

**TITLE 17 PUBLIC UTILITIES AND UTILITY SERVICES**  
**CHAPTER 11 TELECOMMUNICATIONS**  
**PART 25 CONSUMER PROTECTION STANDARDS APPLICABLE TO LARGE INCUMBENT LOCAL EXCHANGE CARRIERS**

**17.11.25.1 ISSUING AGENCY:** New Mexico Public Regulation Commission.  
[17.11.25.1 NMAC - Rp, 17.11.25.1 NMAC, 12/17/2019]

**17.11.25.2 SCOPE:** This rule applies to all large incumbent local exchange carriers (“LILECs”) authorized by the commission to provide retail telecommunications services in New Mexico.  
[17.11.25.2 NMAC - Rp, 17.11.25.2 NMAC, 12/17/2019]

**17.11.25.3 STATUTORY AUTHORITY:** Sections 8-8-4, 8-8-15, and 63-9A-5B NMSA 1978.  
[17.11.25.3 NMAC - Rp, 17.11.25.3 NMAC, 12/17/2019]

**17.11.25.4 DURATION:** Permanent.  
[17.11.25.4 NMAC - Rp, 17.11.25.4 NMAC, 12/17/2019]

**17.11.25.5 EFFECTIVE DATE:** December 17, 2019, unless a later date is cited at the end of a section.  
[17.11.25.5 NMAC - Rp, 17.11.25.5 NMAC, 12/17/2019]

**17.11.25.6 OBJECTIVE:** The purpose of this rule is for the establishment of consumer protection standards applicable to large incumbent local exchange carriers (“LILECs”).  
[17.11.25.6 NMAC - Rp, 17.11.25.6 NMAC, 12/17/2019]

**17.11.25.7 DEFINITIONS:** As used in this rule:

**A. “Access line”** means a dial tone line that provides local exchange service from a LEC’s switching equipment to a point of termination at the customer’s network interface.

**B. “Basic local exchange service”** means the customer's voice grade access to the public switched network, dual tone multifrequency (DTMF) signaling or its functional equivalent, and access to emergency services (911 and E-911), operator services, toll services, directory assistance, and toll blocking services for qualifying low income customers, but does not include discretionary services.

**C. “Billing agent”** means any person that submits bills for telecommunications services to a customer on behalf of a carrier.

**D. “Carrier”** means any person that furnishes telecommunications service to the public subject to the jurisdiction of the commission, regardless of the facilities used and regardless of whether the person relies in part or entirely on another carrier’s facilities, and includes wireless carriers.

**E. “Chronically delinquent”** means the status of a residential customer who during the prior 12 months has been disconnected by a carrier for non-payment or who on three or more occasions during the prior twelve months has not paid a bill by the date a subsequent bill is rendered.

**F. “Competitive local exchange carrier (CLEC)”** means a carrier that provides competitive local exchange service in its service area and is not an ILEC.

**G. “Complaint”** means an oral or written expression of dissatisfaction with a carrier's charges or services (including a request for repair) made to a carrier by or on behalf of a customer.

**H. “Customer”** means a person that has applied for or is currently receiving telecommunications services.

**I. “Delinquent”** means the status of a bill rendered to a residential customer for telecommunications service which remains unpaid after the due date of the bill.

**J. “Discontinuance of service”** means the intentional cessation of basic local exchange service by a LEC not voluntarily requested by a customer.

**K. “Discretionary service”** means voice mail, caller ID, caller name ID, call waiting, three-way calling, call forwarding, call return, call blocker, and auto redial, and any similar service sold as an add-on to a customer’s basic local exchange service.

**L. “Incumbent local exchange carrier (ILEC)”** means a person that was authorized to provide local exchange service in New Mexico on February 8, 1996, or a successor or assignee of the person; a carrier will also be treated as an ILEC if the federal communications commission determines that such provider (or class or

category of carrier) shall be treated as an ILEC pursuant to 47 U.S.C. Section 251(h)(2).

**M. “Large incumbent local exchange carrier (LILEC)”** means an ILEC with more than 50,000 access lines regulated pursuant to Section 63-9A NMSA 1978 of the Telecommunications Act.

