

## Telecom Company FAQ for IUB 24/7

### **Q1. Why do I need to create a user profile and company record in IUB 24/7?**

A1. The IUB has streamlined a variety of administrative records into a single system, known as [IUB 24/7](#). Having a company record will allow the company to maintain current information and associate contacts. This record will streamline the IUB's need to interact with the entities it regulates and invoice for associated costs.

### **Q2. Who needs to create a company record?**

A2. All companies that file or do business with the IUB must create a company record to ensure that the IUB has the most up-to-date company and contact information. If the company needs to file in the [electronic filing system \(EFS\)](#), submit applications, submit utility annual reports, report Dual Party Relay Service (DPRS), or in general do business with the IUB, it must sign up the company in IUB 24/7 to receive an IUB company number to maintain company contact information, for IUB billing purposes, and to file in dockets in EFS. IUB 24/7 can be searched to see if a company already exists by logging in and going to the Search Companies page in IUB 24/7. Public (no account) users can search companies by going to [IUB247.iowa.gov](http://IUB247.iowa.gov) and clicking Search Companies on the homepage.

### **Q3. Who can create and update a company record in IUB 24/7? May a consultant manage a company record on behalf of a client company?**

A3. The Company Administrator role has permission within IUB 24/7 to create or edit the company record; add, edit, or remove company contacts, and assign permissions to the company's associated contacts. The Company Administrator can also assign another employee or consultant the role of Company Administrator. A company record in IUB 24/7 can have multiple Company Administrators. Users can request these roles by submitting a Company Access Request in IUB 24/7 (must be logged in) or contacting staff at [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov). There is also a Consultant Guide in the User Resources section in IUB 24/7.

### **Q4. What regulatory compliance forms, reports or processes are being moved into IUB 24/7 for telecommunications providers in Iowa?**

A4. IUB 24/7 was introduced in 2019 and is intended to replace a series of other administrative records already maintained by the IUB. It offers users a streamlined approach to updating information, carrying out certain reporting obligations, and interacting with the IUB on certain matters.

For the telecommunications industry, IUB 24/7 will capture the information previously collected via individual forms for such things as company numbers, annual reports, registration, DPRS reports and assessments, and accounting.

The streamlining of various records already collected means that for companies that are required to register under [Iowa Code 476.95A](#), the IUB 24/7 company record now serves as a company's annual telecommunications registration, in compliance with 476.95A.

The IUB 24/7 company record also allows the company to maintain contact information and submit the line count reports required for the Dual Party Relay Service (DPRS) annual assessment.

Additionally, telecommunications companies that are required to file annual reports will not need a form separate from their company record, meaning the TC-1 (formally LEC and IXC) annual report form no longer needs to be filed in EFS. The company record contains the information that was

previously entered on the TC-1 form and filed in the M docket in the IUB's electronic filing system (EFS).

**Q5. Why is the company record being updated annually? Why is the IUB aligning the annual company record update with the filing of the IUB annual reports?**

A5. While every company is required to have a company record in IUB 24/7 and the system will prompt all users for any updates at least annually, only some have a requirement to file annual reports, comply with registration requirements, or file the DPRS report.

To streamline the process for those with the additional requirements, the IUB has aligned the annual company record update with the IUB annual report timeline--however this does not expand the reporting obligations for those that don't have to comply with that reporting requirement.

**Q6. May a company request an extension of the deadline to file its annual report?**

A6. Per the IUB's Iowa Administrative Code rules, a company must complete the utility annual report by April 1 of each year. This will also require the company to review and update its company record by April 1 of each year. In order to request additional time, the company will have to file a request in the company's M-docket in EFS. If the company plans to file a request for additional time, please contact [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) or call 515.725.7337.

**Q7. How often do I need to update information in my company record?**

A7. Outside the annual update, updates should be made to the company record in IUB 24/7 when contact or company information changes.

**Q8. How do I make a revision to my company profile? May a company revise an annual report or revenue information after submission?**

A8. Companies can edit their company profile at any time in IUB 24/7. The IUB will review revisions when they are submitted. However, annual reports are locked on December 31 of each calendar year; after that time, companies will not be able to revise the previous year's report information.

