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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

COMMISSION ADVISORY AND COMPLIANCE DIVISION  
Telecommunications Branch

RESOLUTION T-15883\*\*\*  
May 22, 1996

R E S O L U T I O N

RESOLUTION T-15883. VARIOUS LOCAL EXCHANGE CARRIERS (LECS). REQUEST FOR APPROVAL OF CUSTOMER AWARENESS LEVELS THAT CALLING PARTY NUMBERS (CPN) WILL BEGIN TO BE PASSED JUNE 1, 1996, AND OF AVAILABLE CALLER ID BLOCKING OPTIONS, WHICH AWARENESS LEVELS MUST BE SHOWN TO BE EFFECTIVE TO THE COMMISSION'S SATISFACTION BEFORE LECS CAN OFFER CALLER ID SERVICE OR PASS CALLING PARTY NUMBERS (CPN) TO INTERCONNECTING CARRIERS.

BY ADVICE

LETTER NO.	FILED BY		DATE FILED
18218	PACIFIC BELL	(PACIFIC)	5/03/96
8086	GTE OF CALIFORNIA	(GTEC)	5/03/96
362	ROSEVILLE TELEPHONE COMPANY	(ROSEVILLE)	5/06/96
231	THE SISKIYOU TELEPHONE COMPANY	(SISKIYOU)	5/07/96
	CITIZENS TELECOMMUNICATIONS COMPANY OF TUOLUMNE	(CTC-TUOLUMNE)	
	CITIZENS TELECOMMUNICATIONS COMPANY OF THE GOLDEN STATE	(CTC-GOLDEN STATE)	
	CITIZENS TELECOMMUNICATIONS COMPANY OF CALIFORNIA INC.	(CTC-CALIFORNIA)	
198	CALIFORNIA-OREGON TELEPHONE CO.	(CAL-OREGON)	5/16/96
1030	CONTEL OF CALIFORNIA, INC.	(CONTEL)	5/16/96
250	EVANS TELEPHONE COMPANY	(EVANS)	5/14/96
*	GTE WEST COAST INCORPORATED <sup>1</sup>	(GTE WEST COAST)	
162	HAPPY VALLEY TELEPHONE COMPANY	(HAPPY VALLEY)	5/14/96
223	PONDEROSA TELEPHONE CO.	(PONDEROSA)	5/15/96
194	SIERRA TELEPHONE CO., INC.	(SIERRA)	5/15/96

SUMMARY

This resolution authorizes, GTE of California (GTEC), Roseville Telephone Company (Roseville), The Siskiyou Telephone Company (Siskiyou), California-Oregon Telephone Co. (Cal-Ore), Ponderosa Telephone Co. (Ponderosa), Sierra Telephone Co., Inc. (Sierra), Happy Valley Telephone Company (Happy Valley), Evans Telephone Company (Evans), and Contel of California, Inc. (Contel) to begin passing calling party number (CPN), subject to conditions imposed

<sup>1</sup> Instead of filing an advice letter GTE West Coast submitted a letter to the Commission Advisory and Compliance Division (CACD) which provided the number of customers choosing a blocking option.

in this resolution, and to offer Caller ID service upon approval of their respective advice letters or applications. Except as specifically noted, the Commission finds that the majority of companies have attained or exceeded the established standards for customer awareness levels required by the Commission when it authorized the LECs to implement their customer notification and education programs (CNEPs). As requested by the LECs, these advice letters are effective on less than 40 days notice to allow for compliance with the FCC requirements to begin passing CPN beginning June 1, 1996. As Pacific has requested an extension of time until July 1, 1996 to complete its CNEP we are not authorizing it to pass CPN or offer Caller ID until it completes its CNEP. Additionally, we find GTE West Coast Inc. not to be in compliance with our requirements for achieving customer awareness and also do not authorize it to pass CPN on June 1, 1996.

#### BACKGROUND

In 1992 the Commission authorized Pacific, GTEC and Contel of California, Inc. (Contel) to offer Caller ID service to their customers. In so doing, the Commission took steps to assure that the service, which allows the calling party's telephone number to be displayed to the called party, would be offered consistent with constitutional and statutory rights of privacy of California citizens. The Commission authorized a choice of blocking options, free of charge, for all customers to prevent nonconsensual number disclosure. For customers dissatisfied with their initial assignment of a blocking option, it granted one free change of this blocking option. It also outlined requirements for rigorous CNEPs to inform customers about the passage of CPN and the available blocking options.