**N. “Medical professional”** means a licensed physician, physician’s assistant, osteopathic physician, osteopathic physician’s assistant or certified nurse practitioner.

**O. “Network interface”** means the point at which the network side of telecommunications service meets the customer side.

**P. “Primary local exchange line”** means the first exchange access line installed by any LEC to serve a customer at the customer’s premises, as distinct from additional lines that may be ordered at the same or a subsequent time at the same premises.

**Q. “Telecommunications service”** has the meaning given to the term "public telecommunications service" in Section 63-9A-3 NMSA 1978.

**R. “Wire center”** means a facility where local exchange access lines converge and are connected to a switching device which provides access to the public switched network, and includes remote switching units and host switching units;

[17.11.25.7 NMAC - Rp, 17.11.25.7 NMAC, 12/17/2019]

#### **17.11.25.8 DISCONNECTION OF BASIC LOCAL EXCHANGE SERVICE AND ALLOCATION OF PARTIAL PAYMENTS:**

**A.** A LILEC may not disconnect, or threaten to disconnect, either directly or through the use of ambiguous, deceptive, or misleading language, a customer’s basic local exchange service for failure to pay charges for toll or discretionary services.

**B.** A LILEC shall offer toll blocking upon a customer's request.

**C.** A LILEC may impose involuntary toll blocking on a customer’s primary local exchange line for failure to pay charges for toll service. However, the toll blocking must be provided without charge and the LILEC must remove the toll blocking when the bill is paid.

**D.** A LILEC shall credit customer’s partial payments for current bills or past due amounts first to basic local exchange service, unless the customer instructs the LILEC to allocate the payment in a different manner. A LILEC shall provide to the customer or the consumer relations division of the commission upon request of either written verification of oral instructions given by a customer.

[17.11.25.8 NMAC - Rp, 17.11.25.8 NMAC, 12/17/2019]

**17.11.25.9 ACCESS TO AND AUDIT OF DATA:** Unless otherwise authorized by the commission, a carrier shall make all records required by this rule available to the commission, staff with the consent of the commission, or its authorized representatives at any time upon reasonable notice. A LILEC shall make customer proprietary network information available to the commission to the extent allowed by law. A carrier shall retain all records required by this rule for at least two years. The commission, or staff with the consent of the commission, may periodically audit the timeliness and accuracy of carriers’ customer service and repair records.

[17.11.25.9 NMAC - Rp, 17.11.25.9 NMAC, 12/17/2019]

#### **17.11.25.10 CUSTOMER COMPLAINT TRACKING:**

**A.** A LILEC shall maintain a record of all oral and written complaints, including informally resolved billing disputes, made by or on behalf of customers, which shall contain:

- (1) the date the complaint was lodged;
- (2) the class of customer (residential or business);
- (3) the category of the complaint (based on the consumer relations division’s list of complaint categories);
- (4) the region within the state (by wire center or exchange);
- (5) how the complaint was resolved; and
- (6) the date of resolution.

**B.** A LILEC shall not retaliate against a customer for any complaint made by the customer to the commission or any other person.

**C.** Upon request of the commission or staff, and for a specified time period not to exceed two years, a LILEC shall compile and submit to the commission reports that state the total number of complaints recorded pursuant to Subsection A of this section and the number of such complaints categorized by the:

- (1) the category of the complaint;

- (2) region within the state (by wire center or exchange); and
- (3) class of customer (residential or business).

**D.** A LILEC shall cooperate with the commission, the consumer relations division, and staff in resolving complaints.

[17.11.25.10 NMAC - Rp, 17.11.25.10 NMAC, 12/17/2019]

**17.11.25.11 ACCESS TO SERVICE AND RATE INFORMATION:**

**A.** A LILEC shall maintain comprehensive, understandable, accurate, and up-to-date service and rate information. A LILEC:

- (1) shall provide a toll-free telephone number by which customers can access such information and shall, upon request, mail written information to a customer;
- (2) shall provide such information to disabled customers in a form accessible to them;
- (3) shall provide such information in English and Spanish as requested by the customer; and
- (4) may provide such information electronically (e.g., by email or text message) if a customer agrees in writing.

