

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION NO. T-12097
July 8, 1988

R E S O L U T I O N

AT&T ORDER AUTHORIZING A REDUCTION IN THE LENGTH OF TIME AN APPLICATION FOR SERVICE INSTALLATION DATE MAY BE DELAYED BY THE CUSTOMER, WITHOUT ADDITIONAL CHARGES, FROM SIX (6) MONTHS TO THIRTY (30) DAYS.

SUMMARY

By Advice Letter No. 98, filed May 26, 1988, AT&T proposes to reduce the length of time an application for service may be delayed without charge by customer request, from six months to 30 days.

BACKGROUND

AT&T customers can now delay the installation of intrastate Private Line, WATS and other special services up to six months from the agreed on installation date without additional charge.

AT&T provides these services through Local Exchange Companies. As such, AT&T is subject to the appropriate tariff provisions of the Local Exchange Company. Pacific Bell (Pacific) and GTE California (GTEC), who provide most of these services to AT&T, have tariffs that limit installation date delays to 30 days beyond the original install date without charge. Pacific and GTEC charge AT&T for AT&T's customer caused service delays greater than 30 days. In the past, AT&T has had no provisions in its tariff to pass on to its customers these charges, which in 1987 totaled \$75,000.

DISCUSSION

AT&T proposes to bring its tariffs into compliance with the same 30-day-time frame for in-service customer install date delays as used by Pacific and GTEC. This tariff revision will allow AT&T to charge for customer initiated install date delays that exceed 30 days.

AT&T asserts that this proposal will reduce customer requested install date delays by 95% and estimates the impact of this proposal will increase its revenue by approximately \$3,750.

New customers will be notified of the tariff change as they sign up for service. Customers with orders pending, at the time this tariff becomes effective, will be exempt from this tariff until their initial six month due date delay period expires.

There is currently no charge for a six month delay of installation.

FINDINGS

- 1) AT&T allows customers to delay established due date for service up to six months at no charge.
- 2) Pacific Bell and GTE California allow customers a 30 day maximum delay of established due dates for service installations at no charge.
- 3) AT&T is charged cancellation and reissue charges by Pacific and GTE California for any AT&T customer installation date delays over 30 days beyond the original due date.
- 4) This proposal will allow AT&T to recover costs from the cost causers rather than the cost being absorbed by the general body of AT&T ratepayers.

IT IS ORDERED that:

- (1) AT&T is granted to make the above revisions effective on July 8, 1988.
- (2) All tariff sheets filed under Advice Letter No. 98 shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission No. 12097.
- (3) The effective date of this Resolution is July 8, 1988.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on July 8, 1988. The following Commissioners approved it:

STANLEY W. HULETT
President
DONALD VIAL
G. MITCHELL WILK
JOHN B. OHANIAN
Commissioners



Executive Director

Commissioner Frederick R. Duda
being necessarily absent, did not
participate.