**Section 772.100 Involuntary Blocking**

a) The telecommunications carrier may block a subscriber's access of pay-per-call telephone service, but not basic telecommunications service, if the subscriber refuses to pay to the local exchange carrier any subsequent charges after the waiver provided by Section 772.55(b).

b) The subscriber shall be notified either by mail or by verbal notice that blocking will occur and that settlement of the amounts will result in the removal of involuntary blocking upon written authorization from the subscriber. The written notice shall be mailed at least 5 working days before the effective date of the blocking, or verbal notification shall be given at least 1 day prior to the blocking.

c) Upon settlement of outstanding pay-per-call charges, except the charges waived by Section 772.55(b), involuntary blocking shall be removed upon written authorization from the subscriber.

d) A subscriber who has filed a complaint regarding a particular pay-per-call program pursuant to procedures established by this Part shall not be involuntarily blocked from access to that program while such a complaint is pending. This restriction is not intended to preclude involuntary blocking when a carrier or information provider has decided in one instance to sustain charges against a subscriber but that subscriber files additional separate complaints.