Under the Commission's 1992 decisions, each respondent local exchange carrier is required to file its proposed CNEP with and obtain approval of its CNEP from the Commission before implementing a CNEP. After the approval and subsequent implementation of a CNEP the utility must provide a showing to the Commission, subject to approval by the Commission, indicating compliance with the adopted CNEP requirements and providing evidence that all customers have been informed of pending Caller ID service and available blocking options.

On June 5, 1995, the FCC issued its interstate Caller ID rules in Common Carrier Docket No. 91-281. The FCC substantially deferred to California and all other states, stating that individual state blocking regimes should apply to interstate calls so long as minimum federal privacy standards are met. The FCC's order required all local exchange carriers to begin passing CPN to interconnecting carriers on December 1, 1995; however, pursuant to waivers filed by California carriers for additional time to implement their customer notification and education programs, the FCC granted a 6 month extension, until June 1, 1996, for all California carriers to begin passing CPN.

Pacific's proposed CNEP, filed on October 11, 1995, was approved by the Commission in Resolution No. T-15827 on December 20, 1995; GTEC's proposed CNEP, filed on November 1, 1995, was approved in

Resolution No. T-15833 on January 24, 1996. Contel's proposed CNEP, filed on February 21, 1996 was approved in Resolution No. T-15858 on March 13, 1996. Roseville's application for approval to implement its proposed CNEP and to offer Caller ID service was filed on September 5, 1995. An interim opinion, D. 96-02-012, authorized Roseville to implement its CNEP. Similarly, Siskiyou filed its application on September 25, 1995, to offer Caller ID and other CLASS services; an interim decision, D. 96-03-011, authorized Siskiyou's proposed CNEP.

In conducting their CNEPs, the Commission required all five of these companies to initially attain the following awareness levels: 70% aided awareness that numbers will be passed, 60% volunteered understanding of blocking options and 30% action (affirmative choice of a blocking choice). The companies were directed to file a report with the Commission demonstrating the attained awareness levels by May 1, 1996, with the exception of Contel which was allowed to file on May 15, 1996. If their reports indicated that the awareness levels will not be attained prior to June 1, 1996, the burden was placed on the utilities to explain why these levels could not be attained and to provide the Commission with a plan for attaining those levels in a timely manner.

Regarding the remaining companies who had not yet filed applications to offer Caller ID or who did not plan to offer Caller ID service concurrently with passing CPN, the Commission authorized them to file Advice Letters for approval to implement CNEPs. The Commission provided these companies (generally small LECs) with two options for demonstrating satisfactory customer notice. They could attain the awareness standards mentioned above, or could choose an alternative approach (requested by two of the small companies) whereby they would demonstrate customer awareness by achieving a 70% level of requests of a blocking option by their customers.

Ponderosa filed Advice Letter No. 222, Sierra filed Advice Letter No. 192, Cal-Ore filed Advice Letter No. 195 and Happy Valley filed Al 159 on February 21, 1996. On March 13, 1996, the Commission authorized Sierra in T-15856, Ponderosa in T-15880, Cal-Ore in T-15857 and Happy Valley in T-15854 to implement their CNEPs and choose one of the two methods of demonstrating customer awareness.

Evans filed Advice Letter No. 249 on February 26, 1996 and Advice Letter Supplement No. 249A on March 25, 1996. GTE West Coast filed Advice Letter No. 414 on February 26, 1996. CTC-Tuolumne filed its Advice Letter No. 6 on March 14, 1996; CTC-Golden State filed its Advice Letter No. 6 on March 14, 1996. On April 10, 1996, the Commission authorized Evans in T-15875, CTC-Tuolumne in T-15877, CTC-Golden State in T-15878 and GTE West Coast in T-15876 to implement their CNEPs.

Additionally these LECs were given until May 15, 1996, to file their reports with CACD demonstrating their achieved customer awareness levels. Due to the lateness of their filing, the LECs approved on April 10th were directed to file, if necessary, at the

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FCC for a waiver of the June 1, 1996, date to begin passing CPN in order to have additional time to educate their customers. Evans and GTE West Coast indicated that they would not need additional time and therefore would not file at the FCC.

CTC-Tuolumne and Golden State, however, had indicated in their Advice Letters their intent to file for a waiver at the FCC. On May 2, 1996, CTC-California filed its extension request at the FCC to apply to CTC-Tuolumne and Golden State as well. Additionally, on April 10, 1996, CTC-California was authorized to implement its draft CNEP as well as to offer Caller ID service, pursuant to its application filed on December 22, 1995.

