

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION NO. T-12078
April 13, 1988

R E S O L U T I O N

PACIFIC BELL TELEPHONE COMPANY (U 1001 C). ORDER AUTHORIZING
ADVICE LETTER NO. 15284 AND SUPPLEMENTS 15284A, 15284B, AND
15284C, WHICH CLARIFIES WHEN A PERSONALIZED TELEPHONE NUMBER
(PTN) CHARGE APPLIES. RESOLUTION NO. T-12078.

SUMMARY

This resolution approves Pacific Bell's (Pacific) Advice Letter No. 15284 filed on August 7, 1987 and supplements 15284A, B, and C filed on September 4, 1988, March 9, 1988 and March 23, 1988, respectively. Supplement 15284A extended the effective date of Advice Letter No. 15284 until API's protest is resolved.

A charge for PTN is applicable whenever a residential or business customer requests a specialized number (a three number prefix, a seven digit number or the last four digits), other than that which is automatically assigned to the service order, either through a mechanized system or through the Number Assignment Center (NAC).

The service representative will call up three available telephone numbers on the computer screen and the customer will have the option of selecting one of the telephone numbers without the PTN charge. Also, if a customer requests a specific prefix prior to the service representative initiating the search for a telephone number, a PTN charge will not apply (except requests for foreign prefix numbers, for which there is an established tariffed charge).

BACKGROUND

When a request for new service or a new telephone number is made, a customer service representative "pulls up" three telephone numbers on a computer screen and assigns one. If the customer is not satisfied, a selection of one of the two remaining numbers can be made without a (PTN) charge. A customer can presently circumvent

being charged for a PTN by requesting an "easy number" other than a specific number. The service representative pulls up numbers until the "easy number" is found.

Pacific Bell, by Advice Letter No. 15284 and supplementals 15284A,B and C, has revised the tariffs to show that a PTN charge will apply when the customer receives a number other than that which is automatically assigned.

API Alarm Company protested this advice letter by letter dated August 24, 1987 arguing that Pacific will charge for a PTN when a customer requests a specific prefix because there is no cost associated with providing an available prefix, there should not be a PTN charge.

Pacific Bell initially responded to the protest by denying that a PTN charge would apply for receiving a requested prefix number. Pacific distinguishes between prefix assignments and assignments of entire seven digit numbers. Under current conditions, only the entire seven digit telephone number is expressly subject to a PTN charge. Pacific does not charge for a PTN when a requested prefix assignment is given nor does Pacific intend to do so. Pacific believes that there would be many complaints from customers if it did so.

The Commission Advisory and Compliance Division (CACD) believes that if a service representative is required to spend additional time in searching for a requested prefix or telephone number, the customer should bear the expense. To allow a customer to request a prefix after the initial search and not be charged for a PTN is discriminatory. If the customer requests an available prefix from the appropriate central office prior to the service representative's search for three available telephone numbers, the customer will not receive a PTN charge. There are no costs associated in providing an available prefix because the service representative is not required to perform any extra searches.

DISCUSSION

Pacific Bell filed Advice Letter No. 15284 on August 7, 1987. Supplements 15284A, 15284B, and 15284C were filed on September 4, 1987, March 9, 1988 and March 23, 1988, respectively, to clarify that a PTN charge will apply when a telephone number is received other than what is automatically given. The protest by API Alarm Company brought up the issue of charging a PTN charge for a prefix request when no additional search is needed beyond the initial one. Pacific filed Advice Letter No. 15284A to extend the effective date of the Advice Letter so that Pacific could respond to API's protest.

In Pacific's Methods and Procedures Manual, it states that there will not be a charge for prefixes (other than foreign exchange). The Commission Advisory and Compliance Division (CACD) agrees with

API Alarm Co that a PTN charge should apply if the service representative is required to make a search for any specific number grouping, either through the mechanized system or the NAC, beyond the initial search. If a customer informs the customer representative that a specific prefix is requested before any search is initiated, then a PTN will not apply.

We approve Pacific's Advice Letter No. 15284 and associated supplements.

FINDINGS


We find it is reasonable to authorize Pacific Bell's clarification of a PTN charge. We find that API Alarm Companies protest is reasonable and that it warrants modifications to Pacific's initial Advice Letter No. 15284.

IT IS ORDERED that:

- 1) Pacific Bell's Advice Letters No. 15284, 15284A, 15284B and 15284C shall be approved.
- 2) Pacific will offer Personalized Telephone Number Service only upon customer demand.
- 3) All tariff sheets filed under Advice Letter No. 15284 and associated supplements shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission of the State of California Number T-12078.
- 4) The effective date of this Resolution is today.

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