

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA  
TELECOMMUNICATIONS DIVISION

RESOLUTION T-16026  
May 6, 1997

R E S O L U T I O N

RESOLUTION T-16026. PACIFIC BELL. (U-1001-C). REQUEST PERMANENT TARIFF AUTHORITY TO WAIVE NON-RECURRING CHARGES ASSOCIATED WITH CERTAIN CUSTOM CALLING FEATURES WHEN ORDERED BY RESIDENTIAL AND BUSINESS CUSTOMERS USING QUICK SERVICE AUTOMATIC ORDERING SYSTEM (QUICKSERVICE). BY ADVICE LETTER NO. 18718 FILED MARCH 3, 1997 AND BY ADVICE LETTER NO. 18744 FILED MARCH 18, 1997.

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SUMMARY

Pacific Bell (Pacific) requests permanent tariff authority to waive non-recurring charges associated with certain custom calling features when ordered by residential and business customers using the Quick Service Automatic Service Ordering System (Quickservice). Currently, Pacific has provisional tariff authority to waive non-recurring charges for custom calling features when ordered by residential customers using Quickservice system. By Advice Letter No. 18718, Pacific requests tariff authority to make its provisional tariff for Quickservice a permanent tariff for residential customers. By Advice Letter No. 18744, Pacific requests permanent tariff authority to waive non-recurring charges for custom calling features when ordered by business customers using Quickservice system.

The Commission received one protest on Advice Letter No. 18718. There were no protests received by the Commission on Advice Letter No. 18744. The Telecommunications division (TD) determined that customers would not be adversely impacted by the proposed advice letters and recommends that the protest be denied.

This Resolution authorizes Pacific's request.

BACKGROUND

On October 12, 1994, Resolution T-15629, granted Pacific provisional tariff authority to waive its \$5.00 installation charge associated with certain Custom Calling Services (CCS) for residence customers who order certain features through the Quickservice, as requested in Advice Letter No. 17055, filed on July 29, 1994. The provisional authority was granted for a period of 18 months.

Quickservice is an interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the business office at any time. When residential or business customers use Quickservice system to order CCS features, Pacific saves labor costs. The current monthly rates for the CCS features cover the costs of providing these features.

Resolution T-15868, dated April 10, 1996, granted Pacific provisional authority for an additional 12 months, to waive non-recurring charges for certain CCS features when ordered by residence customers using the Quickservice as requested in Advice Letter No. 18026. The provisional tariff authority to waive non-recurring charges for CCS features when ordered by residential customers using Quickservice expired on April 12, 1997.

Pacific, through Advice Letter No. 18064 filed on February 20, 1996, requested to expand the use of the Quickservice system to include business customers. The tariff sheets attached to Advice Letter No. 18064, show a waiver of non-recurring charges for certain CCS features when ordered by business customers using Quickservice system. Advice Letter No. 18064 was approved on April 2, 1996.

Pacific filed Advice Letter 18649 on January 24, 1997, requesting an extension of the provisional tariff authority for Quickservice for an additional 12 months. Pacific was directed by the TD staff to withdraw Advice Letter 18649 and to file an advice letter to request permanent authority for provisioning Quickservice. Subsequently, on February 14, 1997, Pacific filed Advice Letter Supplement 18649A to withdraw Advice Letter 18649.

On March 3, 1997, Pacific filed Advice Letter 18718 requesting permanent tariff authority to offer Quickservice to residential and business customers. Pacific included tariff sheets for Business Service only with this filing. Pacific filed a supplement on March 7, 1997, to add tariff sheets for Residence Service that was inadvertently omitted from its March 3, 1997 filing. The TD staff reviewed Resolutions T-15629 and T-15868 and found that Pacific was only granted provisional authority to waive non-recurring charges for certain CCS features when ordered by residential customers through Quickservice. TD staff informed Pacific to request separate tariff authority to use Quickservice for business customers. Pacific filed a supplemental Advice Letter 18718B on March 17, 1997, removing references to business service from Advice Letter 18718. In addition, Pacific filed Advice Letter No. 18744 on March 18, 1997 to request permanent tariff authority to waive non-recurring charges associated with certain CCS features when ordered by business customers using the Quickservice ordering platform.

These filings will not increase any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules.

NOTICE

In compliance with Section III. G. of General Order No. 96-A, Pacific states that it mailed a copy of these advice letters and related tariff sheets to competing and adjacent Utilities and/or other Utilities, and interested parties, as requested. Advice Letter No. 18718 was listed in the Commission's Daily Calendar of March 5, 1997, and Advice Letter No. 18744 was listed in the Commission's Daily Calendar of March 26, 1997.

PROTESTS

AT&T Communications of California, Inc. (AT&T) filed a protest to Advice Letter 18718 on March 14, 1997, stating that Pacific's request is without foundation. AT&T's protest is based on the assumption that since Pacific withdrew Advice Letter 18649, filed on January 24, 1997 to request an extension of the provisional tariff for the Quickservice, Pacific chose not to seek an extension of the Quickservice tariff.

There was no protest filed to Advice Letter 18744.

