

Decision 99-08-039

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking On The  
Commission's Own Motion Into Monitoring  
Performance Of Operations Support Systems.

Rulemaking 97-10-016  
(Filed October 9, 1997)

Order Instituting Investigation On The  
Commission's Own Motion Into Monitoring  
Performance Of Operations Support Systems.

Investigation 97-10-017  
(Filed October 9, 1997)

**ORDER CORRECTING ERROR IN DECISION (D.) 99-08-020**

The Commission has been informed of an error in D.99-08-020.

Therefore, pursuant to Resolution A-4661,

**IT IS ORDERED** that Finding of Fact 24 is corrected to state:

"24. For fully electronic orders, an interim benchmark of 20 minutes for Measurement 2 is readily attainable by Pacific. For electronically submitted/manually processed service orders for Measurement 2, an interim benchmark of 6 hours is readily attainable by Pacific and GTEC."

This order is effective today.

Dated August 9, 1999, at San Francisco, California.

/s/ WESLEY M. FRANKLIN

WESLEY M. FRANKLIN  
Executive Director