

## PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14072  
Telecommunication Branch May 4, 1990

**R E S O L U T I O N**

RESOLUTION 14072. REQUEST BY SIERRA TELEPHONE COMPANY INC. TO WITHDRAW THE TWO- AND THREE-FEATURE PACKAGES FROM THE CUSTOM CALLING SERVICE.

BY ADVICE LETTER 144, FILED ON FEBRUARY 20, 1990.

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**SUMMARY**

This resolution authorizes Sierra Telephone Company Inc.'s (Sierra) Advice Letter 144, filed February 20, 1990, which requests authority to withdraw the offering of Two- and Three-Feature Packages currently offered in the Custom Calling Service tariff. Sierra proposes to withdraw these Feature Packages due to poor customer demand.

**BACKGROUND**

Sierra's Advice Letter No. 144 proposes to withdraw two of the utility's four Feature Packages currently offered in the Custom Calling Service tariff. The four current Feature Packages offer combinations of Call Forwarding, Call Waiting, Three Way Calling and Customer Changeable Speed Calling. Each of these features are available as the "Individual Feature Package" to customers as an adjunct to their regular phone service. The "Two-Feature Package" includes any two of the Individual Features. The "Three-Feature Package" includes any three of the Individual Features. The "Four-Feature Package" includes all of the Individual Features.

Sierra, which originally offered Custom Calling Service to 777 customers in the Coursegold Exchange in 1978, now offers a full line of Custom calling services throughout its territory.

**PROTESTS**

The Commission Advisory and Compliance Division (CACD) has received no protests to Advice Letter No. 144.

DISCUSSION

Sierra proposes to withdraw the Two- and Three-Feature Packages of the Custom Calling service in order to simplify the offering, reduce customer confusion about the packages and increase customer sales of the Custom Calling Feature Packages. Sierra will retain the Individual- and Four-Feature Packages similar to GTE of California's Custom Calling Feature Package offering.

There are only two existing customers affected by the withdrawal of the Two-Feature Package and they will be able to retain it throughout the life of their service. There are no existing Three-Feature Package customers. Included in this filing, but not requiring Commission authorization, is Sierra's rate reduction for Individual- and Four-Feature Package Custom Calling Service. As it happens, the rate charged to the two existing customers of the Two-Feature Package (\$3.75/month) is still less than the proposed reduced rate for the Four-Feature Package (\$4.25/month). In the future, should the rates or charges for a higher level of Custom Calling feature packages be reduced below the existing customers' present rate, they should benefit from the reduction as well.

The existing customers of the withdrawn Feature Packages may choose to switch to the Individual- or Four-Feature Package, and during the first 90 days following the effective date of this tariff, the nonrecurring service connection charge will be waived.

FINDINGS

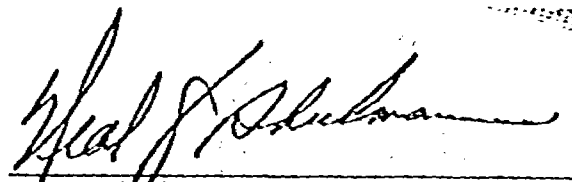
1. There are no existing Three-Feature Package customers.
2. The two existing customers of Two-Feature Package will be permitted to keep the Two-Feature Package service at the current rate throughout the life of their service.
3. At no time, while they retain the Two-Feature Package with their current service, should these existing customers pay more than the rate charged for the next level of Feature Package.
4. The existing Two-Feature Package customers will be offered a 90-day waiver of the nonrecurring service connection charges if they wish to change to another Feature Package offered by Sierra.
5. Sierra's proposed withdrawal of the Two- and Three-Feature Packages in the Custom Calling Service tariff, while retaining the Individual- and Four-Feature Packages, is just and reasonable.

THEREFORE, IT IS ORDERED that:

1. Sierra Telephone Company Inc.'s request in Advice Letter No. 144 is authorized.
2. Advice Letter No. 144 and the accompanying tariff sheets shall be marked to show that they were authorized by this resolution and its effective date.
3. Within 30 days of the effective date of this resolution, Sierra Telephone Company Inc. shall notify any existing customers with the Two- and Three-Feature Package of the withdrawal of these Feature Packages from the Custom Calling Service tariff and that:
  - a) They will be permitted to retain existing Two- and Three-Feature Packages at the current rate throughout the life of their service; except that
  - b) As long as they retain the Two- or Three-Feature Package with their current service, they shall not pay more than the rate charged for the next level of Feature Package; and
  - c) For a 90-day period following the effective date of this resolution, the nonrecurring service connection charges will be waived if they wish to change to the Individual- or Four-Feature Custom Calling Feature Packages.
4. This resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on May 4, 1990. The following Commissioners approved it:

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

  
NEAL J. SCHULMAN  
Executive Director