All of the advice letters requested Commission approval on less than the 40 day notice period, required by General Order 96A (GO 96A) in order to comply with the FCC requirement to begin passing CPN on June 1, 1996.

#### NOTICE/PROTESTS

Public notice of the LECs' advice letters and supplements appeared in the Commission's Daily Calendar throughout May, 1996. CACD received no protests or comments filed in conjunction with these Advice Letter filings.

#### DISCUSSION

Two thresholds must be met by carriers before the Commission can allow them to offer Caller ID service and pass CPN. One is assurance that a carrier's CNEP will be completed by June 1, 1996 (with exception to ongoing education activities and community outreach programs which will run well past June 1 for GTEC and Pacific). The other is that the carrier's customers have adequate awareness of the passing of CPN and blocking options to satisfy the FCC and the Commission's informed consent standard.

For the most part, the carriers' CNEPs have met or exceeded the Commission's awareness standards. Regarding the three awareness standards required for Contel, Pacific, GTEC, Roseville and Siskiyou, all have met or exceeded the action standard, whereby at least 30% of their customers must make an affirmative choice of a blocking option. For the second standard, that 70% of their customers must demonstrate aided awareness of Caller ID service, sufficient awareness has been demonstrated by customers interviewed by opinion research companies for Roseville, GTEC, Pacific and Contel. Regarding the third standard, that 60% of customers demonstrate an unaided understanding of Caller ID and of blocking options, this will be discussed in conjunction with each utility.

For those companies choosing the alternate awareness standard, whereby they achieve 70% choice by customers of a blocking option, all but two have met or exceeded the requirement.

#### Pacific

Pacific's advice letter summarizes its consultant's research report, entitled "Caller Id/Blocking Awareness Tracking" to

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demonstrate the following successful achievement of the required customer awareness standards. It states that 74% of those interviewed were aware of number delivery (aided awareness). Regarding the understanding of how to block, 67% of those interviewed, according to the survey, could volunteer how to block, thus exceeding the 60% goal. Last, in terms of action, 63% of those interviewed understand what action they have to take to prevent number delivery. Additionally, as of May 15, 1996, well over 30% of Pacific's customers have chosen a blocking form either by returning a choice ballot or calling the 800 number.

Regarding the 67% understanding level, Commission staff questions the complex analysis needed to achieve the required 60% level. Raw data from the survey indicates that a level around 27% had been achieved at the time the survey was conducted. As these surveys were conducted in mid and late April, however, we believe they are not accurate reflection of the awareness which will be achieved at completion of the CNEP. Pacific and GTEC's CNEP activities and community outreach programs will continue throughout the summer. Therefore, a higher level of understanding may be shown later. In Decision 92-11-062, Ordering Paragraph 11 requires Contel, GTEC and Pacific to "contract with a reputable independent public opinion survey company...to monitor the ongoing level of consumer awareness and understanding that has been attained during the period extending from the date of this decision to the date of expiration of the two-year trial period established herein." Consistent with this requirement, Pacific's monitoring reports will provide the Commission with accurate information on which to recommend, if needed, remedial action to raise the level of customer understanding of Caller ID service.

Regarding completion of the CNEP, Pacific requested from the Executive Director on May 13th, 1996, a formal extension of one month, until July 1, to complete the sending of selective blocking confirmation letters to customers who had either (1) chosen selective blocking or (2) made no choice of a blocking option and who therefore were being assigned selective blocking by default. Pacific had committed to sending out these letters by May 15, 1996, to give customers ample time to request a change before CPN begins to be passed on June 1, 1996.

Pacific states it needs this additional month in order to minimize customer confusion caused by customers obtaining the selective blocking choice letter when they had already submitted a blocking request which had not been processed in time to prevent them from receiving the selective blocking letter by mistake. Pacific requests that it be allowed to begin passing CPN as well as offering Caller ID service beginning June 1, 1996 before it has completed its CNEP.

Pacific's request for an extension of time is granted upon obtaining a grant of its waiver from the FCC. It should not be allowed to pass CPN, insofar as it is jurisdictional to this Commission, or to offer Caller ID service until it completes its CNEP.

