



# Frequently Asked Questions

MISSISSIPPI PUBLIC SERVICE COMMISSION  
1.800.356.6430      www.psc.state.ms.us

## *What does the Mississippi Public Service Commission do?*

- The Public Service Commission regulates telecommunications, electric, gas, water and sewer utilities. The PSC also regulates telemarketers. The agency is charged with assuring that rates and charges for services are just and reasonable, that the service rendered is reasonably adequate, and that any facilities constructed or acquired are required for the convenience and necessity of the public. Additionally, the agency exercises safety jurisdiction over gas pipelines and has area jurisdiction over all public utilities. In carrying out its responsibilities, the commission answers complaints, conducts investigations and holds both formal and informal hearings. If you have any questions or concerns regarding utilities or the No-Call Registry please call 1-800-356-6430.

## *Should I contact the Public Service Commission regarding my electric, gas or telephone, disconnect notice?*

- The first thing to do is contact your utility company to discuss your situation and, if you wish, to set up payment arrangements. The toll-free telephone number for each utility company should be located on your individual billing statement. If you are not able to get the issue resolved with your utility company, and your company is not an electric cooperative, then please contact the Mississippi Public Service Commission at 1-800-356-6430 and we will do our best to help out in any way we can as a service to Mississippians.

## *What about Cable? Does the Public Service Commission have jurisdiction over cable and satellite TV?*

- No, The Public Service Commission does not have jurisdiction over cable TV. Cable TV is franchised on the local or city level and regulated by the Federal Communications Commission or also known as the FCC.

## *What about Wireless and Cell Phone Companies?*

- No, The Mississippi Public Service Commission does not regulate the prices of services offered by cellular telephone providers. The Federal Communications Commission or FCC handles those complaints about cellular service and tries to help customers resolve billing and service disputes but does not regulate contractual arrangements between cellular providers and their customers. What the Mississippi Public service Commission does regulate in the means of telecommunications service providers are incumbent local telephone carriers, competitive local telephone carriers, competitive local, long distance companies and private pay telephone companies.

***Does the Public Service Commission regulate gasoline prices?***

- No, The Public Service Commission does not regulate gasoline prices.

***What is the Mississippi No Call Program?***

- The Mississippi No Call Program is a list, which is maintained and updated by the Mississippi Public Service Commission, of residential telephone and cellular telephone subscribers who wish to **reduce** the number of telephone solicitations they receive.

***Can I put my business phone number on the No Call Registry?***

- No, The No Call Program is only available to **residential** telephone and cellular telephone subscribers in Mississippi. Telephone numbers listed in a business section of the local telephone directory may not be registered in the program.

***Is there a cost for subscribers to register for the No Call Registry?***

- No. The program is free.

***Are my tax dollars being used to fund this program?***

- No, this program is completely self-funded.

***So how do I register for the No Call Program?*** 1-800-356-6430 or you can call the No Call Number 1-86NOCALLMS or you can simply access through our website [www.psc.state.ms.us](http://www.psc.state.ms.us) and click on the No call icon.

For any further questions or information regarding your utility concerns, please call **1-800-356-6430**.