

Chapter 32 Outline

Resale of Interstate and International
Telephone Service
Posting Telephone Notice
Intrastate Calls
Pay Phones
Telephone Regulations for the
Hearing-Impaired
Important Points for Management

Competencies

1. Define “telephone resale” as it applies to lodging establishments, and summarize the Telephone Operator Consumer Services Improvement Act’s posting requirements. (p. 457)
2. Identify circumstances under which surcharges may and may not be imposed on telephone calls. (p. 458)
3. Describe how telephone companies compensate hotels for public pay phones placed on their premises. (p. 458)
4. Explain how telephone legislation for the hearing-impaired affects hotels. (pp. 458–459)