GTEC

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GTEC's CNEP survey results also indicate that it has attained the required awareness levels. GTEC believes its survey demonstrates 76% aided awareness has been achieved, a 61% level of unaided understanding and ability to describe blocking options. As 41% of its customers have registered blocking requests, it has exceeded the required 30% action level. GTEC's survey also used the same methodology as did Pacific's concerning understanding of passage of CPN and the ability to volunteer specific information about blocking levels.

Our recommendations for Pacific should apply to GTEC as well. GTEC should continue to monitor awareness and to provide reports to CACD on the results. Additionally, when GTEC's consultant performs the follow-up surveys required in Op. 11 of 92-11-062, the universe number for demonstrating awareness should be the total number interviewed, rather than the number of any subtotal. If the level of understanding is still below 60%, GTEC should recommend remedial measures to increase it to 60%.

GTEC has met all of its stated obligations for completing its CNEP. Due to problems loading on customer blocking requests with some of its switches, GTEC has requested of the FCC a two week extension, until June 15th, to complete this task before it begins passing CPN. GTEC should be authorized to begin passing CPN and to offer Caller ID on June 15, 1996, if the FCC grants its waiver request.

CONTEL

Contel's advice letter also indicates a successful completion of its CNEP in terms of reaching the required awareness levels. Contel's awareness levels were also determined by a customer opinion survey using the same methodology as that for Pacific and GTEC.

Contel has received blocking requests for 40.9% of its customers whose numbers can be passed on June 1, 1996. Contel believes it has reached an aided awareness level of 73% and an unaided awareness level of 66%. We have the same concerns for Contel concerning the requirement for unaided understanding of Caller ID service and blocking options that we have for Pacific and GTEC. Due to the use of a subset data number rather than the total universe (of persons interviewed) in the confirmation we believe the actual understanding of customers may not have been met.

As Contel is subject to the same monitoring requirements specified in OP 11 in 92-11-062 mentioned above for Pacific and GTEC, we will have a more accurate understanding of customer awareness after receipt of these reports. Other than this concern, we believe that Contel has completed its CNEP and should be authorized to begin passing CPN and offering Caller ID as of June 1, 1996.

ROSEVILLE

Roseville has also exceeded the required awareness levels. Its customer opinion survey shows an aided awareness level of 84%, 77% awareness by customers of at least one blocking option and, finally, both the opinion survey and Roseville's record of

customer requests for blocking indicate a 44% action level. Although Roseville's survey used the same questions as did that of Pacific and GTEC's, the methodology for determining the understanding level did not follow the methodology used by the consultant for Pacific, GTEC and Contel.

Roseville has completed or will complete its CNEP requirements by June 1, 1996 and should be authorized to pass CPN and offer Caller ID service as of June 1, 1996.

SISKIYOU

Siskiyou was required to attain the three separate awareness levels (70% aided awareness, 60% understanding and 30% action). Siskiyou has filed a report with CACD which indicates that it has achieved an 84% level of customer requests for blocking. We believe that this level, being higher than all three of the awareness level standards, should be considered as satisfactory completion of all the required awareness standards.

Siskiyou has also completed its CNEP requirements and should be authorized to begin offering Caller ID service and to pass CPN as of June 1, 1996.

PONDEROSA

Ponderosa's advice letter shows the success of its CNEP through an attained level of 79% choice by its customers of a blocking option. It also has completed its CNEP program and can begin passing CPN as of June 1, 1996.

SIERRA

Sierra's advice letter shows that 74.2% of its customers responded to the CNEP by affirmatively choosing one of the Caller ID blocking options. All of the CNEP elements have been completed in order to pass CPN beginning June 1, 1996.

HAPPY VALLEY

Happy Valley has also achieved the required awareness level of Caller ID service through an affirmative choice by 71% of its customers of a blocking choice. It has also completed its CNEP. It should be authorized to begin passing CPN and offering Caller ID service as of June 1, 1996.

Cal-Ore

As of May 15, 1996, Cal Ore reports a 48% customer choice of a blocking option. As Cal-Ore's filing indicates, however, this level doesn't reflect subsequent ongoing CNEP actions, such as the customer receipt of the second bill insert and of confirmation letters indicating the assigning of selective blocking by default. Cal-Ore states that it is still receiving blocking requests and will report to the Commission on May 30, 1996 the achieved percentage. Additionally, it has started a telephone campaign to determine the blocking choice of its customers.

If Cal-Ore doesn't achieve the 70% level by June 1, 1996, Cal-Ore should continue its telephone campaign and should endeavor to reach the 70% awareness level by July 1, 1996. Cal-Ore should report its results on July 1, 1996. Based on Cal-Ore's assertions

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we believe that it will meet the awareness levels and therefore it should be authorized to pass CPN on June 1, 1996.