**B.** A LILEC shall provide:

- (1) information regarding the rates for direct dialed calls;
- (2) information regarding all relevant charges and rates for calls using a credit card or calling card;
- (3) details on all advance payments or termination procedures and charges that may apply;
- (4) information regarding where and how a customer may subscribe to the carrier's services;
- (5) an explanation of charges on customers' bills;
- (6) information regarding proposed changes in services and rates;
- (7) information regarding the availability of service; and
- (8) information describing the commission's procedures for resolving slamming and cramming disputes, as set forth in 17.13.8 NMAC - Slamming And Cramming Protection.

**C.** A LILEC shall also provide information regarding:

- (1) the timing of installation of primary local exchange lines or additional lines; and
- (2) rates for repair work done on the customer's side of the network interface.

**D.** A LILEC shall provide notice of a rate or fee increase or a new charge for an existing service prior to the implementation of the rate increase or new charge. The notice shall be provided in a bill, a bill insert, or by separate mailing, in a form and manner that clearly identifies every rate or fee increase or new charge as such. A carrier shall provide notice of a rate decrease by no later than the next bill following the billing cycle in which the rate decrease was implemented. This notice requirement shall not apply to increases or decreases in taxes or other government-related fees.

**E.** When a customer initially subscribes to basic local exchange service, a LILEC shall inform the customer, in English or Spanish, as requested by the customer:

- (1) that a low income telephone assistance program (LITAP) is available to qualifying residential customers and shall ask if the customer would like to receive further information about the program. If the customer answers affirmatively, the LEC shall inform the customer:
  - (a) that applications are available at its billing offices or that the LILEC will mail an application to the customer;
  - (b) that the customer must submit to the LILEC a completed application and proof that the customer meets the eligibility requirements for one or more need-based assistance programs administered by the human services department;
  - (c) if the customer does not have such proof, the LILEC shall advise the customer to contact his or her local human services department income support division office or call the HSD customer help desk at its toll free telephone number for information on how to obtain proof of eligibility; and
  - (d) the contact information for the Universal service administrative company, responsible for administering the FCC's lifeline program, including phone number, email contact, and website information; and
  - (e) that the customer may obtain additional assistance from the commission's consumer relations division and the LILEC shall provide the toll-free telephone number of the commission's consumer relations division.

**F.** The commission strongly encourages each carrier to make service and rate information accessible to customers on its website and at its business offices or customer service centers open to the public, where these

exist.

[17.11.25.11 NMAC - N, 12/17/2019]

**17.11.25.12 FAIR MARKETING PRACTICES:**

**A.** Any LILEC subject to the commission's jurisdiction shall, in all oral or written contacts with customers:

- (1) provide timely, courteous, and accurate information;
- (2) explain services, and switching and discontinuance of service, accurately and unambiguously;
- (3) not represent discretionary services as essential;
- (4) not engage in any unfair or deceptive trade practice, including but not limited to the unfair or deceptive trade practices and unconscionable trade practices defined in Section 57-12-2 NMSA 1978;
- (5) upon a customer-initiated inquiry about services, make a good-faith effort to identify the service that is the most economical for the customer, based on the customer's representation of his or her telecommunications requirements.

**B.** Upon request of the commission or staff, a LILEC shall provide its sales scripts, marketing materials, and sales and marketing practices and procedures to the commission for review. A LILEC may petition for a protective order pursuant to the commission's rules of procedure prior to providing the requested information.  
[17.11.25.12 NMAC - N, 12/17/2019]

**17.11.25.13 TARIFFS AND BOUNDARY MAPS:**

**A.** Unless specifically exempted by the commission, a LILEC shall file with the commission tariffs containing rates, charges, terms, and conditions for all intrastate services that specifically set forth:

- (1) the conditions and circumstances under which the LILEC, or entities under contract to the LILEC, will make line extensions or extensions of service to customers within the exchange area;
- (2) minimum standards for discontinuance of residential basic local exchange service;
- (3) the LILEC's deposit policy; and
- (4) charges for service connections, extensions and line mileage.

