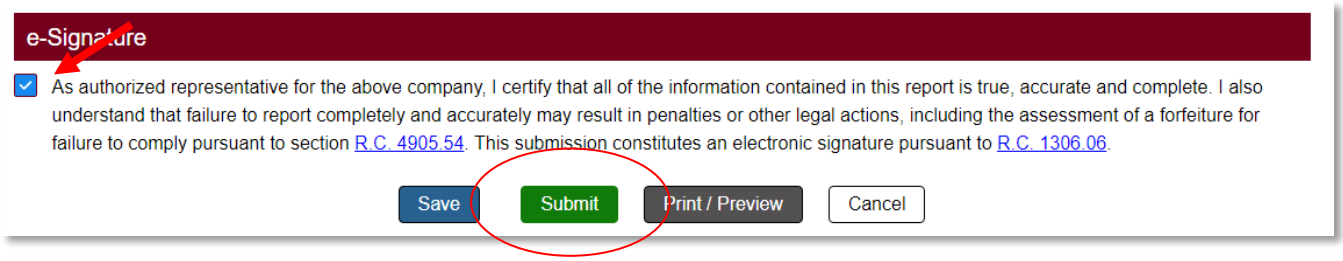
- The **PUCO Mandatory Reports** page displays.



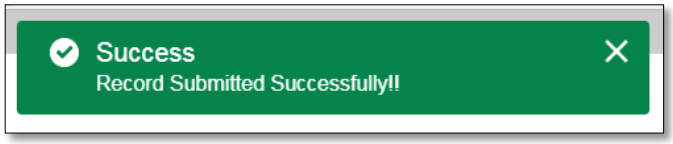
3. Click the **Edit** button next to the report you need to change.



4. Make the needed changes.
5. Scroll down to check the **e-Signature** box.
6. Click **Submit**.

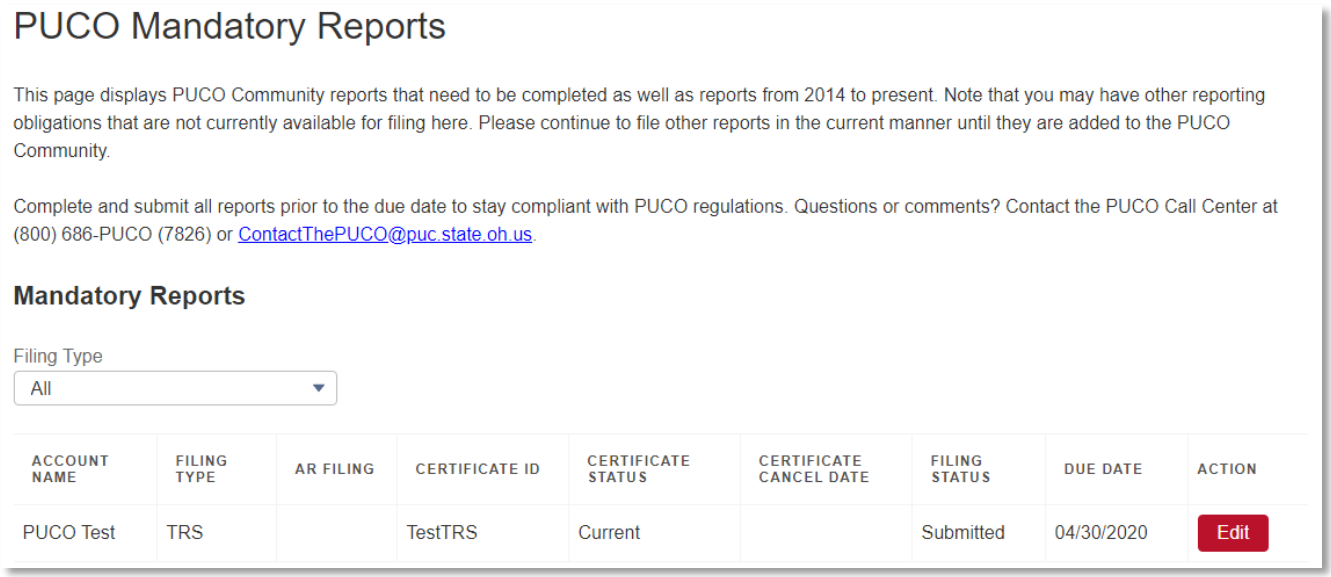


- The **Success** message displays.



