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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION NO. T-12076
April 13, 1988

R E S O L U T I O N

RESOLUTION T-12076. PROTESTS OF TELEPHONE PLANNING SERVICE AND API ALARM SYSTEM TO PACIFIC BELL'S ADVICE LETTERS 15335 AND 15340.

SUMMARY

Pacific Bell (Pacific) filed Advice Letter 15335 on January 21, 1988, and AL 15340 on January 28, 1988. These filings revised Rule 12 as required in Commission Decision 87-12-067, dated December 22, 1987. This decision modified Rule 12 regarding Pacific's dealings with customers being sold services. Telephone Planning Service and API Alarm Systems protested that Pacific Bell's proposed modifications to Rule 12 eliminated Pacific's obligation to provide business customers with detailed billing information as required in D.87-12-067. Pacific responded to these protests by filing Supplemental Advice Letters 15335A and 15340A on February 19, 1988, which included language inadvertently omitted in the original filings, removed objectionable wording, and expanded on services provided business customers between now and April 1989.

BACKGROUND

During hearings on A.85-01-034, Pacific Bell's rate case, testimony was heard that Rule 12, "Optional Rates and Information to be Provided the Public" should be revised to provide for:

- "a. Full disclosure of available residence exchange access services and the associated rates and charges.
- "b. Full explanation of residential optional services requested by the customer and a quotation of the associated tariffed rates and charges.

"c. Full itemization of business services requested by the customer at the time of taking orders for such services along with a quotation of the associated tariffed rates and charges.

"d. Confirmation letters to be sent to residential and business customers who place orders for service or revisions to existing service providing the customers with a brief description of the services ordered and the associated tariffed rates and charges."

Pacific stated to Division of Ratepayers Advocates (DRA) and Commission Advisory and Compliance Division (CACD) staff that they were able to provide a full itemization of rates and charges for residential and single-line business customers immediately. However, all itemizations must be manually produced as Pacific does not have a mechanized system in place that will convert their code system to English. Therefore, Pacific requested an extension to April 1989 for providing itemizations to business customers other than single-line customers. For efficiency and economies, DRA and CACD staff agreed. For those customers who are not interested in receiving an itemization, it was also agreed that a customer could waive receipt of such.

Telephone Planning Service in their letter dated January 29, 1988, protested Advice Letter 15340 because:

1. Pacific was asking customers to waive their right to the Single Record Printout data;
2. Pacific was intending eventually to take away this billing from all of its business customers; and
3. Since Pacific's business customers are affected by these new tariff revisions, notice should be provided as a bill insert.

Pacific responded to Telephone Planning Service's protest by letter dated February 9, 1988. They stated that the Customer Service Record (Single Record Printout) was provided under Schedule A10.5.2.D.1.a. which was not affected by Advice Letter 15340. AL 15340 revises Rule 12, Schedule A2.1.12, only.

API protested ALs 15335 and 15340 filings by letter dated February 3, 1988. Their concerns were:

1. The title of Rule 12, "Optional Rates and Information to be Provided the Public" should be retitled to "Disclosure of Rates and Charges and Information to be Provided to the Public" as shown in Appendix D of D.87-12-067.

2. Language shown in the first paragraph, second sentence of Appendix D had been omitted from Advice Letter 15335.

3. If Pacific could not provide itemization to all customers immediately, interim language should be added which allowed all other business customers to receive an itemization of rates and charges upon request.

4. Pacific was asking the customer to waive his right to a full disclosure of rates and charges which was not the intent of Ordering Paragraph 8.

By letter dated February 16, 1988, Pacific wrote the Commission that they were in contact with API regarding their concerns and that supplemental advice letters would be filed shortly correcting the technical problems that had been pointed out as well as responding to API's concerns.

Pacific filed supplemental Advice Letters 15335A and 15340A on February 19, 1988. The title of Rule 12 was changed as requested by API to "Disclosure of Rates and Charges and Information to be Provided to the Public"; and the language in the first paragraph of Rule 12 which had been omitted in the original filing was added.

Additionally, language was included whereby business customers, other than single-line business, can request a full itemization prior to the April 1989 implementation date. The option to orally waive the full itemization of recurring rates and nonrecurring charges was removed as requested. Any waiver for not receiving the itemization must be in writing.

Advice Letters 15335 and 15340 were filed in compliance with Decision 87-12-067 and do not require Commission approval. Nevertheless, the protests were considered. Pacific has submitted supplemental Advice Letters 15335A and 15340A which address the issues raised in the protests. We therefore find that no good cause remains to sustain the protests.

FINDINGS

The protests of Telephone Planning Service and API Alarm Systems should be granted.

Therefore, good cause appearing,

IT IS ORDERED that:

(1) Advice Letters 15335A and 15340A shall become effective on April 15, 1988.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on April 13, 1988. The following Commissioners approved it:

STANLEY W. HULETT
President
FREDERICK R. DUDA
G. MITCHELL WILK
JOHN B. OHANIAN
Commissioners



Executive Director