

Georgia Public Service Commission

**244 WASHINGTON STREET, SW  
ATLANTA, GEORGIA 30334-5701**

**APPLICATION FOR LICENSE**

**TO USE**

**TELEPHONE SERVICE OBSERVING EQUIPMENT**

**(TSOE)**

Please file the completed application electronically at <https://psc.ga.gov/alternative-efile/>.

Please also mail one (1) hard copy of the application and any attachments to:

Ms. Sallie Tanner

#### Executive Secretary

Georgia Public Service Commission

244 Washington Street, SW

Atlanta, GA 30334-5701

Questions regarding filing procedures should be directed to Sallie Tanner at (404) 463-7747 or [stanner@psc.ga.gov](mailto:stanner@psc.ga.gov).

Questions regarding the application should be directed to Erica Wilson at (404) 651-9402 or [ewilson@psc.ga.gov](mailto:ewilson@psc.ga.gov).



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| **I. APPLICANT**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | NAME OF COMPANY |  | | | | | | ADDRESS 1 |  | | | | | | ADDRESS 2 |  | | | | | | CITY |  | STATE |  | ZIP CODE |  | | TELEPHONE |  | FAX |  | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | EMPLOYEE DESIGNATED TO RECEIVE AND RESPOND TO COMMISSION REQUESTS: | | | | | | | NAME |  | TITLE |  | | | | ADDRESS 1 |  | | | | | | ADDRESS 2 |  | | | | | | CITY |  | STATE |  | ZIP CODE |  | | TELEPHONE |  | FAX |  | | | | EMAIL ADDRESS |  | | | | |   **NOTE:** FAILURE TO NOTIFY THE COMMISSION, IN WRITING, WHEN THERE IS A CHANGE IN THE CONTACT PERSON OR ADDRESS(ES) LISTED IN THIS APPLICATION WILL RESULT IN CANCELATION OF THE APPLICATION OR SUBSEQUENT LICENSE. |

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| II. TELEPHONE SERVICE OBSERVING EQUIPMENT  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | LOCATION OF TSOE EQUIPMENT: | | | | | | | ADDRESS 1 |  | | | | | | ADDRESS 2 |  | | | | | | CITY |  | STATE |  | ZIP CODE |  | | TELEPHONE |  | FAX |  | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | VENDOR PROVIDING TELEPHONE SERVICE OBSERVING EQUIPMENT: | | | | | | | NAME OF VENDOR |  | | | | | | ADDRESS 1 |  | | | | | | ADDRESS 2 |  | | | | | | CITY |  | STATE |  | ZIP CODE |  | | TELEPHONE |  | | | | |  |  |  |  |  | | --- | --- | --- | --- | | LIST TELEPHONE NUMBER(S) SUBJECT TO OBSERVATION: | | | | | 1. |  | 11. |  | | 2. |  | 12. |  | | 3. |  | 13. |  | | 4. |  | 14. |  | | 5. |  | 15. |  | | 6. |  | 16. |  | | 7. |  | 17. |  | | 8. |  | 18. |  | | 9. |  | 19. |  | | 10. |  | 20. |  |  |  |  | | --- | --- | | NUMBER OF STATIONS SUBJECT TO OBSERVATION: |  |  |  |  | | --- | --- | | LIST AT LEAST ONE PHONE NUMBER NOT SUBJECT TO OBSERVATION THAT EMPLOYEES CAN USE TO MAKE PERSONAL CALLS: |  | |

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| |  |  | | --- | --- | | NUMBER OF SERVICE OBSERVING POSITIONS: |  |  |  |  |  | | --- | --- | --- | | NAME AND TITLE OF EMPLOYEE(S) AUTHORIZED TO USE SERVICE OBSERVING POSITIONS: | | | | 1. |  |  | | 2. |  |  | | 3. |  |  | | 4. |  |  | | 5. |  |  | | 6. |  |  | | 7. |  |  | | 8. |  |  | | 9. |  |  | | 10. |  |  |  |  | | --- | | DETAILED EXPLANATION OF PURPOSE(S) FOR WHICH OBSERVING EQUIPMENT WILL BE USED: | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | PLEASE READ COMMISSION RULE 515-8-1-.05: DUTIES OF USERS OF SERVICE OBSERVING EQUIPMENT (ATTACHED). DOES THE APPLICANT AGREE TO COMPLY WITH ALL PROVISIONS OF THIS RULE? (PLACE AN “X” IN THE APPROPRIATE BOX.) | YES |  | NO |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | DOES THE APPLICANT AGREE TO PROVIDE A VERBAL NOTIFICATION TO ALL CALLERS THAT SERVICE IS SUBJECT TO OBSERVATION? (PLACE AN “X” IN THE APPROPRIATE BOX.) | YES |  | NO |  | | IF YES, PLEASE PROVIDE SCRIPT OF VERBAL NOTIFICATION THAT WILL BE USED: | | | | | |  | | | | |   **NOTE:** REPEAT THIS ENTIRE SECTION FOR EACH BUSINESS LOCATION WHERE TELEPHONE SERVICE OBSERVING EQUIPMENT WILL BE USED. |

