

ADDENDUM – FAMILY VIOLENCE SHELTER CONFIDENTIALITY ACT

MEMORANDUM

DATE: May 1, 2007

TO: All Competitive Local Exchange Companies (CLECs)
All Resellers of Interexchange Telecommunications Services
All Interexchange Carriers
All Payphone Service Providers
All Institutional Telecommunications Service Providers

FROM: Telecommunications Staff, Utilities Division

IN RE: Requirements for Implementation of Senate Bill 147, the
Family Violence Shelter Confidentiality Act of 2004
(O.C.G.A. § 46-5-7)

At its September 21, 2004 Administrative Session, the Georgia Public Service Commission (“Commission”) initiated this docket for the implementation of the 2004 Family Violence Shelter Confidentiality Act of 2004 (“Act”), O.C.G.A. § 46-5-7.

The Act requires all telephone companies and directory listing providers to file plans with the Commission setting forth in detail how the companies will protect the confidentiality of the location and address of family violence shelters in the state. Under the Act, these plans should describe the manner in which providers will identify family violence shelters in the state and keep confidential the location and address of such shelters.

The following is a brief outline of the minimum requirements ordered by the Commission. For more detailed information, please review the May 13 and August 30, 2005 orders in Docket No. 19553-U. The Orders can be viewed or downloaded via the Commission’s website under Docket No. 19553-U, document numbers 82508 and 85446.

- Identification of Shelters- Georgia Department of Human Resources is responsible for posting a current, accurate, updated list of family violence shelters on a quarterly basis. An employee or employees of the company should be responsible for obtaining the periodically updated list of approved “family violence shelters” on the designated date for list update and check this list against their own records to confirm that all the current approved “family violence shelter” accounts are properly marked and protected.

- Telephone Provider's Service Customers should be asked questions to elicit information for the purpose of determining the nature of the customer's business.
- Designated Employees should be trained to handle shelter calls.
- For Directory Publishing, all new listings should be checked against Official Lists prior to electronic or paper preparation in order to suppress address information.
- For Directory Assistance/Operator services, service orders for shelter customers should contain a code indicating that the address should not be listed. When no address is listed, the operator provides only the phone number.
- Telephone providers should address attempts to determine the physical location or physical address of a shelter by limiting access to such accounts to designated employees, appropriate training of personnel and restricting all shelter accounts from outbound sales efforts, whether via telephone, direct mail, internet or otherwise.)
- Requirements upon Discovery of Disclosure of shelter physical location information: notify the Georgia Commission on Family Violence by telephone within 24 hours, provide written notice to the Georgia Public Service Commission no later than 7 days, and notify the shelter by telephone as soon as possible but no later than 24 hours.

The law requires that a plan be filed every 24 months. **The Telecommunications Staff requests that the affidavit for compliance with the Act be signed and filed with the Commission concomitant with this application and, after certification, in January of every odd-numbered year.**

Any questions regarding this matter should be directed to Tonika Starks at 404-657-4990 or tstarks@psc.state.ga.us.