

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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COMMISSION ADVISORY & COMPLIANCE DIVISION  
Telecommunications Branch

RESOLUTION NO. T-13046  
February 8, 1989

R E S O L U T I O N

TUOLUMNE TELEPHONE COMPANY, ORDER AUTHORIZING A DEVIATION FROM FILED TARIFFS SCHEDULES TO WAIVE THE APPLICABLE SERVICE CONNECTION CHARGES FOR OPTIONAL RESIDENCE TELEPHONE SERVICE.

SUMMARY

Tuolumne Telephone Company (Tuolumne), by Advice Letter No. 141-T has requested authority under Section 532 of the Public Utilities Code, to make effective the following tariff deviation. For the period from February 9, 1989 to April 10, 1989, to waive the service connection charge for Optional Residence Telephone Service (ORTS).

This change is in response to a demonstrated lack of customer knowledge of this service. After becoming aware of the problem, Tuolumne met with the Commission staff. The Commission staff was represented by one member from each of the following divisions: Commission Advisory and Compliance Division, Division of Ratepayer Advocates, and the Public Advisor's Office. The parties agreed that a service connection charge waiver and an announcement would address the situation.

BACKGROUND

ORTS is a service offering which allows customers to pay a monthly rate which entitles them to discounted intraLATA toll rates to a specified exchange. Because suburban and rural customers' community of interest may be geographically distant, this service can ease the financial burden of toll calls.

Tuolumne initiated ORTS for the Tuolumne exchange through Resolution T-10938, June 5, 1985. As this service was being introduced, the service connection charge, currently \$19.75, was waived for 60 days. Tuolumne installed ORTS for the Oak Run and Shingletown exchanges through Resolution T-11002, January 8, 1986. The service connection charge was waived for 90 days for the customers in those exchanges.

Customers in all three of Tuolumne's exchanges have submitted complaints to the Commission requesting relief from high toll charges. Although ORTS has been available, the number of complaints suggests that not all customers are aware of the service.

Because it appears that most customers in all three exchanges are unaware of ORTS, they are not subscribing to a useful service. Additionally, because they were not aware of ORTS when the service was introduced they have missed the service connection charge waiver period.

Tuolumne and the Commission staff met in order to find a solution to allow customers to become aware of ORTS and at the same time be equitable. All parties agreed that another notice be sent to all subscribers notifying them about the benefits of ORTS along with a service connection charge waiver of 60 days.

There will be a negligible loss of revenue due to the waived service connection charges. In light of the number of customer complaints and the apparent customer lack of knowledge and understanding of the ORTS offering, we find it reasonable that Tuolumne notify all subscribers about ORTS and that the service connection charge be waived for 60 days.

#### FINDINGS

We find that the rates, charges and conditions authorized in this resolution are just and reasonable.

IT IS ORDERED that:

- (1) Tuolumne is granted authority to deviate from filed tariff schedules to waive the applicable service connection charges for Optional Residence Telephone Service effective on February 9, 1989. The service charge waiver shall expire on April 10, 1989.
- (2) Tuolumne shall notice its customers about ORTS service. This notice shall include the benefits along with providing information about the service connection charge waiver period.
- (3) All tariff sheets filed under Tuolumne's Advice Letter No. 141-T shall be marked to show that such sheets were authorized by Resolution of the Public Utilities Commission of the State of California Number T-13046.
- (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 February 8, 1989. The following Commissioners approved it:

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



Executive Director