- If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of April 30).
- Once the TRS report has been saved or submitted, to download or print a PDF of your TRS report, click on the **Print/Preview** button.

7. Return to the **Mandatory Reports** page to verify the status of your report is still **"Submitted."**



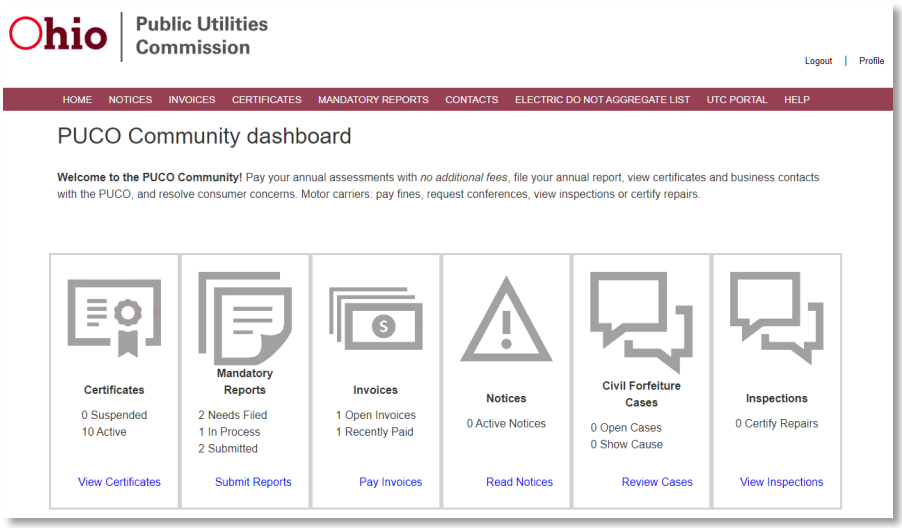
Paying an Invoice

When an assessment invoice is created, the designated TRS Report Fiscal Contact for your company will receive an email notification with instructions.