**Q9. If a company is no longer providing business in Iowa, does it still need to maintain a company profile? File an annual report?**

A9. If your company elected to go inactive with the IUB in the previous calendar year because it no longer has any regulated business under the IUB's authority, your company does not need to submit an annual report or an annual update of the company profile for that year after electing "inactive" status.

While your company is active in IUB 24/7, you will need to edit your company record in IUB 24/7 and select the submission type Final, which will notify the IUB of your request to be made inactive or cancel your registration. If your company wishes to become active or re-register with the IUB, the company will need to re-submit its company record in IUB 24/7.

If your company did not transition to IUB 24/7 and you would like to request to be made inactive or cancel your registration with the IUB because you are no longer providing service in Iowa, you will need to file the request in your company's M docket (M-companynumber).

## **Registering under Iowa Code**

### **Q10. How does IUB 24/7 change the requirements for a company to register under Iowa Code 476.95A?**

A10. According to Iowa Code 476.95A, a provider of telecommunication service, as defined in Iowa Code 476.103, shall register annually with the IUB. The requirement for certain provider types to register has not changed, but the method to register has been streamlined. The company record in IUB 24/7 will now satisfy this requirement, eliminating the need for the separate form previously used by those carriers required to register.

### **Q11. How long does it take to approve my registration in IUB 24/7?**

A11. The registration requirement is now satisfied once a company profile is approved. Once the company record is submitted, IUB staff has five business days to review and approve registration requests, per Iowa Code 476.95A.

### **Q12. How do I deactivate or withdraw my registration with the IUB?**

A12. Because the company record now satisfies the requirement to register for certain carrier types, the company should first determine if it is seeking to completely deactivate its company record or merely needs to update the company record to reflect a different business offering that no longer needs to use the company record to satisfy the registration requirement. To make revisions or deactivate the entire record, the company admin should log in to IUB 24/7 and edit the company profile. They should select the submission type Final or, if they are still operating in Iowa but not offering the type of voice services that are required to be registered pursuant to Iowa Code 476.95A, they can make that change in the telecommunications services section in the company record.

If your company is not in IUB 24/7 and you would like to request to be made inactive or cancel your registration with the IUB because you are no longer providing service in Iowa, you will need to file the request in your company's M and docket (M-companynumber).

## **Dual Party Relay Service (DPRS) Assessment**

### **Q13. What kinds of providers are required to submit a DPRS report?**

A13. Iowa Code chapter 477C requires an assessment from all wireless carriers and wire-line local exchange carriers providing telecommunications service in the state, therefore a report is required to determine the assessment due.

### **Q14. How long does a company have to submit its annual DPRS report and payment, if applicable?**

A14. Reports become available in January and are due by April 1 of each year. Upon submission of the DPRS report, an invoice will be emailed to the company Billing contact listed in the company record the following calendar month. All payments are due upon receipt of the invoice and are considered delinquent after 30 days. Because this assessment is now being carried out through the company record in IUB 24/7, the company administrator should conduct the annual company record update carefully to ensure that the Billing contact is current and all information has been entered accurately.

### **Q15. My company already reported and paid January-June 2021. When the assessment moves to annual, will that be credited?**

A15. Upon submission of the annual DPRS report, any amounts already paid for calendar year 2021 will be credited to the invoice.

**Q16. Does the assessment and requirement to submit a DPRS report apply to VoIP, cellular and multi-phone lines for customers in the state of Iowa?**

A16. Iowa Code 477C has required a DPRS assessment from “all telecommunications carriers” providing service in Iowa for many years. While the assessment method changed in 2018, it did not change the underlying requirement. In addition, this same legislation amended language in Iowa Code chapter 476 and specifically under subsection 95, which confirms that the IUB has the authority to assess VoIP service for DPRS assessments. Assuming your company fits the definition provided in Iowa Code 477C, your company should be completing the DPRS reporting and assessment form and making the assessment payments.

