

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION  
Telecommunications Branch

RESOLUTION T-15746  
September 7, 1995

R E S O L U T I O N

RESOLUTION T-15746. GTE CALIFORNIA INCORPORATED.  
REQUEST TO MAKE PERMANENT INTEGRATED SERVICES DIGITAL  
NETWORK SERVICES TARIFF.

BY ADVICE LETTER 7293 FILED APRIL 18, 1995.

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SUMMARY

GTE California Incorporated (GTEC) requests authority under provisions of General Order No. 96-A (G.O. 96-A) to revise Schedule Cal. P.U.C. No. A-25, Digital Exchange Services, to make permanent the provisional offering of Integrated Services Digital Network (ISDN) Services. GTEC also requests authority to lower the Direct Agent Access rate and to add a multipoint option to the Automatic Call Distribution/Management Information System (ACD/MIS) for ISDN.

This Resolution authorizes GTEC's request. GTEC estimates the annual revenue impact of this filing will be an increase of \$51,285. No protest to the Advice Letter was filed.

BACKGROUND

The Commission, by D.92-06-062 dated June 17, 1992 authorized GTEC to establish its ISDN Services as a Category I service on an interim basis pending review and final determination of appropriate rates and categorization during the IRD (Implementation Rate Design) Phase of I.87-11-033.

Since the IRD Decision did not address GTEC's ISDN service, GTEC is now seeking permanent authority to offer ISDN Services as a Category I service, to add a multipoint option to the ACD/MIS and to reduce its Direct Agent Access monthly rate from \$6.00 to \$2.00.

Direct Agent Access allows an external call to reach an agent directly. ACD is a feature enhancement which allows incoming customer calls to be efficiently managed among answering agents in a Call Center environment. Multipoint ACD allows two agent stations to be placed on one ACD line, reducing the number of lines needed to answer incoming calls and the cost per call. Each station will use one 64 Kbps (Kilobits per second) Bearer (B) channel and share the 16 Kbps Data (D) channel.

GTEC estimates the annual impact of this filing to be an increase of \$51,285.

#### NOTICE/PROTESTS

GTEC states that a copy of the Advice Letter and related tariff sheets was mailed to competing and adjacent utilities and/or other utilities and to the customer named in the contract. Advice Letter No. 7293 was listed in the Commission's Daily Calendar of April 21, 1995.

No protest to the Advice Letter was filed.

#### DISCUSSION

GTEC requests the Commission authorization to offer ISDN Services as a Category I service on a permanent basis. GTEC currently provides ISDN Services on an interim basis, and the rates for the services cover costs. Therefore, we shall authorize GTEC permanent authority to offer ISDN Services as a Category I service. We shall also authorize GTEC to lower its Direct Agent Access monthly rate from \$6.00 to \$2.00 since the proposed rate of \$2.00 covers GTEC's cost to provide the service. GTEC's request to add a multipoint option to the ACD/MIS offering is also granted.

In reviewing the Advice Letter, we also note the following:

- a. The Advice Letter is a public document.
- b. The rates and charges cover the Long Run Incremental Costs of providing the services under tariff.

We conclude that the Advice Letter meets the requirements set forth in the previously mentioned Commission Orders and G.O. 96-A and should be approved. However, we must emphasize that our approval is based on the specifics of this Advice Letter and does not establish a precedent for the contents of future filings or for Commission approval of similar requests.

FINDINGS

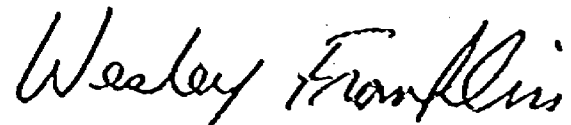
1. GTEC filed Advice Letter No. 7293 requesting Commission authorization to make its ISDN Services permanent.
2. The Advice Letter and the tariff conform to the requirements of Decision Nos. 94-09-065 and G.O. 96-A.
3. GTEC states that authorization of the tariff revisions will result in an estimated annual revenue increase of \$51,285.
4. Commission authorization of the Advice Letter does not establish a precedent for the contents of future filings or the Commission approval of similar requests. Commission approval is based on the specifics of this Advice Letter.
5. The rates, charges, terms and conditions approved in this Resolution are just and reasonable.

THEREFORE, IT IS ORDERED that:

1. Authority is granted to make GTE California Incorporated Advice Letter No. 7293 effective on September 8, 1995.
2. ISDN is a permanent tariff service.
3. The Advice Letter and tariff sheets shall be marked to show that they were authorized by Resolution T-15746.

The effective date of this Resolution is today.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on September 7, 1995. The following Commissioners approved it:



WESLEY M. FRANKLIN  
Acting Executive Director

DANIEL Wm. FESSLER  
President  
P. GREGORY CONLON  
JESSIE J. KNIGHT, JR.  
HENRY M. DUQUE  
Commissioners