

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14098
Telecommunications Branch August 8, 1990

R E S O L U T I O N

RESOLUTION T-14098. REQUEST BY PACIFIC BELL TO IMPOSE NEW CONDITIONS UNDER WHICH CALIFORNIA 900/976 SERVICE MAY BE SUPERSEDED.

BY ADVICE LETTER NO. 15749, FILED ON MAY 21, 1990, AND ADVICE LETTER SUPPLEMENT NO. 15749A, FILED ON JULY 10, 1990.

SUMMARY

This resolution authorizes Pacific Bell's (Pacific's) request in Advice Letter No. 15749, as supplemented by No. 15749A, to establish new conditions for the supersedure of California 900/976 Service. The new regulation requires that at least 90 days must elapse between a supersedure of California 900/976 Service and a California 900/976 telephone number change. This means that California 900/976 customers will have to wait at least 90 days after superseding a California 900/976 Service to make a telephone number change, and vice versa. Pacific has stated that it has mailed a copy of Advice Letter No. 15749 and Supplement No. 15749A to its 900/976 Information Provider customers. No protests were received by the Commission Advisory and Compliance Division (CACD).

To ensure that Pacific's 900/976 Information Provider customers are fully aware of these new conditions of their service, Pacific is ordered to notify all existing customers in clear and concise language within three billing cycles of the effective date of this resolution. Pacific must also ensure that all prospective and new customers are clearly informed.

BACKGROUND

Pacific's California 976 Service was first introduced in September 1983. Pacific's California 900 Service was first introduced in July 1989. Pacific observes that its present tariffs provide a loophole through which new customers can avoid nonrecurring new connect charges by superseding (taking over) an existing telephone number and then immediately changing the number. In proposing this new restriction on supersedure and telephone number changes for California 900/976 service, Pacific believes that more customers will pay the nonrecurring charges appropriate to their service requirements. Pacific states that the proposed restriction will not impact telephone number changes which are not associated with supersedure of service.

PROTESTS

The CACD has received no protests to Advice Letter No. 15749.

DISCUSSION

The new regulation requires that at least 90 days must elapse between a supersedure of California 900/976 Service and a California 900/976 telephone number change. This means that California 900/976 customers will have to wait at least 90 days after superseding a California 900/976 Service to make a telephone number change, and vice versa. While more restrictive than the current tariffed conditions of service, and thereby requiring Commission authorization by resolution, Pacific's proposed change to the California 900/976 tariff in Advice Letter No. 15749 and 15749A is not burdensome to the customer. It seeks to address a rule anomaly which permits savvy customers to avoid the charges associated with obtaining new service, while the majority of customers pay these charges.

Therefore, this proposed restriction is just and reasonable. In order to ensure that its California 900 and 976 IP subscribers are fully informed about this new rule, Pacific should be required to notify them within a reasonable timeframe.

FINDINGS

1. Pacific's present California 900/976 tariffs allow customers to avoid nonrecurring new connect charges by superseding an existing service and then immediately changing the number.
2. The proposed restriction in Advice Letter No. 15749, as supplemented, will not impact telephone number changes which are not associated with supersedure of service.
3. This tariff revision will result in more restrictive conditions for California 900 and 976 subscribers, so must be authorized by the Commission pursuant to General Order 96-A, Section VI.
5. In order to ensure that its California 900 and 976 IP subscribers are fully informed about this new rule, Pacific should be required to notify them within a reasonable timeframe.
6. The CACD has received no protests to Advice Letter No. 15749.
7. The terms and conditions proposed in Advice Letter No. 15749, as supplemented, are just and reasonable; therefore,

IT IS ORDERED that:

1. Pacific Bell's request in Advice Letter No. 15749, as supplemented by No. 15749A, is authorized.

August 8, 1990

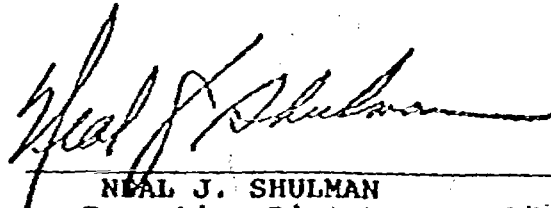
2. Pacific shall notify all California 976 and 900 IP subscribers of the new rule authorized herein, within three billing cycles following the effective date of this resolution.

3. Advice Letters No. 15749, 15749A and their accompanying tariff sheets shall be marked to show that they were authorized by this Resolution T-14098 and the effective date.

4. 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 August 8, 1990. The following Commissioners approved it:

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


NEAL J. SHULMAN
Executive Director