

## PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-14971  
TELECOMMUNICATIONS BRANCH July 22, 1992

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

RESOLUTION T-14971. PACIFIC BELL (U-1001-C). REQUEST TO ALLOW CUSTOMERS WITH SINGLE LINE REMOTE CALL FORWARDING (SCHEDULE CAL P.U.C. NO. A5.4.4) TO CONTINUE THEIR EXISTING SERVICE WITHOUT ADDITIONAL CHARGES WHEN CENTRAL OFFICE EQUIPMENT IS UPGRADED.

BY ADVICE LETTER No. 16237, FILED ON May 6, 1992.

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SUMMARY

Pacific Bell's (Pacific's) request to revise Schedule Cal. P.U.C. No. A5.4.4, Remote Call Forwarding, to add language to address the appropriate rates and charges for additional access paths for Remote Call Forwarding due to utility initiated switch upgrades, is approved.

Customers with Single Line Remote Call Forwarding may continue their existing service when their switch is upgraded from a LAESS to a DMS100 or 5ESS without incurring additional charges. If a customer requires additional paths to handle increased volumes, or moves the switch or terminating location, the customer will be charged the appropriate rates and charges.

BACKGROUND

Remote Call Forwarding (RCF) is an arrangement that provides a network address (telephone number) on which calls are automatically forwarded to another network address.

Pacific provisions RCF differently in the LAESS switch and in the DMS100 or 5ESS. Currently RCF in a DMS100 or 5ESS switch is provisioned with Simulated Facility Groups (SFGs). This allows for one call at a time to originate at the RCF telephone number and be forwarded to the terminating telephone number. If another call rings in on the RCF telephone number while a call is in progress, the calling party will receive a busy signal. Customers who need to receive simultaneous calls may subscribe to additional paths to handle the volume of incoming calls. These customers must have adequate terminating numbers to accept the calls. Customers are billed a recurring charge of \$18.00 per path in addition to the current rates and charges for the RCF service.

In the 1AESS switch, only Single Line RCF is available, which is provisioned without the use of SFGs. This method allows one call at a time to originate at the RCF telephone number and be forwarded to the terminating telephone number. If another call rings in on the RCF telephone number before the call is answered, the calling party will receive a busy signal. However, once the call is answered at the terminating telephone number, the line is free to accept the next call as long as there are additional terminating numbers to accept the calls.

Pacific would like to continue to provide its customers with the same level of service they were receiving prior to any switch upgrade, without imposing additional charges. When a 1AESS switch is upgraded to a DMS100 or 5ESS, the customer must change the service from Single Line RCF to RCF with SFGs. Depending on the incoming call volume, the customer may need to subscribe to additional paths with a monthly recurring charge to handle the same volume of calls that were being processed prior to the switch upgrade. Pacific seeks authorization to provide customers the necessary additional paths at no charge to the customer.

#### DISCUSSION

At the time a switch is upgraded from 1AESS to DMS100 or 5ESS, Pacific will change the customer's service from Single Line RCF to RCF with SFGs. Pacific will also provide the customer, at no additional charge, all additional paths required to handle the same volume of calls that were being processed prior to the switch upgrade. Thus, Pacific will avoid penalizing customers due to utility-initiated switch upgrades. We find this to be reasonable.

If the customer requires additional paths because of an increase in calling volume, if the customer moves the RCF service to a different switch, or if the customer moves the terminating location, the customer will be billed all applicable tariff rates. The customer will no longer be entitled to additional paths at no charge.

Pacific estimates that approximately 50 switches will be upgraded between 1992 and 1994. The number of customers affected by the switch upgrade is approximately 3,750 which represents 6% of the Single Line RCF customers and 3% of the total RCF customer base. The estimated revenue effect in 1992 for providing additional paths (at no charge) to customers impacted by the switch upgrade is approximately (\$32,130.00), a loss.

#### PROTESTS

No protests were filed to Pacific's Advice Letter No. 16237, notice of which was published in the Commission's Daily Calendar on May 11, 1992.

FINDINGS

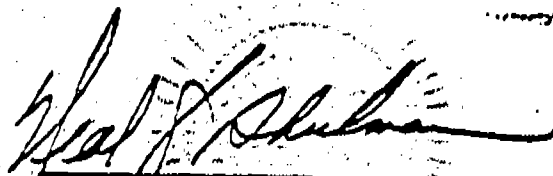
1. Pacific filed Advice Letter No. 16237 on May 6, 1992, seeking approval for a tariff change to Schedule Cal P.U.C. No. A5.4.4, to allow customers with Single Line RCF to continue without additional charge the same level of service when their switch is upgraded from a LAESS to a DMS100 or 5ESS.
2. Currently RCF is provisioned differently in the LAESS switch and the DMS100 or 5ESS.
3. RCF in the DMS100 or 5ESS is provided with SFGs and customers who wish to receive simultaneous calls must subscribe to additional paths to handle the volume of incoming calls.
4. When a LAESS switch is upgraded to a DMS100 or 5ESS the customer must change the service from Single Line RCF to RCF with SFGs; depending on the incoming call volume, the customer may need to subscribe to additional paths with a monthly recurring charge to handle the same volume of calls being received prior to the switch upgrade.
5. Pacific wishes, without imposing additional charges, to provide its customers with the same level of service they were receiving prior to the switch upgrade.
6. Pacific will, at no additional charge to customers, provide Single Line RCF customers upgraded from a LAESS switch to a DMS100 or 5ESS switch such additional paths as may be required to maintain the same volume of calls these customers were receiving prior to the switch upgrade.
7. It is reasonable not to charge existing customers for additional paths to maintain the same level of service when customers' switches are upgraded.
8. In cases where customers require additional paths because of an increase in calling volume, or move the RCF service to a different switch, or move the call terminating location, customers will be billed all applicable tariff charges.

THEREFORE, IT IS ORDERED that:

1. Pacific Bell is authorized to waive rates and charges as requested in Advice Letter No. 16237 for additional access paths for Remote Call Forwarding when a switch upgrade from a LAESS switch to a DMS100 or SESS switch is made by the utility.
2. All tariff sheets filed under Advice Letter No. 16237 shall be marked to show that such sheets were authorized by this Resolution and on its effective date.

This Resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on July 22, 1992. The following Commissioners approved it:



NEAL J. SHULMAN  
Executive Director

DANIEL Wm. FESSLER  
President  
JOHN B. OHANIAN  
PATRICIA M. ECKERT  
NORMAN D. SHUMWAY  
Commissioners