**B.** Each LILEC shall post tariffs on its website and make copies available for inspection by the public during regular business hours at its business offices in New Mexico.

**C.** Each LILEC shall file with the commission an exchange area boundary map for each of its exchanges in New Mexico. Each map shall clearly show the boundary lines of the exchange area the LILEC holds itself out as serving. Where a portion of the boundary line is not located on section lines, waterways, railroads, etc, the exchange boundary lines shall be located by appropriate measurement to an identifiable location. Maps generally shall contain the detail shown on county highway maps. The map shall be to a scale and in sufficient detail to permit a person in the field to locate the exchange service area boundaries.

[17.11.25.13 NMAC - Rp, 17.11.25.12 NMAC, 12/17/2019]

**17.11.25.14 BILLS:** A LILEC shall provide easily readable, readily understandable bills.

**A.** Itemization. A LILEC's bills shall itemize services, usage, and charges, including quantities of units and per-unit charges.

**B.** Nonrecurring and recurring charges. A LILEC's bills shall separately identify nonrecurring and recurring charges.

**C.** Toll-free access to LILEC. A LILEC's bills shall include the name and toll-free number of the LILEC.

**D.** Right to dispute statement. A LILEC's bills shall include a statement, in English and Spanish, advising consumers that they have a right to dispute the bill.

**E.** Toll-free access to commission. A LILEC's bills shall include the toll-free number of the consumer relations division of the commission.

[17.11.25.14 NMAC - Rp, 17.11.25.13 NMAC, 12/17/2019]

**17.11.25.15 INFORMATION REQUIRED SEMI-ANNUALLY:** Information provided in English and Spanish. A LILEC shall semi-annually provide information to consumers in English and Spanish. A LILEC need not provide all of the information at the same time and may choose to provide it in a prominent place on a consumer's bill or in a bill insert. The following information is required:

**A.** A statement that basic local exchange service will not be discontinued to any residence where a seriously ill or chronically ill person resides if the person responsible for the telephone service charges does not have the financial resources to pay the charges and if a licensed physician, physician's assistant, osteopathic physician, osteopathic physician's assistant or certified nurse practitioner certifies that discontinuance of service might endanger that person's health or life and the certificate is delivered to a manager or officer of the LILEC at least two days prior to the due date of a bill for telephone service.

**B.** A statement, using commonly understood descriptions and examples, that basic local exchange service will not be discontinued for failure to pay charges for toll or discretionary services.

**C.** A notification that service and rate information is available in telephone directories, on the LILEC's web site, by calling a toll-free telephone number, or in other written materials such as brochures which the LILEC shall provide upon request.

**D.** A brief description of LITAP and a toll-free number the consumer can call to obtain further information about LITAP.

[17.11.25.15 NMAC - Rp, 17.11.25.14 NMAC, 12/17/2019]

#### **17.11.25.16 BILLING DISPUTES AND ERRORS, GENERAL REFUNDS AND BILL CREDITS:**

**A.** In the event of a dispute between a customer and a LILEC concerning a bill for telecommunications services, the LILEC may require the customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The LILEC shall make an investigation appropriate to the case, and report the results to the customer. In the event the dispute is not reconciled, the LILEC shall advise the customer that the customer may file a complaint with the commission for disposition of the matter.

**B.** Whenever the billing for service has not been determined accurately because of a LILEC's omission or negligence, the LILEC shall correct the error, and:

- (1) notify customers that an adjustment has been made;
- (2) explain the reasons for the adjustment;
- (3) offer and enter into reasonable payment arrangements in accordance with the following

criteria:

(a) whenever a LILEC has overbilled a customer for service and the customer has paid the overbilled amount, the LILEC shall credit the total overbilled amount for a maximum of twenty-four months prior to the discovery of the error within a reasonable time, but in no event later than the second bill after the carrier becomes aware of the error;

(b) whenever a LILEC has underbilled a customer for service, the LILEC may add the underbilled amount for a maximum of six months' underbilling to the customer's next regular bill, unless the amount exceeds the customer's average bill for the preceding six months, in which case the customer may elect to make payments, without interest, over a time period equal to the period over which the errors were accumulated.