GTE WEST COAST

As of May 15, 1996 when GTE West Coast wrote CACD a letter on its customer awareness levels, it had not achieved an acceptable level of awareness, as only 14% of its customers had affirmatively chosen a blocking option. This can not be considered compliance with our requirement that customer awareness of the passing of CPN be demonstrated by 70% customer choice of a blocking option, the alternative chosen by GTE West Coast. GTE West Coast should not be allowed to pass CPN until it demonstrates an acceptable awareness by its customers of Caller ID service and its affect on privacy.

As stated earlier, GTE West Coast had been given the option of filing a request for a waiver at the FCC for more time to complete its CNEP, if necessary, due to the lateness of filing its CNEP and implementing its CNEP. Alternatively, it was also given the option of achieving an awareness level of an affirmative blocking choice by 70% of its customers. GTE West Coast chose the latter option.

At this point there is no way, absent an adequate level of customer choice of blocking options or the results of a survey, either of which could illuminate us of the extent of customer awareness of the passing of CPN, that it can be determined if customers understand the ramifications of the imminent passing of CPN. GTE West Coast should not pass CPN until it has achieved an acceptable level of customer awareness. The commission should require GTE West Coast to file at the FCC for a waiver from the requirement to pass CPN until it can demonstrate that its customers are satisfactorily educated about passing CPN.

CTC-Tuolumne/CTC-Golden State

CTC-California and its affiliates, CTC-Tuolumne and CTC-Golden State filed on May 2, 1996, a joint request at the FCC for an extension of time until July 1, 1996 in order to complete their CNEPs before passing CPN.

Summary

Due to the fact that the LECs who have implemented and completed CNEPs are required by the FCC to begin passing CPN beginning June 1, 1996, it is reasonable to approve their advice letters on less than 40 days notice.

FINDINGS

1. The FCC in its reconsideration order of Rules governing interstate Caller ID (Docket 99-11) granted states discretion to adopt customer notification and education programs prior to the passage of calling party number.
2. The Caller ID decisions (D. 92-11-065, 44 CPUC 44 2d 693 and D. 92-11-062, 46 CPUC 2d 482) require Pacific, GTEC and Contel to make a showing that they have completed their CNEP requirements and have notified all their customers of the nature of Caller ID



service and the means by which they can protect their privacy, consistent with the provisions of this order and to "contract with a reputable independent public opinion survey company free of conflict of interest to monitor the ongoing level of consumer awareness and understanding that has been attained."

3. Ordering paragraph 3 of D.92-11-062 requires that carriers notify each subscriber: "(1) of the blocking option applicable to that party's telephone service, (2) whether that option was determined by choice or by default, (3) of the right of the subscriber to change the blocking option applicable to that subscriber's service one time free of charge, and (4) of the nature of the available blocking options to which the subscriber might wish to change. (46CPUC2d 482, Attachment 1,491).
4. Commission resolutions and decisions have been issued which have authorized Roseville, Siskiyou, CTC-Tuolumne, CTC-Golden State, CTC-California, Evans, GTE West Coast, Happy Valley, Ponderosa, Sierra and Cal-Ore to implement CNEPs.
5. These resolutions and decisions have required LECs implementing CNEPs to make a compliance filing with CACD which demonstrates that they have attained satisfactory customer awareness levels concerning CPN passing as described in this resolution.
6. The compliance filings by the majority of carriers, to date, indicate that they have met or exceeded the required awareness levels and have either completed or will complete their CNEPs by June 1, 1996.
7. Contel, Roseville, Evans, Happy Valley, Siskiyou, Ponderosa, Cal-Ore and Sierra should be authorized to pass CPN and to offer Caller ID service, if requested and authorized, as of June 1, 1996; GTEC should be authorized to pass CPN insofar as it is jurisdictional to this Commission and to offer Caller ID service as of June 15, 1996.
8. GTEC, CTC-California, CTC-Tuolumne, CTC-Golden State and Pacific have filed limited waivers at the FCC in order to complete their CNEPs.
9. GTE West Coast has not attained a satisfactory customer awareness level and should be required to file at the FCC for additional time to educate its customers.
10. Pacific's request for an extension of one month to complete its CNEP should be granted; however, Pacific should be allowed to pass CPN and to offer Caller ID service when it has completed its CNEP.
11. Pacific will have completed its CNEP in order to pass CPN and offer Caller ID service once the selective blocking confirmation letter has been sent to customers who have either (1) chosen selective blocking or (2) made no choice of a blocking option and who therefore are assigned selective blocking by default.

