

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
COMMISSION ADVISORY AND COMPLIANCE DIVISION RESOLUTION T-15015
Telecommunications Branch July 22, 1992

R E S O L U T I O N

RESOLUTION T-15015. ROSEVILLE TELEPHONE COMPANY (U-1015). REQUEST FOR WITHDRAWAL OF DELAY ANNOUNCEMENT OF QUEUED CALLS SERVICE AND SPECIAL INTERCEPT ANNOUNCEMENT SERVICE AND APPROVAL OF QUEUED UNIFORM CALL DISTRIBUTION SERVICE.

BY ADVICE LETTER NO. 312, FILED ON APRIL 16, 1992.

SUMMARY

This Resolution authorizes Roseville Telephone Company (Roseville) to withdraw its Delay Announcement of Queued Calls and its Special Announcement services and approves Roseville's request for Queued Uniform Call Distribution service.

BACKGROUND

On April 16, 1992, Roseville filed Advice Letter No. 312 requesting withdrawal of Delay Announcement for Queued Calls and Special Intercept Announcement services, optional features in Cal. P.U.C. Tariff Schedule No. A-6 (Digital Business Service). Advice Letter No. 312 also seeks approval for a new service, Roseville Queued Uniform Call Distribution Service, in Cal. P.U.C. Tariff Schedule No. A-27 (Custom Calling Service).

Delay Announcement for Queued Calls provides a customer-generated automatic announcement for multi-line hunt groups with queueing. After a call has been queued for a customer-specified interval, a single non-charge-in announcement can be returned to the calling party announcing additional delays.

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Special Intercept Announcement allows a unique intercept announcement to be provided to each of the customer's business groups. These unique announcements apply to calls that are: (1) originated by group member via the special dialing plan to undefined codes; (2) restricted from originating due to various restriction arrangements; (3) restricted from terminating to a group member such as fully restricted service, semi-restricted service, code restriction, toll diversion, Customer Access Treatment code screening; and (4) attempts to terminate to non-working directory numbers assigned to the business groups.

The proposed service, Queued Uniform Call Distribution (QUCD), permits calls, in excess of available lines in a QUCD group, to be held in the central office and distributed in their order of arrival to lines in the QUCD group as those lines become available.

DISCUSSION

Roseville states that both Delay Announcement for Queued Calls and Special Intercept Announcement services have no customers and should be withdrawn. Moreover, these features will be available to future customers by way of the new Queued Uniform Call Distribution service. Roseville will withdraw the Delay Announcement service being withdrawn, but will price the new Uniform Call Distribution service to be more marketable to customers. Roseville customers who purchase QUCD will receive a new set of services that were previously only available through CENTREX service. CACD has reviewed Roseville's Advice Letter No. 312 and recommends that the Commission approve Roseville's request for the withdrawal of Delay Announcement for Queued Calls and Special Intercept Announcement services and its request for the approval of the new Queued Uniform Call Distribution service.

PROTESTS

Notice of Advice Letter No. 312 was published in the Commission's Daily Calendar of April 20, 1992. No protests to Roseville's Advice Letter No. 312 have been received by CACD.

FINDINGS

1. There are no customers for Roseville's Delay Announcement for Queued Calls or Special Intercept Announcement services.
2. It is reasonable for Roseville to withdraw Delay Announcement for Queued Calls and Special Intercept Announcement and to begin offering Queued Uniform Call Distribution.

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THEREFORE, IT IS ORDERED that:

1. Roseville Telephone Company's request in Advice Letter No. 312 to withdraw Delay Announcement for Queued Calls and Special Intercept Announcement services (Schedule A-6) is granted.
2. Roseville Telephone Company's request for approval of Queued Uniform Call Distribution (Schedule A-27) is granted.
3. All tariff sheets filed under Roseville Telephone Company's Advice Letter No. 312 shall be marked to show that such sheets were authorized by Commission Resolution T-15015.

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 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