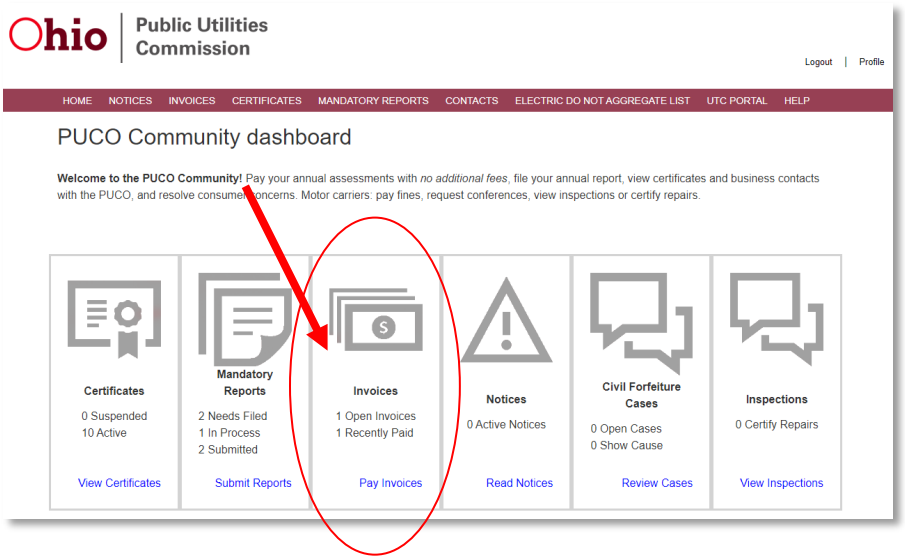
Steps

1. Log in to the **PUCO Community**. (How to log in)

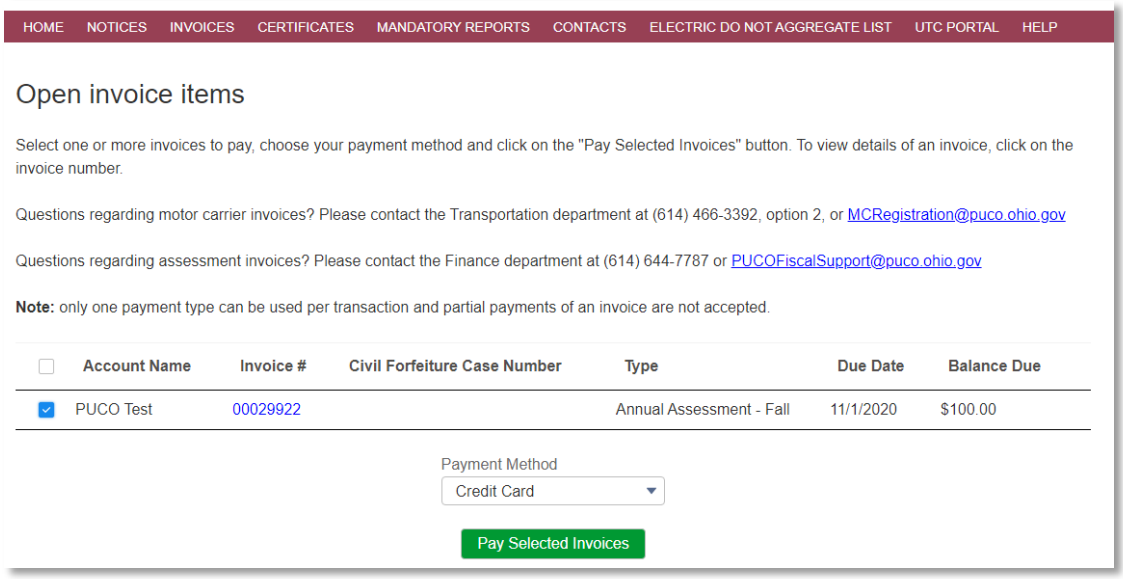
- The **PUCO Community Dashboard** page displays.



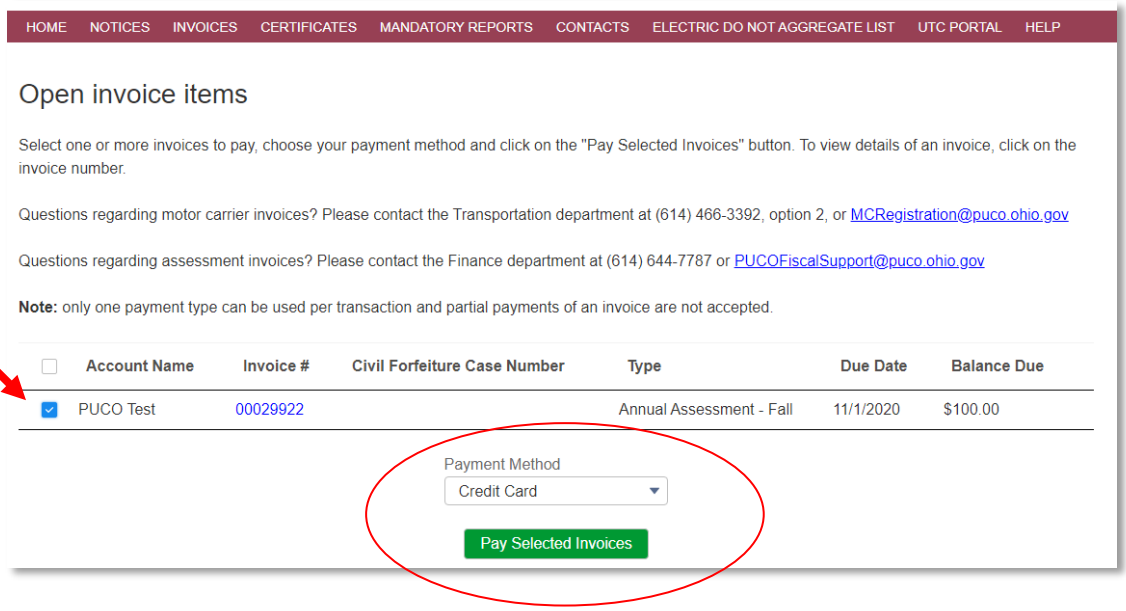
2. Click **Invoices**.



- The **Open Invoices** page displays. Any open, unpaid invoices will appear in the top section of the page.

