

SW/mn

Decision No. 80251

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Ronald B. Sinclair

Complainant,

vs.

The Pacific Telephone and Telegraph
Company,

Defendant.

Case No. 9312

(Filed December 30, 1971)

Ronald Bruce Sinclair, in propria persona,
complainant.

Richard Siegfried, Attorney at Law, for
defendant.

T. I. Toczauer, for the Commission staff.

O P I N I O N

Complainant alleges that his business telephone service from Century City, Los Angeles, to other areas in Los Angeles has not been functioning properly. He claims that he has been receiving an inordinate amount of circuit busy signals and he requests an order requiring defendant to improve service. Public hearing was held before Examiner Robert Barnett on May 22, 1972, at Los Angeles.

Complainant testified that starting approximately 1½ years ago his telephone service began giving him many problems, especially concerning circuit busy signals. He had great difficulty in reaching his clients by telephone. Within the last six months, he testified, the problem has lessened but is still substantial.

An engineer for defendant testified that defendant keeps studies of interoffice trunking facilities in order to add, delete, and rearrange those facilities to accommodate traffic. Each month data is collected on each interoffice trunk group, and this data is used with forecasted growth trends to predict future trunk requirements so they may be placed in service at the proper time. The data is also used to add, delete, and rearrange trunks to achieve proper service levels. The witness admitted that defendant's studies show some overflow conditions above defendant's design engineering limits during the period in question. In each case action was taken to add trunks. During the period February 1971 to December 1971, 320 trunks were added in the Los Angeles area while 251 trunks were deleted. Defendant has added, or initiated orders to add, 155 trunks and delete 5 trunks during the first half of 1972. The witness testified that defendant's studies show that in April 1972 adequate service levels were again reached after the addition of direct trunks. In the witness' opinion, all interoffice trunking in the Century City area is now within defendant's engineering design limits, although there have been times during the past year when there was a problem on some of the routes.

Findings of Fact

1. During 1971 and early 1972, complainant experienced excessive circuit busy signals on his business telephone service.
2. Defendant responded to the complaint, and other indications of inadequate service in the Century City area, by adding additional trunks to serve Century City.
3. Defendant's response to these service problems was reasonable and service is now adequate.

The Commission concludes the relief requested by complainant has been met by defendant, and that the complaint should be dismissed.

O R D E R

IT IS ORDERED that the complaint is dismissed.

The effective date of this order shall be twenty days after the date hereof.

Dated at Los Angeles, California,
this 18th day of JULY, 1972.

Vernon L. Sturgeon
President
William J. Thomas
William J. Thomas
William J. Thomas
William J. Thomas
Commissioners