

COMMISSION ADVISORY AND COMPLIANCE DIVISION
Telecommunications Branch

RESOLUTION NO. T-14018
November 22, 1989

R E S O L U T I O N

GTE-CALIFORNIA. ORDER AUTHORIZING WITHDRAWAL OF
CONCENTRATOR-IDENTIFIER SERVICE OFFERING FROM THE TELEPHONE
ANSWERING SERVICE TARIFF. BY ADVICE LETTER NO. 5235, FILED
OCTOBER 27, 1989.

SUMMARY

This resolution authorizes GTE-California's (GTE-C) request, in Advice Letter No. 5235 Filed October 27, 1989, to withdraw the concentrator-identifier service offering from its Telephone Answering Service Tariff. Equipment to provide this service is no longer manufactured, and replacement parts are limited to stock on hand. GTE-C can no longer maintain this equipment at a satisfactory level of service to customers and requests authority to withdraw this service.

Customers will be offered alternative forms of service.

BACKGROUND

Concentrator-identifier equipment has not been manufactured since 1978 and replacement parts are no longer available. GTE-C can no longer continue to provide adequate service to these customers, due to lack of replacement parts, and seeks authority to withdraw this obsolete concentrator-identifier offering from its tariffs.

Ten customers are currently provided the obsolete concentrator-identifier service from the Telephone Answering Service Tariff. Concentrator-identifier equipment provides essential service for operators in the Telephone Answering Service (TAS) industry. This equipment gathers incoming telephone lines for use with a TAS operator console and tags lines to identify customer accounts for billing and accounting purposes.

Existing customers of this service have been notified that GTE-C's ability to maintain concentrator-identifier service is limited to the availability of replacement parts in stock on hand. If repair is needed and parts are not in stock on hand, GTE-C will notify customers within 24 hours by certified mail that parts are not in

stock on hand and that service may be interrupted. To minimize service interruptions, service must be changed to one of the alternative services offered by GTE-C. The alternative services are:

- 1) New electronic concentrators located in the central office (Candela service).
- 2) Direct Inward Dial (DID) facilities into customer-provided equipment.
- 3) Remote Call Forwarding requires each client of the TAS operator to subscribe to this service from the Utility.

PROTESTS

The Commission Advisory and Compliance Division has received no protests.

DISCUSSION

The equipment and parts for concentrator-identifier service are no longer manufactured. GTE-C's ability to maintain this service is limited to repair parts in stock on hand.

GTE-C has notified existing customers by letter that if this Advice Letter is approved, continued service will be subject to the availability of parts in stock. If, during a trouble call for a service problem, GTE-C does not have the necessary part in stock, GTE-C will notify the customer by certified mail within 24 hours that replacement parts are not in stock and that service may be interrupted unless customers switch to an alternative service.

Customers have three alternative services to choose from. These choices are the Candela service at an increase in price that requires 90 to 120 days for installation, DID service or Remote Call Forwarding Service that require no special installation.

Cost comparison between the alternative service offerings is impractical since each service is configured uniquely for each customer. However, the tariffed prices are as follows:

Candela rate for 32 client lines is \$400.00 per month.

DID first 100 direct inward dialing station numbers \$330.00 per month.

Remote Call Forwarding Service is \$16.00 per client per month.

Pacific Bell has also limited their concentrator-identifier to 85 existing customers and are actively marketing their customers to change over to a Remote Call Forwarding service.

FINDINGS

- 1) By Advice Letter No. 5235 filed October 27, 1989, GTE-C seeks authority to withdraw the offering of obsolete Concentrator-identifier Service from section 3. A of GTE-C's Cal. PUC A-24, Telephone Answering Service Tariff.
- 2) The equipment to provide this service has been manufacturer-discontinued since 1978.
- 3) The ten customers of this service have been notified by GTE-C that continued service to concentrator-identifier is limited to the availability of repair parts that are in stock on hand.
- 4) Customers will be notified by certified mail within 24 hours that continued concentrator-identifier repair parts are no longer available in stock on hand and that an alternative form of service must be chosen or service may be interrupted. Conversion to Candela Service may require a delay of 90 to 120 days to install necessary equipment at the central office and the customer's location. Other alternative forms of service do not require special installation time.
- 5) GTE-C offers three alternative services to existing customers including a concentrator service, Candela, with enhanced features at an increase in price, DID service or Call Forwarding Service.

IT IS ORDERED that:

- 1) Advice Letter No. 5235 authorizes GTE-C to withdraw the offering of concentrator-identifier service from Section A. 3. of GTE-C's Cal PUC A-24, Telephone Answering Service Tariff.
- 2) GTE-C shall immediately notify all existing customers that Advice Letter No. 5235 has been approved and the effective date is today.
- 3) GTE-C shall maintain concentrator-identifier equipment until lack of replacement parts prohibits further service.
- 4) GTE-C will notify customers by certified mail within 24 hours when, after a trouble call, replacement parts are not

available in stock on hand and that a conversion to an alternative form of service is required to minimize a service outage.

5) Advice Letter 5235 and accompanying tariff sheets shall be marked to show they were approved by Commission Resolution No. T-14018

6) This Resolution is effective today.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on November 22, 1989. The following Commissioners approved it:

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

Wesley Franklin
WESLEY FRANKLIN
Acting Executive Director