

Decision 84 01 007

ORIGINAL
JAN 5 1984

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Application of)
PACIFIC TELEPHONE AND TELEGRAPH)
COMPANY to modify Decision 90642 in)
order to terminate the reporting)
requirements of ordering para 13e.)

Application 83-09-70
(Filed September 26, 1983)

O P I N I O N

The Pacific Telephone and Telegraph Company (Pacific) applies to be relieved from certain reporting requirements concerning PhoneCenter stores.

Ordering Paragraph 13e of Decision 90642 (2 CPUC 2d 89, 235 [1979]) directed Pacific to institute a program to measure customer waiting time at PhoneCenters, and to correct any inadequacies, where required. A "customer waiting interval" (CWI) report was instituted in 1980.

Pacific asserts that the CWI report is no longer useful. The application states:

"Pacific's latest CWI Report shows that overall Pacific's Service Center waiting intervals are very short, with 94% of customers waiting less than 10 minutes during the period June 21 through July 20, 1983. Since there at present seems to be no customer waiting interval problem, continuance of the CWI Report is unnecessary."

Pacific further states that on January 1, 1983, Pacific transferred a portion of its PhoneCenters to American Telephone and Telegraph Company and renamed the remainder of them "Service Centers." In this regard, the application explains:

"Since that time the function of the Service Centers has changed substantially. The PhoneCenters as originally conceived were intended to be a residential customer's chief contact point for dial tone and terminal equipment services. Effective July 1983, however, Pacific's policy is no longer to encourage customers to use Service Centers to

obtain new service or change existing service. Presently, all negotiation of new dial tone service and related terminal equipment orders are handled by the appropriate Residence Telephone Order Center ("RTOC"). Customers who phone the RTOC are no longer referred to the Service Centers, but instead phone orders are taken and equipment shipped to the customer via UPS. The only customers presently handled in Service Centers are those who "walk-in" to change existing service. The result of Pacific's new policy is that Service Center face-to-face order volumes have dropped by approximately 70%.

"Since the bulk of dial-tone related service is no longer handled in Service Centers, Pacific believes the CWI Report is of very limited utility as a service quality indicator. In any event, the time and resources Pacific's personnel expend in generating the CWI Report are not outweighed by the usefulness of the Report. What the CWI Report requires is that the arrival time and "begin service" time for each customer be recorded, the difference between the two calculated, recorded and tallied into bands depending upon time calculated. The percent of customers in each of the three bands (0 to 10 minutes, 11 to 30 minutes and over 30 minutes) is calculated each day and at month's end each Service Center must summarize the number of customers and percent in each band."

The administrative law judge directed Pacific to serve a copy of this application on the parties to Application 83-01-22, Pacific's current rate application. This was done on September 23, 1982, and there have been no protests. The application states that Pacific consulted with the Commission's Communications Division before filing the application, and that the Division agrees the report is no longer necessary.

Finding of Fact

The CWI report is no longer useful.

Conclusion of Law

Our requirement for this report should be terminated.

O R D E R

IT IS ORDERED that the requirements of Ordering Paragraph 13e of Decision 90642 are terminated.

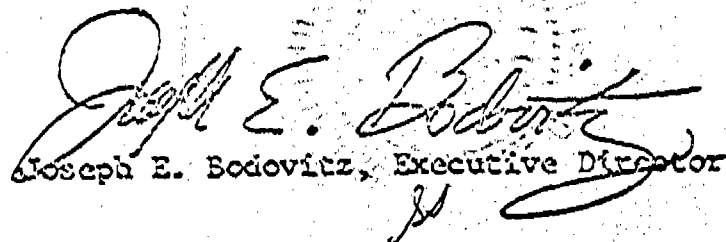
This order becomes effective 30 days from today.

Dated JAN 5 1984, at San Francisco, California.

LEONARD M. GRIMES, JR.
President

VICTOR CALVO
FRISCILLA C. CREW
DONALD VIAL
WILLIAM T. BAGLEY
Commissioners

I CERTIFY THAT THIS DECISION
WAS APPROVED BY THE ABOVE
COMMISSIONERS TODAY.


Joseph E. Bodovitz, Executive Director