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12. Pacific, GTEC and Contel are required by Ordering Paragraph 11 of D. 92-11-062 to conduct ongoing customer awareness surveys for two years after offering Caller ID service.

13. Pacific, GTEC and Contel should file surveys to the Commission which demonstrate that the level of unaided understanding by customers of Caller ID service and the ability to specify how to block has been increased to the 60% level required by the Commission.

14. CTC-Tuolumne, CTC-Golden State and CTC-California have not completed their CNEPs and have not attained satisfactory awareness levels and have filed a temporary waiver at the FCC for additional time to complete their CNEPs before passing CPN and offering Caller ID.

15. CTC-Tuolumne, CTC-Golden State and CTC-California should not be allowed to offer Caller ID service or pass CPN until they have completed their CNEPs.

THEREFORE, IT IS ORDERED that:

1. We approve Roseville Telephone Company's (Roseville) Advice Letter No. 362, The Siskiyou Telephone Company's (Siskiyou) Advice Letter No. 231, Ponderosa Telephone Co.'s (Ponderosa) Advice Letter No. 223, Sierra Telephone Co., Inc.'s Advice Letter No. 194, Evans Telephone Company's (Evans) Advice Letter No. 250, Happy Valley Telephone Company's (Happy Valley) Advice Letter No. 162, Contel's Advice Letter No. 1030, and California Oregon Telephone Co.'s (Cal-Ore) Advice Letter No. 162 and therefore authorize these companies to begin passing calling party number (CPN) beginning June 1, 1996 and we approve GTE of California's (GTEC) Advice Letter No. 8086 but authorize it to begin passing CPN beginning June 15, 1996.

2. Contel, Siskiyou, Roseville, Evans, and Happy Valley are authorized to offer Caller ID service beginning June 1, 1996; GTEC is authorized to offer Caller ID service beginning June 15, 1996.

3. California-Oregon should continue its customer education program and provide the Commission with monthly reports to demonstrate the status of its attaining a 70% level of choice by its customers of a blocking option.

4. Pacific is granted an extension of time until July 1, 1996, in order to complete its CNEP.

5. Insofar as it is jurisdictional to this Commission, Pacific is authorized to begin passing CPN and offer Caller ID upon completion of its CNEP.

6. Pacific is required to comply with Ordering Paragraph 3 of D.92-11-062, prior to offering Caller ID, other privacy related CLASS services and/or passing CPN.

7. Pacific is granted the flexibility to adjust its CNEP time line in any manner it deems necessary to ensure that the

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notification required by Ordering Paragraph 3 of D.92-12-062 is accomplished prior to the offering of Caller ID or passing CPN, insofar as it is jurisdictional to this Commission.

8. Insofar as it is jurisdictional to this Commission, Pacific shall not pass CPN or offer Caller ID service until it has completed its CNEP.

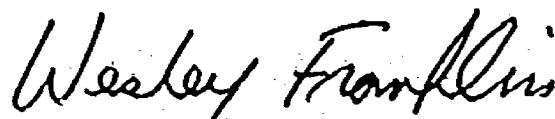
9. The Chief of the Telecommunications Branch shall determine when Pacific has completed its CNEP and shall notify Pacific, upon the determination that Pacific has completed its CNEP, that Pacific is authorized to offer Caller ID and pass CPN, insofar as it is jurisdictional to this Commission.

10. GTE West Coast, Inc. has failed to demonstrate required customer awareness of Caller ID service and blocking options and should file a waiver at the Federal Communications Commission (FCC) for additional time to complete its customer notification and education program. GTE West Coast, Inc. is not authorized to pass CPN until it has completed its CNEP.

11. CTC-California, CTC-Tuolumne, CTC-Golden State are not authorized to pass CPN until they have completed their CNEPs.

The effective date of this Resolution is May 22, 1996.

I certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on May 22, 1996. The following Commissioners approved it:



WESLEY M. FRANKLIN  
Executive Director

DANIEL Wm. FESSLER  
JESSIE J. KNIGHT, Jr.  
HENRY M. DUQUE  
JOSIAH L. NEEPER  
Commissioners

President P. Gregory Conlon,  
being necessarily absent, did  
not participate.