(4) upon request, send the customer written verification of the payment arrangements agreed to by the customer and the carrier; a LILEC may provide written verification electronically if the customer agrees.

[17.11.25.16 NMAC - Rp, 17.11.25.15 NMAC, 12/17/2019]

#### **17.11.25.17 DISCONTINUANCE OR INTERRUPTION OF SERVICE:**

**A. Discontinuance without prior notice.** A LILEC may discontinue basic local exchange service to a customer without prior notice in the event of:

(1) a condition determined by the LILEC to be hazardous;

(2) a customer's use of equipment in such manner as to adversely affect the LILEC's service to others;

(3) a customer's tampering with, or negligently or intentionally damaging or destroying equipment furnished and owned by the LILEC; or

(4) unauthorized use of service provided by the LILEC.

**B. Discontinuance with prior notice.** Pursuant to 17.11.25.18 NMAC and 17.11.25.19 NMAC, a LILEC may discontinue basic local exchange service to a customer with prior notice:

(1) for non-payment of a delinquent account for basic local exchange service; or

(2) for failure to post a security deposit or guarantee.

**C. Temporary interruption without notice.** A LILEC may temporarily and without notice interrupt service for an operational emergency, necessary and unavoidable network maintenance, or reasons related to the public safety and welfare.

[17.11.25.17 NMAC - Rp, 17.11.25.16 NMAC, 12/17/2019]

**17.11.25.18 PROHIBITIONS ON DISCONTINUANCE OF SERVICE:** A LILEC shall not discontinue basic local exchange service:

**A.** to any residence where a seriously or chronically ill person resides, or will re-establish service to such a residence, if, at least two days prior to the proposed service discontinuance date specified in the notice:

(1) the LILEC receives a medical certification, valid for 90 days, on the form prescribed by the commission in 17.11.16.33 NMAC or a substantially similar form, from a medical professional stating that discontinuance of service might endanger the customer's life or health;

(2) the LILEC receives a financial certification, valid for 90 days, on the form prescribed by the commission in 17.11.16.34 NMAC or a substantially similar form, from the customer stating that the customer does not have the financial resources to pay the charges for telecommunications services; and

(3) the residential customer enters into a payment plan with the LILEC.

**B.** for non-payment of any disputed portion of a bill; or

**C.** for delinquency in payment for service to a previous occupant of the same premises unless the previous occupant continues to reside at the premises or the new customer is legally liable for the debt of the previous occupant.

[17.11.25.18 NMAC - Rp, 17.11.25.17 NMAC, 12/17/2019]

**17.11.25.19 REQUIREMENTS PRIOR TO DISCONTINUANCE OF SERVICE:**

**A. 15 day notice.** If prior notice is required, at least 15 days before a LILEC discontinues basic local exchange service to a customer, the LILEC shall mail written notice to the customer stating its intent to discontinue service and setting forth the customer's rights regarding discontinuance of service. The notice shall be in English and Spanish, shall be dated, and shall be in simple, nontechnical language. The notice shall be sent by U.S. Mail, postage prepaid, to the last address for the customer known to the LILEC. A fifteen-day notice of discontinuance shall contain:

(1) the toll-free telephone number and working hours of LILEC personnel responsible for administering the procedures in this section;

(2) the amount owed and the specific date service will be discontinued unless the customer pays the amount due or makes other arrangements with the LILEC concerning payment of the charges; upon request, the LILEC shall provide information to the customer concerning the outstanding charges, including the dates of the service interval over which the outstanding charges were incurred and the date and amount of the last payment;

(3) a statement that basic local exchange service cannot be discontinued for failure to pay charges for toll or discretionary services;

(4) a statement that, if the customer pays the portion of the bill which the customer does not dispute, the LILEC shall review the portion of the bill which the customer does dispute;

(5) a statement that a customer may file a complaint with the consumer relations division of the commission if the customer disagrees with the LILEC's determination concerning discontinuance of service;

(6) a statement in capital letters of the cost of reconnection;

(7) for residential customers, a statement that:

