

CR 83-213

RECEIVED

JUL 11 1984

Revisor of Statutes
Bureau

RECEIVED

JUL 9 1984

Revisor of Statutes
Bureau 1-AC-61

83-213

CERTIFICATE

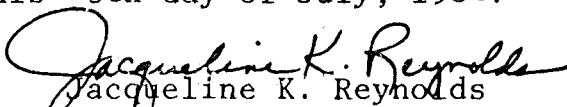
STATE OF WISCONSIN)
) ss.
PUBLIC SERVICE COMMISSION)

TO ALL WHOM THESE PRESENTS SHALL COME, GREETINGS:

I, Jacqueline K. Reynolds, Secretary of the Public Service Commission of Wisconsin, and custodian of the official records of said commission, do hereby certify that the annexed order amending Wis. Adm. Code section PSC 165.043(4), 165.082(4) and 165.08(3); repealing and recreating section PSC 165.043(4)(c), 165.043(4)(d), 165.051(4); and creating section PSC 165.043(4)(e), 165.043(4)(f), 165.05(1)(c)8, and 165.052(2)(e), was duly approved and adopted by this commission on July 5, 1984.

I further certify that said copy has been compared by me with the original on file in this commission and that the same is a true copy thereof, and of the whole of such original.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the official seal of the commission at the Hill Farms State Office Building, in the City of Madison this 5th day of July, 1984.


Jacqueline K. Reynolds
Secretary of the Public Service
Commission of Wisconsin

9-1-84

DATE MAILED
JUL 9 1984

COMPARED WITH AND CERTIFIED BY ME
TO BE A FULL, TRUE AND CORRECT COPY
OF THE ORIGINAL ON FILE IN MY OFFICE.

JUL 5 1984
Jacqueline K. Reynolds
Secretary to the Commission
Public Service Commission of Wisconsin

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Rules and Practices of) 1-AC-61
Telephone Utilities) 83-213



ORDER OF THE PUBLIC
SERVICE COMMISSION ADOPTING RULES

To amend ss. PSC 165.043(4), 165.082(4), and 165.08(3);
to repeal and recreate ss. PSC 165.043(4)(c), 165.043(4)(d),
165.051(4); and to create ss. PSC 165.043(4)(e), 165.043(4)(f),
165.05(1)(c)8, and 165.052(2)(e), relating to telephone customer
information, deposits and disconnection of service.

ANALYSIS PREPARED BY THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

On February 8, 1984, the commission held hearing into
proposed telephone rules governing information to be supplied to
customers, deposits for service and service disconnections. The
proposed rules are prompted by the AT&T divestiture which
occurred on January 1, 1984. Prior to that date, PSC rules
covering the provision and disconnection of telephone service
covered both local and toll service, since prior to divestiture a
customer contracted with his or her local utility for both types
of service.

After divestiture, customers may be dealing with more
than one telephone utility, and the rules must be modified to fit

this situation. These proposed rules were previously adopted as emergency rules effective January 1, 1984.

The specific amendments would accomplish the following:

1. Require telephone utilities to inform customers that customer premises equipment may be obtained from competitors as well as the utility (provided the utility offers such equipment).

2. Require telephone utilities to provide customers with information regarding toll carriers, if the carrier has supplied such information to the utility.

3. Permit consideration of toll charges in determining customer deposits only where the utility providing local service bills for the toll carrier and is authorized to resolve customer disputes.

4. Continue to allow disconnection of local service for nonpayment of a toll bill provided the local utility does the billing and is authorized to resolve customer disputes.

Other minor changes are also made.

PROPOSED RULES AND STATUTORY AUTHORITY

Pursuant to authority vested in the Public Service Commission by secs. 196.02(1), 196.03, 196.37(2), 227.014(2)(a) and 227.027, Stats., the commission adopts the following rules:

(intro.)

SECTION 1. PSC 165.043(4)ⁿ is amended to read:

6/12 7/12

PSC 165.043(4) All applicants, upon applying for new residential telephone service, shall as a minimum, be informed by the utility as herein described.

