

ORIGINAL

Decision No. 88468 FEB 7 1978

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

John Wiedrick,

Complainant,

vs.

General Telephone Company
of California,

Defendant.

Case No. 10435
(Filed October 3, 1977)

OPINION AND ORDER

Complainant does not specify the relief sought but alleges that defendant's coin telephone service in the "North Long Beach area, north of Willow Street to Artesia Street and from the Los Angeles River for Lakewood Boulevard" (sic) is "poor", 60 percent of the coin telephones he uses being out of service.

Upon the request of the Commission staff, defendant informally provided a description of its continuing inspection and maintenance procedures for pay stations in the above described area and a recent report of the condition of those pay stations. Defendant later filed motions to dismiss and to strike and also filed a formal answer. In its answer, defendant affirmatively alleges that its overall coin telephone service in the pertinent area is reasonable and that the level of its service is consistent with the service standard requirements of this Commission.

ORIGINAL

SEP 1 1955

22288

COMMUNICATIONS AND TELEPHONE COMMISSION

A Commission staff investigation found the overall performance of defendant's pay stations in the part of North Long Beach area involved to be satisfactory, although some stations were found to have defects of various sorts. Most defects found (broken glass, no light, missing directories) were not service affecting. In addition, however, a condition was detected which may not be a defect, but which was sufficiently nonstandard performance to warrant an explanation. It was on calls placed to the operator where there was no indication of a call's progress by switching noise or ringback while waiting for an answer after dialing. The staff report on its investigation is received as Exhibit 1 and is made a part of the record in this matter.

The parties are desirous of closing this case without the necessity of a hearing. To this end complainant has requested an ex parte resolution and defendant has expressed its assent to a resolution along the lines of this decision.

We find that defendant's overall pay station service in the subject area is satisfactory, but that certain defects exist as described in Exhibit 1. We conclude that defendant should be required to correct those defects and to report further on its performance and that no further relief is required.

Therefore, IT IS ORDERED that defendant shall correct the defects described in Exhibit 1; that defendant shall submit, within forty-five days after the effective date of this order, to the Commission staff at Los Angeles a written report describing such corrective action and the overall condition and performance of its pay stations in the pertinent North Long Beach area; and that no further relief is required.

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

Dated at San Francisco, California, this 7th day of FEBRUARY, 1978.

Robert Batistich
President
William G. Jones Jr.
Leon L. Johnson
Clayton D. Hardie
Clare T. DeRial
Commissioners