

Original

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION NO. T-12067
February 10, 1988

R E S O L U T I O N

PACIFIC BELL. ORDER AUTHORIZING A DEVIATION FROM FILED TARIFF SCHEDULES TO WAIVE THE TERMINATION CHARGE FOR COMMSTAR I SERVICE WHEN 976 BLOCKING IS REQUESTED; TO WAIVE THE NON-RECURRING CONNECTION CHARGES FOR COMMSTAR FEATURES IN THE INTERIM; AND TO WAIVE THE NON-RECURRING CONNECTION CHARGES FOR COMMSTAR I AND II WHEN AVAILABLE WITH 976 BLOCKING.

SUMMARY

Pacific Bell by Advice Letter 15344, dated January 29, 1988, requests authority under Section 532 of the Public Utilities Code to make effective the following tariff deviations on a temporary basis:

1. Waive the termination charge for Commstar I service for a customer requesting 976 blocking;
2. Waive the non-recurring connection charges for Commstar I and II service if a customer reconnects after disconnection due to the unavailability of 976 blocking;
3. Waive the non-recurring connection charges for Commstar Features for the Commstar I/II customers having to disconnect from Commstar I and II service in order to obtain 976 blocking.

There are approximately 29,000 Commstar I and II customers for Pacific Bell. It is estimated the revenue loss for waiving the service termination and connection charges will be less than \$200,000.

BACKGROUND

The Public Utilities Commission, in D.87-12-038, ordered all local exchange carriers to offer 976 Information Access Service (IAS) to its customers. In testing the blocking software, Pacific Bell discovered that 976 blocking was incompatible with Commstar I and II

Services (custom calling services for touch-tone). The software requires retranslation to handle the Commstar services. Pacific Bell anticipates 976 blocking will be available for Commstar I and Commstar II service by May 1, 1988.

In the interim, the \$6.00 termination charge for Commstar I customers desiring 976 blocking will be waived. There is no termination charge for Commstar II service. After the additional equipment is in place (May 1, 1988), the non-recurring Commstar I and II connection charges will be waived for former Commstar I and II customers who had opted for 976 blocking. This connection charge waiver will be effective for 30 days after the date of conversion, June 1, 1988.

Commstar customers who disconnected in order to have 976 blocking will be notified in writing when the conversion is completed and informed of the 30-day waiver of reconnection charges for their former service.

Commstar Features, custom calling services such as call waiting which are sold individually for rotary or touch-tone, are compatible with 976 blocking. For the Commstar I and II customers who had to disconnect for 976 blocking and who want to retain specific Commstar features, Commstar Features are available. The non-recurring connection charges for Commstar Features will be waived for the disconnected Commstar I and II customers until May 1, 1988.

Pacific Bell requests a February 11, 1988 effective date for these tariffs, which is less than regular notice, in order to be able to implement 976 blocking for Commstar I and II customers.

FINDINGS

1. Central Office provisioning of 976 blocking is currently incompatible with Commstar I and Commstar II Services.
2. Equipment compatible with 976 blocking and Commstar I and II Services will be available May 1, 1988.
3. Commstar I and II customers wanting 976 blocking should not be penalized with termination and reconnection charges because of software incompatibility.
4. An effective date of February 11, 1988, which is less than regular notice, is reasonable in order for Commstar I and II customers to order 976 blocking.

IT IS ORDERED that:

- (1) The termination charge for Commstar I service is waived until May 1, 1988 for those customers opting for 976 blocking.

(2) The non-recurring connection charge for Commstar I and II service is waived for 30 days (June 1, 1988) after 976 blocking is compatible with Commstar I and II equipment for those customers who were disconnected due to requesting 976 blocking.

(3) The non-recurring connection charges associated with Commstar Features are waived until May 1, 1988 for those Commstar I and II customers who wish to order those features in lieu of Commstar I or II service in order to have 976 blocking.

(4) All tariff sheets filed under Pacific Bell's Advice Letter No. 15344 shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission of the State of California No. T-12067.

(5) The effective date of the tariff revisions is February 11, 1988.

(6) The effective date of this Resolution is February 10, 1988.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on February 10, 1988. The following commissioners approved it:

STANLEY W. HULETT
President
DONALD VIAL
FREDERICK R. DUDA
G. MITCHELL WALK
Commissioners



Executive Director