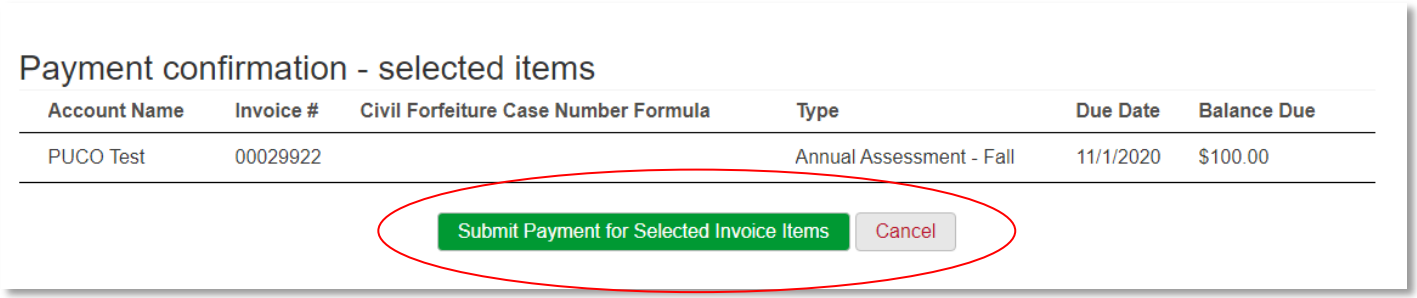


3. Select the **checkbox(es)** next to the invoice(s) you'd like to pay. You can pay for multiple invoices at the same time if you will be using the same payment method.
4. In the **dropdown box**, select the **Payment Method** (eCheck or Credit Card).
5. Click the **Pay Selected Invoices** button.



There are no additional fees for online payments. If you choose to remit with a paper check, please understand there will be a delay in processing your payment and it may not be processed by the required due date.

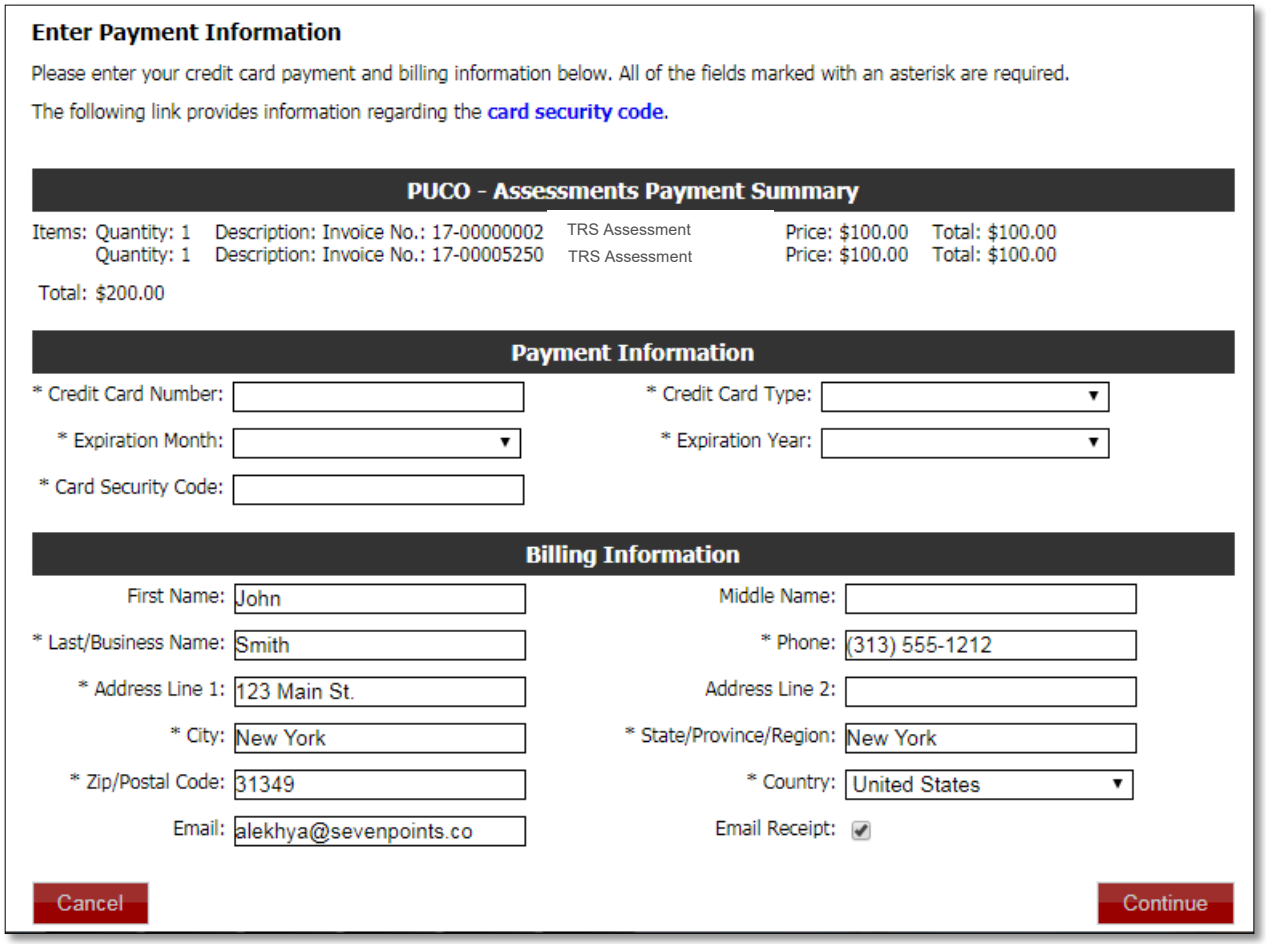
- The **Payment Confirmation - Selected Invoices** page displays.



