

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14096
TELECOMMUNICATIONS BRANCH June 20, 1990

R E S O L U T I O N

RESOLUTION T-14096. PACIFIC BELL. REQUEST TO EXTEND THE SIXTY DAY WAIVER OF THE NONRECURRING CHARGE FOR THE PURCHASE OF CUSTOM 800 SERVICE OR CHANGE OF EXISTING PACIFIC BELL 800 SERVICE TO CUSTOM 800 SERVICE.

BY ADVICE LETTER NO. 15750, FILED ON MAY 24, 1990.

SUMMARY

This resolution authorizes Pacific Bell's request, in Advice Letter No. 15750 filed on May 24, 1990, to extend the sixty day waiver of the nonrecurring charge for customers purchasing Custom 800 service or changing from an existing Pacific Bell 800 service to Custom 800 service. This waiver was originally authorized in Advice Letter No. 15686, effective from April 13 through June 11, 1990. Pacific Bell is authorized to extend this waiver for sixty days, effective June 20 through August 18, 1990. This extension is to afford the advantage of this promotional waiver to customers whose interexchange carrier (IEC) of choice did not immediately participate in Pacific Bell's Custom 800 service via its IEC 800 Access service. Pacific Bell anticipates several additions to the roster of participating IECs in July 1990.

No additional extensions will be granted.

BACKGROUND

By Resolution T-14064 issued on April 11, 1990, the Commission gave Pacific Bell provisional authority to introduce a new intraLATA 800 service offering, "Custom 800," and expand its 800 access service offering to provide IECs with ten-digit customer identification and associated optional features by means of the new Custom 800 database. End-users subscribing to Pacific's intraLATA Custom 800 service could therefore select an IEC participating in the new 800 access service to carry their interLATA 800 calls.

Pacific Bell was authorized to begin offering Custom 800 and the expanded 800 access service on April 13, 1990, and to waive the nonrecurring charge to purchase Custom 800 or change from other Pacific Bell 800 service during the first sixty days.

On May 24, 1990, Pacific Bell filed Advice Letter No. 15750 requesting approval to extend this waiver for an additional sixty days, since several IECs were not scheduled to begin participating until after the original waiver period expired. Pacific Bell states that "Many customers have expressed concern that the IEC of their choice is not yet participating in Custom 800 service," and that it seeks the additional sixty days "In order to promote fairness to all customers wishing to take advantage of this promotion."

PROTESTS

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

DISCUSSION

In authorizing Pacific to expand its 800 Access service, this Commission hoped to encourage competition in the 800 marketplace and enable those IECs without a database to enter the 800 market. (Resolution T-14064, Finding 39) It therefore appears just and reasonable to extend the introductory waiver period in order to provide interested Custom 800 subscribers with a broader number of IECs to choose from to carry their interLATA calls. This extension would also more fully satisfy Public Utilities Code Section 453 (c):

"No public utility shall establish or maintain any unreasonable difference as to rates, charges, service, facilities, or in any other respect, either as between localities or as between classes of service."

However, no additional extensions should be granted beyond the requested additional sixty days, since 120 days should be a sufficient introductory period to stimulate demand for Custom 800 and for IECs to participate.

FINDINGS

1. In Resolution T-14064, Pacific Bell was authorized to begin offering Custom 800 and the expanded 800 access service on April 13, 1990, and to waive the nonrecurring charge to purchase Custom 800 or change from other Pacific Bell 800 service during the first sixty days.
2. On May 24, 1990, Pacific Bell filed Advice Letter No. 15750 requesting approval to extend this waiver for an additional sixty days, since several IECs were not scheduled to begin participating until after the original waiver period expired.
3. The CACD has received no protests to this Advice Letter.
4. In authorizing Pacific to expand its 800 Access service, this Commission hoped to encourage competition in the 800 marketplace and enable those IECs without a database to enter the 800 market. (Resolution T-14064, Finding 39)

June 20, 1990

5. It is just and reasonable to extend the introductory waiver period in order to provide interested Custom 800 subscribers with a broader number of IECs to choose from to carry their interLATA calls. This extension would also more fully satisfy Public Utilities Code Section 453 (c).

6. No additional extensions should be granted beyond the requested additional sixty days, since 120 days should be a sufficient introductory period to stimulate demand for Custom 800 and for IECs to participate.

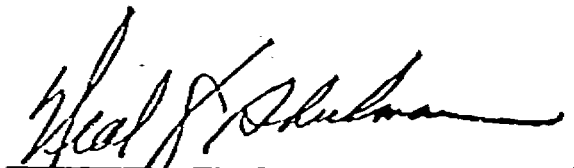
THEREFORE, IT IS ORDERED that:

1. Pacific Bell's request in Advice Letter No. 15750 to extend the sixty day waiver of the nonrecurring charge is authorized for an additional sixty days starting with the effective date of this resolution.
2. After the expiration of this additional sixty day period, all tariffed rates and charges to purchase or change to Custom 800 service will apply.
3. The effective date of this resolution is today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on June 20, 1990. The following Commissioners approved it:

FREDERICK R. DUDA
STANLEY W. HULETT
JOHN B. OHANIAN
PATRICIA M. ECKERT
Commissioners

President G. Mitchell Wilk,
being necessarily absent, did
not participate.


NEAL J. SHULMAN
Executive Director