

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Telecommunications Division
Telecommunications Branch

RESOLUTION T-15967
October 9, 1996

R E S O L U T I O N

RESOLUTION T-15967. PACIFIC BELL. (U-1001-C). REQUEST FOR PERMANENT AUTHORITY TO ALLOW VERBAL APPROVAL FOR BUSINESS SUPERSEDURES.

BY ADVICE LETTER NO. 17708, FILED ON SEPTEMBER 15, 1995, AS SUPPLEMENTED BY ADVICE LETTER NO. 17708A, FILED ON OCTOBER 23, 1995, AND ADVICE LETTER NO. 17708B, FILED ON AUGUST 6, 1996.

SUMMARY

Pacific Bell's request for permanent tariff authority to allow verbal approval for business supersedures is granted.

BACKGROUND

On September 15, 1995, Pacific Bell (Pacific) filed Advice Letter No. 17708 to request a six-month extension, until April 25, 1996, to its authority granted in Resolution T-15385, October 6, 1993, allowing verbal approval for business supersedures for an eighteen month provisional period. The authority in Resolution T-15385 was earlier extended for six months by Resolution T-15732, and would expire on October 26, 1995.

On the recommendation of the Commission Advisory and Compliance Division (CACD), Pacific filed Advice Letter No. 17708A on October 23, 1995, seeking permanent authority for verbal authority for business supersedures. Since the provisional authority granted in Resolution T-15385 and extended by Resolution T-15732 would expire October 26, 1995, Pacific requested from the Commission's Executive Director under Rule 43 of the Commission's Rules of Practice and Procedure that the authority granted in Resolution T-15385 be extended until such time as the Commission acts on Pacific's request in Advice Letter No. 17708A.

On October 26, 1995, the Commission's Executive Director delayed the expiration of the authority granted in Resolution

T-15385 for verbal approval for business supersedures until the Commission acts on Advice Letter No. 17708A.

On August 6, 1996, Pacific filed Advice Letter No. 17708B again requesting permanent authority to allow verbal approval for business supersedures and to clarify the language regarding eligibility of products and services at the time of supersedure or change in billing.

NOTICE/PROTESTS

Notice of Advice Letter No. 17708 was published in the Commission Daily Calendar of September 22, 1995. Notice of Advice Letter No. 17708A was published October 27, 1995, and notice of Advice Letter No. 17708B was published August 9, 1996. No protests have been received.

DISCUSSION

A supersedure is defined as the transfer of an entire service, including the telephone number(s), from a customer to an applicant with no interruption of service and no change in service or facilities. Previously supersedure of a business service required both the outgoing and incoming customers to complete and sign the form "Request to Transfer Customer Responsibility" before Pacific would process the request. Since Pacific received provisional authority in Resolution T-15385 business supersedures have been handled verbally as are residence supersedure orders.

In Advice Letter 17708 Pacific sought a second six month extension to the provisional authority granted in Resolution T-15385. After discussion with CACD, Pacific decided to seek permanent authority for verbal approval of business supersedures.

In Advice Letter No. 17708B, Pacific seeks to clarify the language regarding eligibility of products and service at the time of supersedure or change in billing.

Seeing that no protests have been filed to Pacific's requests, and that business customers appear satisfied with the arrangement for verbal supersedure approval, we will grant Pacific's requests made in Advice Letter Nos. 17708A and 17708B.

FINDINGS

1. Pacific Bell's request in Advice Letter No. 17708A for permanent authority to allow verbal approval for business supersedures is reasonable and should be granted.
2. Pacific Bell's request in Advice Letter No. 17708B to clarify the language regarding eligibility of products and

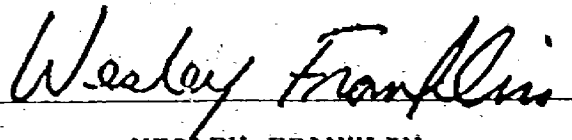
services at the time of supersedure or change in billing is reasonable and should be granted.

THEREFORE, IT IS ORDERED that:

1. Advice Letter No. 17708, as supplemented by Advice Letter Nos. 17708A and 17708B, is made effective immediately.
2. Advice Letter Nos. 17708, 17708A, and 17708B, and accompanying tariff sheets shall be marked to show that they were authorized by Resolution T-15967 of the California Public Utilities Commission and 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 October 9, 1996. The following Commissioners approved it:



WESLEY FRANKLIN
Executive Director

P. GREGORY CONLON
President
DANIEL Wm. FESSLER
JESSIE J. KNIGHT, Jr.
HENRY M. DUQUE
JOSIAH L. NEPPER
Commissioners