**Q17. What type of phone lines must be reported?**

A17. Pursuant to an IUB order issued July 3, 2018, in Docket No. RMU-2016-0025, a “telecommunications service phone number” is defined as a revenue-producing phone number. It does not matter whether the line is used for a part of the year or a part of the month. If the line is revenue-producing during the month, it is to be counted.

**Q18. Are there a minimum number of lines needed before triggering the requirement to submit a DPRS report and/or pay the assessment?**

A18. No, there is no de minimis exception. All wireless carriers and wire-line local exchange carriers providing telecommunications service in the state are required to pay three cents (\$0.03) per month for each telecommunications service phone number provided in Iowa, regardless of the number of lines.

**Q19. May a company file for both wire-line and wireless lines on the same form?**

A19. As long as both line counts are for the same company that has one company number, you may submit both counts in the same company profile. If the reporting is for two separate companies, update each company profile with the respective information and note that each company will receive its own invoice.

**Q20. What method of payment(s) is accepted for the assessment?**

A20. Payments must be made by ACH debit or credit/debit cards (American Express, Discover, MasterCard, and Visa only). US Bank assesses fees of \$0.29 for ACH debit and 2.5% for credit/debit transactions. An ACH credit initiated by the utility to the IUB's financial institution is not a payment option. Payments may only be made through the link in the email from the IUB.

Please contact IUB Customer Service at 515.725.7300 or email [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov) if you are unable to make payments electronically.

If you are making payment by ACH debit and your company has a debit block on its bank account, it is CRITICAL that you notify your financial institution to provide the IUB's ACH company identification numbers of 426004579Q and 426004579R in order to bypass the block and debit your account. Once you have notified your financial institution, please wait two business days before completing payment.

**Q21. Are we required to fill out the DPRS assessment form online, or can we fill out the old paper form?**

A21. The IUB moved to electronic filing in 2018 and no longer accepts paper forms. All companies are now required to complete and submit the online (electronic) assessment form within IUB 24/7.

**Q22. How do I know if my assessment form was submitted to IUB?**

A22. You will receive an email confirmation to the email address entered in the email confirmation field.

**Q23. How do I know if my assessment payment went through?**

A23. You should receive a payment confirmation email from US Bank. If you are still uncertain, send a message to [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov). Be sure to include the following information:

First and Last Name  
Company and Company Number  
Email Address  
Explanation of the issue

**Q24. Are the line counts that I submit held confidential by the Iowa Utilities Board?**

A24. Yes, the IUB made a determination that the counts will be held confidential.

**Q25. I submitted a form and realized I made a mistake; what do I do?**

A25. The IUB 24/7 record can be edited at any time. Please update the information in IUB 24/7. If you have additional questions or concerns with the DPRS form in IUB 24/7, then please send a message to [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov) with the following information:

First and Last Name  
Company and Company Number  
Email Address  
Explanation of the issue

**Q26. My company is discontinuing service in Iowa and will not be completing a DPRS report the following year. How and when might we be able to file the final DPRS report for a partial year?**

A26. Your organization's profile in IUB 24/7 will need to be updated to reflect the "final" status of service types provided and you will be requested to report DPRS line counts for the current partial year. If your company does not have a profile in IUB 24/7, you will need to file a notice in the company's M-docket and the IUB will reach out to gather necessary information. From there the IUB will verify that the company does not have any other outstanding reports or invoices before acknowledging your request to leave business in the state and will provide directions to complete such items if applicable.

**Q27. I have a credit from a prior DPRS overpayment on my account; how will that be credited?**

A27. Upon submission of the annual DPRS report, the credit will be applied to the invoice.

**Q28. How should a company file a DPRS report or payment for a quarter *prior* to January 2021?**

A28. To report for a prior period/fiscal year, the company needs to email [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov) with the reporting quarter(s) for which a form link is requested, and a link to the form will be provided.

**Q29. Where can I find more information about the DPRS assessment?**

A29. The IUB's [DPRS webpage](#) contains information about the DPRS assessment.