(a) the LILEC will not discontinue basic local exchange service to a residence where a seriously or chronically ill person resides, or will re-establish service to such a residence, if, at least two days prior to the proposed service discontinuance date specified in the notice:

(i) the LILEC receives a medical certification, valid for 90 days, on the form prescribed by the commission in 17.11.16.33 NMAC or a substantially similar form, from a medical professional stating that discontinuance of service might endanger the customer's life or health;

(ii) the LILEC receives a financial certification, valid for 90 days, on the form prescribed by the commission in 17.11.16.34 NMAC or a substantially similar form, from the customer stating that the customer does not have the financial resources to pay the charges for telecommunications services; and

(iii) the residential customer enters into a payment plan with the LILEC.

(b) if service has been discontinued, the LILEC shall reestablish service within 12 hours after the residential customer has satisfied the requirements of Item (i) of Subparagraph (a) through item (iii) of Subparagraph (a) of Paragraph (7) of this Subsection;

(c) the residential customer will not be relieved of the obligation to pay for services rendered if service is continued or reestablished under the provisions of this paragraph; and

(d) timely delivery by a residential customer to the LILEC of duly executed medical

certification and financial certification forms shall be adequate to delay discontinuance of service for at least 90 days and that the LILEC may, in its discretion, delay the discontinuance for a longer period.

**(8)** for residential customers, blank copies or website addresses of the medical certification form prescribed by the commission in 17.11.16.33 NMAC and the financial certification form prescribed by the commission in 17.11.16.34 NMAC, or substantially similar forms; these forms include an agreement to enter into a payment plan with the LILEC;

**(9)** for residential customers, the following statement in capital letters, "If you have difficulty paying this bill, and feel you may qualify for assistance from the low income telephone assistance program (LITAP), contact a customer service representative at (insert toll-free telephone number of the carrier's customer service department). You may obtain an application for the low income telephone assistance program at our billing offices or we can mail an application to you. You should return the completed application and proof that you meet the eligibility requirements for one or more need-based assistance programs administered by the human services department to us at (insert name and mailing address of carrier's office). If you do not have such proof, you should contact your local human services department income support division office or call the HSD customer help desk at its toll free telephone number for information on how to obtain proof of eligibility."

**B. Hours when service may be discontinued.** A LILEC may discontinue service to a residential customer Monday through Thursday during the hours from 8:00 a.m. to two hours before the LILEC's business office regularly closes. A LILEC may not discontinue service less than 24 hours prior to a holiday or weekend unless the LILEC's business office is open for receipt of payment of past due charges and LILEC personnel are available to restore service during the holiday or weekend once payment is received.

[17.11.25.19 NMAC - Rp, 17.11.25.18 NMAC, 12/17/2019]

#### **17.11.25.20 PAYMENT PLANS:**

**A.** A LILEC shall attempt to arrange a plan for the payment of past due carrier charges when a residential consumer who has not been chronically delinquent indicates an inability to pay the charges. The LILEC shall not discontinue service to the residential consumer while a payment plan is being negotiated. The LILEC shall also maintain a list of organizations in the area that may provide assistance to consumers in paying telecommunications bills and shall make application forms for LITAP available upon request.

**B.** Each LILEC shall provide a procedure for reviewing residential consumer allegations that a proposed payment plan is unreasonable, that a LILEC charge is not due and owing, or that it has not violated an existing payment plan. A LILEC shall not discontinue service until the review is completed.

[17.11.25.20 NMAC - N, 12/17/2019]

#### **17.11.25.21 RESTORATION OF SERVICE:**

**A.** Restoration after payment of charges. A LILEC shall promptly restore service within one business day after payment of all past-due charges, including in part any required deposit and a charge for restoration of service, if any.

**B.** Restoration for persons who are ill. A LILEC shall restore service to a residential consumer within 12 hours of receipt of a medical certification form and a financial certification form pursuant to Public Utilities and Utility Services, 17.11.16.33 NMAC.

[17.11.25.21 NMAC - Rp, 17.11.25.19 NMAC, 12/17/2019]

#### **17.11.25.22 INFORMAL COMPLAINTS:**

**A.** A LILEC shall fully and promptly investigate and respond to all complaints made directly to the LILEC by customers. The LILEC shall make a good faith attempt to resolve the complaint and shall notify the customer promptly of its proposed disposition of the complaint. Upon request, the LILEC shall send written confirmation of its proposed disposition of the complaint to the customer.