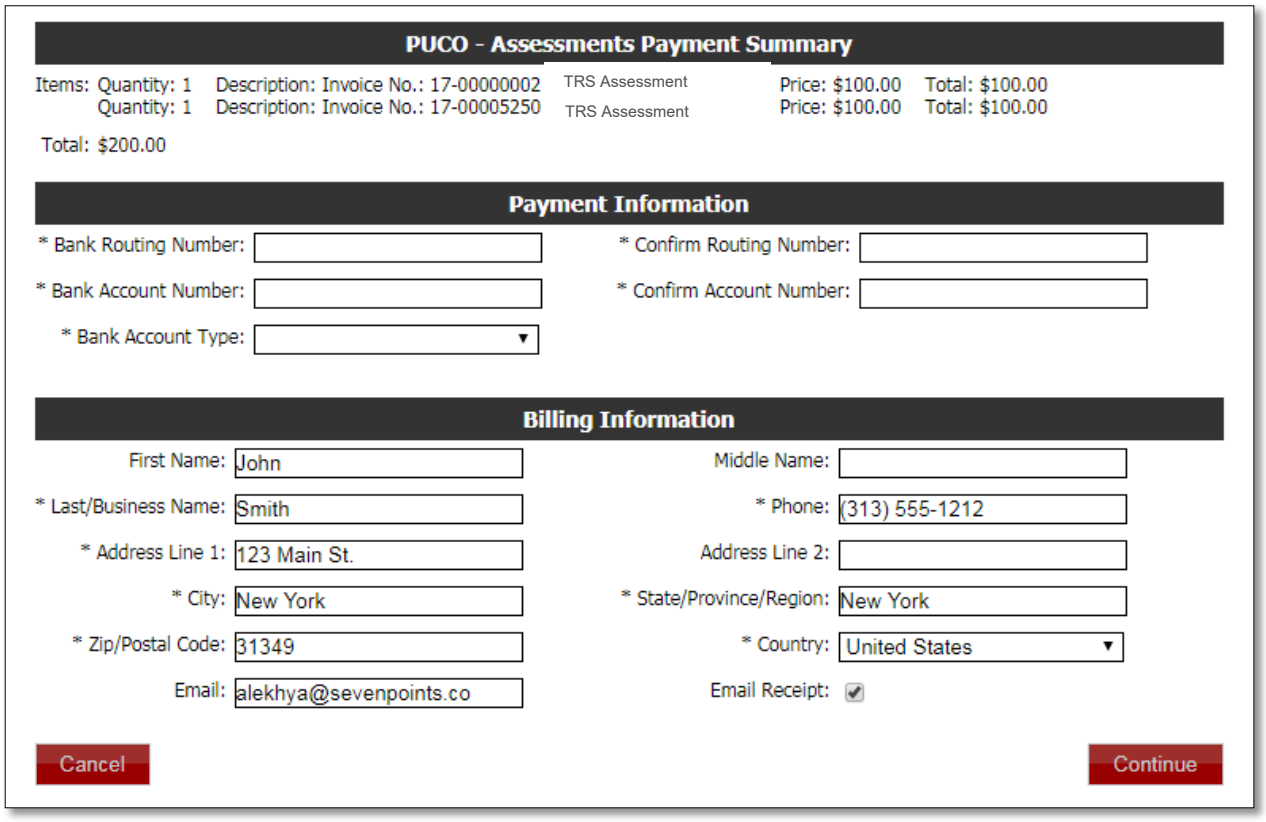
6. To confirm the invoices to be paid on the next page, click **Submit Payment for Selected Invoice Items**. To return and select a different invoice, click the **Cancel** button.

