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 to Executive Director

RESOLUTION NO. T-11013

EVALUATION AND COMPLIANCE
DIVISION

DATE: March 19, 1986

RESOLUTION

____ Director
 ____ Numerical File
 ____ Alphabetical File
 ____ Accounting Officer

SUBJECT: Pacific Bell. Order authorizing revisions in the tariff schedule to require customers who subscribe to Message Billing Service to notify Pacific of billing tariff changes at least five business days in advance of the proposed effective date. Resolution No. T-11013.

WHEREAS: PACIFIC BELL, by Advice Letter No. 15046, filed February 5, 1986, and Supplement filed February 11, 1986, requests authority under Section 454 of the Public Utilities Code to make effective the following tariff revisions:

Customers who subscribe to Message Billing Service shall notify Pacific in writing of their tariffed rate or rate structure changes and tariff effective date changes at least five business days in advance of the proposed effective date.

Message Billing Service consists of Message Processing Service and Bill Processing Service. Message Processing Service is the transforming of the recorded details of calls into rated messages in the preparation for billing. Bill Processing Service is the preparation of bills, mailing of statements and the collection of deposits and monies from the End Users. Billing changes require modifications to the rating program. At least five business days are required to design, develop and test the necessary program changes.

The current tariff states that:

"The customer shall furnish, to the Utility, a written schedule of its service rates and charges in sufficient time to allow the Utility to establish a rating program."

Pacific had, in the past, been able to administrate the Message Billing Service changes with the above constraints within an acceptable error range. However, as a result of the post divested environment, a more competitive industrial structure of interexchange carriers has emerged. This accelerates the quantity and complexity of billing changes required. Administrative problems associated with the billing changes have resulted in an unacceptable level of erroneous billing. Pacific has determined that a 5 business day lead time is needed to solve the administrative problems and to reduce the number of billing errors to an acceptable level.

Notice of the proposed changes was provided to customers by letter dated February 11, 1986. No protests have been received to date.

The Commission finds that the rates, charges and conditions authorized in this Resolution are just and reasonable and present rates, charges and conditions, as they differ from the rates, charges and conditions authorized in this Resolution are for the future unjust and unreasonable; and good cause appearing,

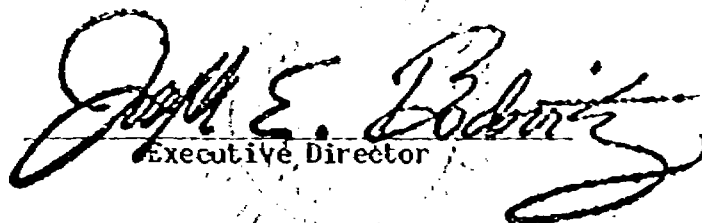
IT IS ORDERED that:

(1) Authority is granted to make the above revisions effective on March 20, 1986

(2) Schedule Cal. P.U.C. No. 175-T, 2nd Revised Sheets Nos. 471, 472, 473, 484, Original Sheet No. 472-A, and 1st Revised Sheet No. 484-A shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission of the State of California No. T-11013.

The effective date of this Resolution is today.

I hereby certify that the foregoing Resolution was duly introduced, passed and adopted at a regular meeting of the Public Utilities Commission of the State of California, held on March 19, 1986, the following Commissioners voting favorably thereon:



Executive Director

DONALD VIAL
President
VICTOR CALVO
PRISCILLA C. GREW
WILLIAM T. BAGLEY
FREDERICK R. DUDA
Commissioners