SECTION 2. PSC 165.043(4)(c) and PSC 165.043(4)^(d)~~(e)~~ are renumbered PSC 165.043(4)(e) and PSC 165.043(4)(f):

*and amended to read
6/12 7/12*

PSC 165.043(4)(e) Information described in pars. (a) to (d) shall be provided in writing when written telephone service applications are used or when requested by customers in other, nonwritten, requests for telephone service.

(f) Rate information for additional services offered by the utility shall be available upon request.

SECTION 3. PSC 165.043(4)(c) and PSC 165.043(4)(d) are created to read:

PSC 165.043(4)(c) Applicants shall be informed of the availability of customer premises equipment under the following conditions:

1. The utilities shall make a general statement that customer premises equipment is available from a number of competitive providers and need not be obtained from the utility.

2. The utility may provide information about customer premises equipment which it offers.

(d) Applicants shall be informed by the utility providing local exchange service of the names, addresses and telephone numbers of carriers from which they can purchase toll service, provided such carriers have provided the information to the utility. This information shall also be provided to existing customers upon request.

SECTION 4. PSC 165.05(1)(c)8 is created to read:

PSC 165.05(1)(c)8 The name of the carrier over which the call was placed.

SECTION 5. PSC 165.051(4) is repealed and recreated to read:

PSC 165.051(4) CONDITIONS OF DEPOSIT. (a) If the utility bills local and toll service and settles local and toll service disputes, the maximum deposit for a new account shall

not exceed the bill for one month's exchange service, plus estimated toll charges for two months. Deposits for existing accounts may not exceed the bill for one month's local exchange service, plus the highest actual toll charges for 2 consecutive months within the preceding 12 months.

(b) If the utility bills toll service only, the maximum deposit for a new account may not exceed the bill for 2 month's estimated toll charges. Deposits for existing accounts may not exceed the highest actual toll charges for 2 consecutive months within the preceding 12 months.

(c) For all other utility billing arrangements, the maximum deposit for new or existing accounts may be one month's local service.

SECTION 6. PSC 165.052(2)(e) is created to read:

PSC 165.052(2)(e) Failure to pay a delinquent toll account billed by the utility providing local exchange service, provided the utility is authorized by the toll carrier to resolve customer disputes.

SECTION 7. PSC 165.08(3) is amended to read as follows:

PSC 165.08(3) Each telephone utility shall provide switchboard service insure access to operator services for all its exchanges during the 24 hours of the day.

SECTION 8. PSC 165.082(4) is amended to read as follows:

PSC 165.082(4) If a customer reaches a wrong number on a direct dialed call and notifies the operator, the telephone utility shall take reasonable action which may include referring the customer to the carrier to make certain that the charge for the call does not appear on the customer's bill.

There will be no fiscal impact of the proposed rules on the state or municipalities.

This action is classified as a Type III action according to PSC 2.90(3), Wis. Adm. Code. No unusual

circumstances have come to the attention of the commission that would require further environmental review. It consequently requires neither an environmental impact statement under s. 1.11, Stats., nor an environmental assessment.

NOTICE

These rules have been forwarded to the legislature for review pursuant to s. 227.018, Wis. Stats. They will take effect on the first day of the month following publication in the Wisconsin Administrative Register, as provided in s. 227.026, Wis. Stats.

Dated at Madison, Wisconsin,
By the Commission.

July 5, 1984

Jacqueline K. Reynolds
Jacqueline K. Reynolds
Secretary to the Commission



State of Wisconsin \ PUBLIC SERVICE COMMISSION

July 9, 1984

NESS FLORES, CHAIRMAN
STANLEY YORK, COMMISSIONER
BRANKO TERZIC, COMMISSIONER
4802 SHEBOYGAN AVENUE
P.O. BOX 7854
MADISON, WISCONSIN 53707

Mr. Gary Poulson
Assistant Revisor of Statutes
411 West, State Capitol
Madison, Wisconsin 53702

File No.
1-AC-61
83-213

Re: Rules and Practices of
Telephone Utilities

Dear Mr. Poulson:

Enclosed please find two copies (one certified) of an order of the Public Service Commission adopting rules in the above-entitled matter.

The rules have been seen by legislative committees (sent April 12, 1984).

Sincerely,

A handwritten signature in cursive script, appearing to read 'Steven Levine'.

Steven Levine
Assistant Chief Counsel

SL:e

Enc.