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| **III. AFFIDAVIT**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | OFFICER OR ATTORNEY/ AGENT: | | | | | | | NAME |  | | | | | | TITLE |  | | | | | | ADDRESS 1 |  | | | | | | ADDRESS 2 |  | | | | | | CITY |  | STATE |  | ZIP CODE |  |   THE INDIVIDUAL NAMED ABOVE (HEREINAFTER, “APPLICANT”) PERSONALLY APPEARED BEFORE THE UNDERSIGNED, AN OFFICER DULY AUTHORIZED TO ADMINISTER OATHS. THE APPLICANT, AFTER FIRST BEING DULY SWORN, DEPOSES AND CERTIFIES THAT HE OR SHE HAS READ THE APPLICATION AND KNOWS THE CONTENTS THEREOF, AND THAT THE STATEMENTS MADE HEREIN ARE TRUE TO THE BEST OF HIS OR HER KNOWLEDGE AND BELIEF.  APPLICANT FURTHER AGREES TO ABIDE BY ALL APPLICABLE LAWS UNDER THE STATE OF GEORGIA, AS CODIFIED IN THE OFFICIAL CODE OF GEORGIA ANNOTATED; ALL APPLICABLE RULES AND REGULATIONS OF THE GEORGIA PUBLIC SERVICE COMMISSION; AND ALL FINDINGS, CONCLUSIONS, TERMS, AND CONDITIONS SET FORTH IN PERTINENT COMMISSION ORDERS.  UNDER PENALTIES OF PERJURY, APPLICANT DECLARES THAT THE STATEMENTS MADE IN THE FOREGOING APPLICATION, INCLUDING ACCOMPANYING STATEMENTS AND ATTACHMENTS ARE TRUE, COMPLETE, AND CORRECT. I UNDERSTAND THAT ANY FALSE OR MISLEADING INFORMATION IN, OR IN CONNECTION WITH, MY APPLICATION MAY BE CAUSE FOR DENIAL OR LOSS OF CERTIFICATE.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  SIGNATURE OF AFFIANT  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  DATE |

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| SUBSCRIBED AND SWORN TO ME THIS  \_\_\_\_\_ DAY OF \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20 \_\_\_\_\_.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  NOTARY PUBLIC | (SEAL) |

## GPSC Rule 515-8-1-.05

## Duties of Users of Service Observing Equipment

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| (1) | Except as provided herein, it shall be the duty and obligation of any licensed user of service observing equipment to prominently display on every telephone instrument subject to service observing a notification to such effect. Said notification shall be in the form of official gummed labels which will be issued by the Commission at the time a license is issued. Failure to prominently display the notification at all times shall be cause for revocation of the license. Holders of licenses for service observing equipment issued prior to the effective date of this Rule shall within thirty (30) days from said effective date obtain the requisite number of labels from the Commission and affix the same to those instruments which are subject to service observing. If an employee or independent contractor of a holder of the license is in a work-from-home arrangement and subject to monitoring via service observing equipment, the holder of the license shall obtain from each such person a signed acknowledgement that states as follows:  "I acknowledge that the device(s) I use for work-related communications are subject to service observing."  The signed acknowledgement form should be obtained from such person by the first day of the work-from-home arrangement and thereafter by the first business day in January in each subsequent year and shall be retained by the holder of the license for a period of not less than five years. |

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| (2) | It shall be the duty and obligation of any licensed user of Service Observing equipment to promptly notify the Commission of any changes in the status of its certification. Such changes may include, but are not limited to: the discontinuance of the use of such equipment, changes in the specified list of telephone numbers subject to service observing, changes in the firm name or address and so forth. |

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| (3) | Provisions regarding the recording of telephone conversations are contained in the applicable state and federal statutes. The Georgia Public Service Commission has no rules governing the recording of telephone conversations. |

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| (4) | A violation of any of the provisions of this Rule shall be a violation of Part 1 of Article 3 of Chapter 11 of Title 16 of the Georgia Code. |

**Cite as Ga. Comp. R. & Regs. R. 515-8-1-.05**  
**Authority: Ga. L. 1967, p. 844-1968, pp. 1249, 1331; Sec. 26-3005, 1991, pp. 1040-1042; O.C.G.A. §**[**16-11-65**](https://links.casemakerlegal.com/states/ga/books/Code_of_Georgia/browse?ci=25&id=gasos&codesec=16-11-65&title=16)**.**  
**History.** Original Rule was filed on December 29, 1975; effective January 1, 1976, as specified by Ga. L. 1975, p. 411.  
**Repealed:** New Rule same title, adopted. F. Jul. 24, 1992; eff. Aug. 13, 1992.  
**Amended:** F. Aug. 26, 2021; eff. Sep. 15, 2021.  
**Amended:** (**Note:** Rule amended to only cite title change (i.e., no change to the Rule text) from "Mutual Duties of Users of Service Observing Equipment and Telephone Company Issuing Telephone Directories" to "Duties of Users of Service Observing Equipment" as promulgated and adopted on Aug. 17, 2021, but inadvertently omitted in Aug. 26, 2021 filing, as specified by the Agency.) F. Oct. 25, 2021; eff. Nov. 14, 2021.