**B.** If a LILEC's customer representatives cannot resolve a complaint to a customer's satisfaction, the LILEC shall provide the complainant with the name, address and current local or toll-free telephone number of the consumer relations division of the commission.

**C.** Upon receipt of a complaint forwarded by the commission on behalf of a customer, a LILEC shall make a suitable investigation. A LILEC shall provide an initial response to the commission within ten business days after the LILEC receives the complaint. When the LILEC has concluded its investigation of a complaint, the LILEC shall provide a written response to the commission detailing the results of the LILEC's investigation and its proposed resolution. A complaint forwarded by the commission on behalf of a customer shall not be considered resolved until the consumer relations division closes the complaint.

[17.11.25.22 NMAC - Rp, 17.11.25.20 NMAC, 12/17/2019]

**17.11.25.23 PRIVACY:** The commission hereby adopts by reference the federal communications commission's rules on customer proprietary network information codified at 47 CFR 64.2001-64.2009.  
[17.11.25.23 NMAC - N, 12/17/2019]

**17.11.25.24 MEDICAL CERTIFICATION FORM:**  
MEDICAL CERTIFICATION FORM (VALID FOR 90 DAYS)

NOTE: You must complete both parts of this medical certification form and a financial certification form to continue receiving telecommunications service.

I, [insert printed name of residential customer], hereby certify that I am the person responsible for the charges for telecommunications service at [insert service address], that a seriously or chronically ill person, [insert name of seriously or chronically ill person] resides there, and that I am financially unable to pay my bill at this time. I understand that this certification does not relieve me of the responsibility to pay my bill, and that I must reapply for financial certification every 90 days. In addition, I understand that I must make arrangements for a payment plan with [insert name of LILEC] in order to continue receiving telecommunications service.

[date] [customer's telephone number] [customer's signature]

I, [insert name of medical professional] certify that I am a licensed physician, physician's assistant, osteopathic physician, osteopathic physician's assistant or certified nurse practitioner who holds license number [insert license number] and that on [insert date] I examined [insert name of seriously or chronically ill person] who I am informed resides at [insert service address]. Said person is seriously or chronically ill with [describe condition]. Discontinuance of telecommunications service to this residence might endanger this person's health or life during the recovery period. This certification is valid for 90 days.

[signature of medical professional] [office address and telephone number of medical professional]  
[17.11.25.24 NMAC - N, 12/17/2019]

**17.11.25.25 FINANCIAL CERTIFICATION FORM:**  
FINANCIAL CERTIFICATION FORM (VALID FOR 90 DAYS)

NOTE: You must complete this financial certification form and a medical certification form to continue receiving telecommunications service.

FINANCIAL SELF-CERTIFICATION (VALID FOR 90 DAYS)

I, [insert printed name] hereby certify that I am the person responsible for the charges for telecommunications service at [insert service address], that a seriously or chronically ill person, [insert name of seriously or chronically ill person], resides there, and that I do not have the financial resources to pay the charges for telecommunications service.

I understand that this certificate does not relieve me of the responsibility to pay my bill, and that I must submit another Financial Certification Form every 90 days.

I understand that if I provide false information, I could be denied medical emergency telecommunications services.

[customer's signature] [date]

[customer's social security number] [customer's telephone number] [service address]

[city] [state] [zip code]  
[17.11.25.25 NMAC - N, 12/17/2019]



**HISTORY OF 17.11.25 NMAC:**

**History of Repealed Material:**

17.11.25 NMAC - Consumer Protection Standards Applicable to Mid-Size Carriers, filed 2/15/2006 - Repealed effective 12/17/2019.

**NMAC History:**

17.11.25 NMAC - Consumer Protection Standards Applicable to Mid-Size Carriers (filed 2/15/2006) was replaced by 17.11.25 NMAC - Consumer Protection Standards Applicable to Large Incumbent Local Exchange Carriers, effective 12/17/2019.