- At this point you will be transferred to a secure payment processor to make your payment. Your Credit Card or eCheck information will be secured and not shared with the PUCO.

Sample Credit Card Entry

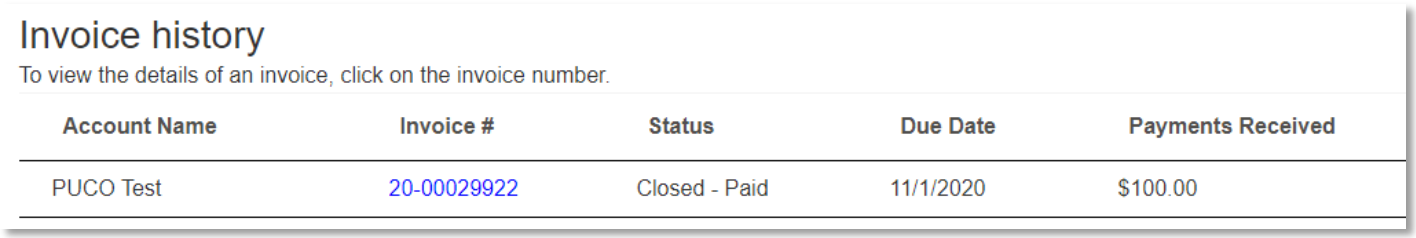


Sample eCheck Entry



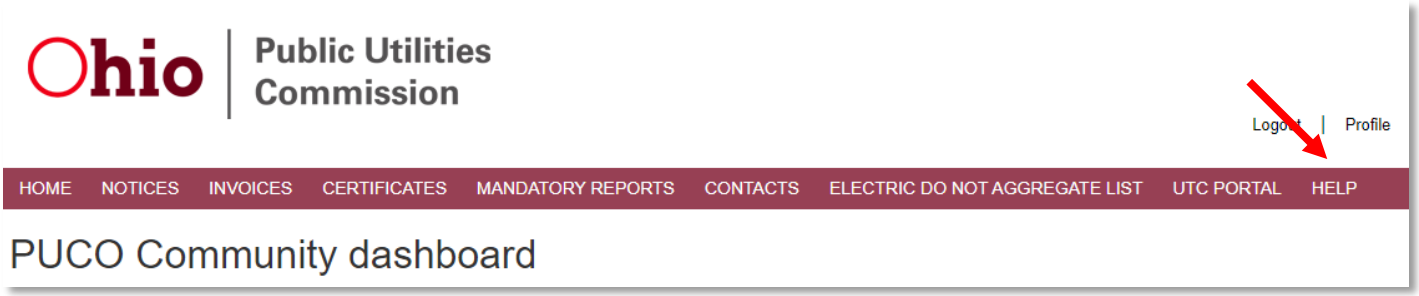
7. Enter the required payment information.
8. Click the **Continue** button and confirm your payment.

- You will receive an email payment confirmation from the payment processor.
- If your payment was processed successfully, the invoice will be marked as Closed-Paid, under Invoice History on the **Open invoice items** page.



Getting help / Contacting PUCO

For links to helpful PUCO web pages, FAQs, or help, click on the **Help** tab in the upper menu bar.



To change your **company contact information**, please contact the **PUCO Call Center**.

PUCO Call Center: **(800) 686-PUCO (7826)** ContactThePUCO@puco.ohio.gov