PACIFIC'S RESPONSE

Pacific states that AT&T's protest lacks foundation and that AT&T had completely misconstrued Pacific's filing and Advice Letter withdrawal as implying somehow the withdrawal of Quickservice itself. Pacific claims that it is not the Quickservice platform that expires on April 12, 1997; it is the authority to waive non-recurring charges associated with certain CCS features ordered through the platform that expires. AT&T erroneously argued that the Advice Letter should be rejected because the platform expires. Again AT&T misunderstood the authority that the Advice Letter requests.

Pursuant to GO 96-A, Advice Letters 18718 and 18744 are the appropriate mechanism for requesting permanent tariff authority to waive non-recurring charges associated with certain CCS features when ordered through Quick Service Automatic Ordering System.

DISCUSSION

The Commission previously authorized a provisional tariff for Quickservice. Pacific has been provisioning the Quickservice since October 12, 1994. Quickservice is an interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Quickservice system is a technology based system. Customers are guided through the process by an electronic voice which allows them to transfer to the business office at any time. We agree with Pacific's interpretation that it is not the Quickservice system that expires on April 12, 1997; it is the authority to waive non-recurring charges associated with certain CCS features ordered through the system that expires.

The provisional tariff for the Quickservice will expire on April 12, 1997. By a letter dated April 1, 1997, to the Executive Director, Pacific requested an extension of the provisional tariff date until the Resolution process is finalized. On April 11, 1997, the Executive Director granted the extension requested by Pacific.

AT&T's protest is based on the assumption that since Pacific withdrew Advice Letter 18649, originally filed to request an extension of the provisional tariff for Quickservice, Pacific chose not to seek an extension of the Quickservice tariff. The authority granted by Resolution T-15868 was on a provisional basis, and will expire on April 12, 1997, unless Pacific obtains authority to withdraw, extend, or make it permanent. TD staff directed Pacific to request permanent authority for Quickservice. AT&T was not aware that the TD staff had directed Pacific to withdraw Advice Letter 18649 and to file another advice letter to make this provisional tariff for the Quickservice permanent. In Advice Letter 18718, Pacific requests permanent tariff authority for using the Quickservice platform as directed by the TD staff. Pacific requested to expand the use of Quickservice system and the waiver of non-recurring charges for certain CCS features when ordered by business customers using Quickservice system through Advice Letter No. 18064. Advice Letter 18064 was approved on April 2, 1996. Pacific filed Advice Letter 18744 on March 18, 1997 to request permanent tariff authority to waive non-recurring charges associated with certain CCS features when ordered by business customers using the Quickservice system.

Pursuant to GO 96-A, Advice Letter 18718 and Advice letter 18744 are the appropriate mechanism for requesting permanent tariff authority to waive non-recurring charges associated with CCS features when ordered through Quick Service Automatic Ordering System. Telecommunications Division concludes that Pacific's request for permanent tariff authority to waive installation charges associated with certain CCS features for residential and business customers who order the CCS features through the Quickservice system is reasonable. Telecommunications Division recommends that the Commission grant Pacific's request. AT&T's

protest is based on an erroneous assumption therefore, AT&T's protest is denied.

FINDINGS

1. Pacific filed Advice Letter 18718 as supplemented to request permanent tariff authority to waive non-recurring charges associated with certain CCS features when ordered by residential customers using Quickservice system.
2. Quick Service Automatic Service Ordering System is a technology based interactive system that provides customers with product descriptions, pricing information and ordering capabilities. Customers are guided through the process by an electronic voice which allows them to transfer to the business office at any time.
3. Pacific was granted provisional tariff authority to waive non-recurring charges associated with certain CCS features when ordered by residential customers using Quickservice system by the Commission Resolution T-15629 on October 12, 1994.
4. On April 10, 1996, the Commission by Resolution T-15868 extended the provisional tariff authority for additional 12 months.
5. Pacific was authorized to expand the use of the Quickservice system to include business customers and to waive non-recurring charges associated with certain CCS features when ordered by business customers using Quickservice system with the approval of Advice Letter No. 18064 on April 2, 1996.
6. Pacific filed Advice Letter 18744 to request permanent tariff authority to waive non-recurring charges associated with certain CCS features when ordered by business customers using Quickservice system.
7. On April 11, 1997, the Executive Director granted Pacific's request for an extension of the provisional tariff date until the Resolution process for Advice Letter Nos. 18718 and 18744 is finalized.
8. It is reasonable to grant Pacific permanent tariff authority to waive installation charges associated with CCS features for residential and business customers who order CCS features through the Quickservice system.
9. The monthly rates for the CCS features cover the costs of providing these features.
10. AT&T's protest is based on an erroneous assumption.

May 6, 1997

THEREFORE, IT IS ORDERED that:

1. Pacific's Advice Letter 18718 as supplemented is made effective immediately.
2. Pacific's Advice Letter 18744 is made effective immediately.
3. AT&T's protest to Advice Letter 18718 is denied.

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 May 6, 1997. The following Commissioners approved it:

  
WESLEY M. FRANKLIN  
Executive Director

P. GREGORY CONLON  
President  
JESSIE J. KNIGHT, Jr.  
HENRY M. DUQUE  
JOSIAH L. NEPPER  
RICHARD A. BILAS  
Commissioners