

## PUBLIC SERVICE COMMISSION

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PSC 165

good cause shown. Failure to pay the specified amount before hearing will constitute waiver by the customer.

(c) Such a hearing shall conform to the procedures described in s. 196.26 to 196.34, Stats.

(d) Any such hearing shall be held not less than 10 days following a notice and a decision thereon shall be rendered following the conclusion of the hearing.

(4) In disputes involving complaints or facts which are essentially the same as or similar to those involved in previous disputes handled through these procedures, the utility may require the customer to post a 100% surety bond or to deposit the total disputed amount.

(5) Utility service shall not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the provisions of this section. In no way does this relieve the customer from obligation of paying charges which are not disputed.

History: Cr. Register, November, 1975, No. 239, eff. 12-1-75; emerg. am. (2) (a) and (3) (intro.), r. (2) (b), renum. (2) (c) to be (2) (b) and am., eff. 12-17-81; am. (2) (a) and (3) (intro.), r. (2) (b), renum. (2) (c) to be (2) (b) and am., Register, July, 1982, No. 319, eff. 8-1-82.

**PSC 165.054 Held applications.** (1) Each telephone utility shall keep a record of held applications by exchanges showing the name and address of each applicant for service, the date of application, date service desired, the class and grade of service applied for, together with the reason for the inability to provide the new service or higher grade of service to the applicant. Utilities shall furnish reports to the commission upon request, by exchange or district, showing held applications, by monthly age groupings.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.055 Directories.** (1) Exchange alphabetical telephone directories shall be made available to customers without charge for each local main station and extension. The listings of customers in foreign exchanges to which extended-area service is provided shall also be made available without charge to all local customers. Where such listings are not actually furnished all customers, the utility shall state in the directory how such listings may be obtained. Inclusion of all listings for the calling area within a single volume is recommended.

(2) Directories shall be revised at least annually. Exemptions from this requirement may be allowed in special cases, such as a dial conversion directory, when changed listings and new listings are not sufficient in number to cause serious inconvenience. A shorter directory interval may be necessary where the number of changed listings and new listings is abnormally large.

(3) The name of the utility, exchange covered by the directory, month and year issued, and (in case of automatic exchanges) the area code shall appear prominently on the front cover. If the directory serves more than one exchange, such exchanges shall be listed on the cover, or, for metropolitan areas, in the information pages in front of the directory.

(4) Each directory shall contain the warning to party-line subscribers as required by s. 941.35, Stats., a warning that placing nuisance calls is prohibited by law (s. 947.01, Stats.), a list of common governmental

emergency numbers, a list of extended-area service points, and the repair service number, all prominently shown, and pertinent instructions concerning the use of local, extended-area, and toll service. The emergency numbers shall appear either on the inner or outer face of the front cover.

(5) A copy of each new directory shall be filed with the public service commission.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.06 Construction.** Construction of telephone plant shall be subject to the provisions of the current Wisconsin state electrical code and ch. PSC 162. The equipment, materials and supplies used for the construction of telephone plant will be those designed for the purpose.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.061 Maintenance of plant and equipment.** (1) Each telephone utility shall adopt and pursue a maintenance program aimed at achieving efficient operation of its system so as to permit the rendering of safe, adequate, and continuous service at all times.

(2) Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safety and adequate service performance. Broken, damaged, or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical faults, such as leakage or poor insulation, noise induction, cross-talk, or poor transmission characteristics, shall be corrected to the extent practicable within the design capability of the plant affected.

(3) The maintenance program shall also include definite procedures designed to keep the central office equipment rooms clean, and the humidity at a satisfactory level. These rooms should not ordinarily be used for storage of general supplies nor for a general workshop.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.062 Line fills.** (1) Within the base rate area, no utility shall connect more customers on any line than are contemplated under the grade of service charged the customer on such line.

(2) On lines where multi-party service is provided no more than 4 main station customers shall be connected to any one circuit, unless approved by the commission. All circuits now serving more than 4 main station customers shall be changed to meet this requirement by January 1, 1974. Upon application to the commission and for good cause shown, exceptions to the foregoing requirement may be granted in the following instances:

(a) Where the utility has committed itself to line fills of 4 main stations or less by a later date.

(b) Where it is shown that a lack of demand for a line fill of 4 or less exists.

(c) Where it is shown that compliance with the above requirement is not economically feasible or imposes an unreasonable economic burden upon the utility.

(5) Local service furnished by means of line concentrator or subscriber carrier equipment at a given exchange shall be substantially equivalent to that furnished other subscribers at that exchange served by means of normal physical loops.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68; emerg. am. (3), eff. 1-1-84; am. (3), Register, August, 1984, No. 344, eff. 9-1-84.

**PSC 165.081 Basic utility obligations.** (1) Each telephone utility shall provide telephone service to the public in its service area in accordance with its rules and tariffs on file with the commission. Such service shall meet or exceed the standards set forth in these "Standards for Telephone Service."

(2) Each telephone utility has the obligation of continually reviewing its operations to assure the furnishing of adequate service.

(3) Each telephone utility shall maintain records of its operations in sufficient detail as is necessary to permit such review and such records shall be made available for inspection by the commission upon request at any time within the period prescribed for retention of such records.

(4) Each telephone utility shall have at its principal office or offices in the state of Wisconsin adequate records or maps showing all equipment components and location, type, use and ownership of all rural and connecting lines as well as records or maps showing location and ownership of local exchange lines, cables, and conduits.

(5) Where a telephone utility is generally operated in conjunction with any other enterprise, suitable records shall be maintained so that the results of the telephone operation may be determined upon reasonable notice and request by the commission.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.082 Traffic and operator rules.** (1) Suitable practices shall be adopted by each telephone utility concerning the operating methods to be employed by operators with the objective of providing efficient and pleasing service to the customers.

(2) Telephone employes shall be instructed to be courteous, considerate and efficient in the handling of all matters, and to comply with the provisions of the Communications Act of 1934, as amended, in maintaining the secrecy of communications. Under no circumstances shall any telephone utility employe repeat, divulge, or use the nature or content of any local or long distance call. Care must be exercised to avoid diverting business from a subscriber to his competitor or discriminating between subscribers in the attention given their calls.

(3) All operator-handled calls shall be carefully supervised and disconnects made promptly.

(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.

History: Cr. Register, October, 1968, No. 154, eff. 11-1-68; emerg. am. (4), eff. 1-1-84; am. (4), Register, August, 1984, No. 344, eff. 9-1-84.

**PSC 165.083 Answering time objectives.** Sufficient forces should be maintained at all attended offices to attain the following average daily answer performance objectives:

(1) Operator handled traffic—90% of the calls answered within 10 seconds.

(2) Operator identified DDD calls—95% of the calls answered within 5 seconds.

(3) Combined operator assisted traffic and operator identified DDD calls—2.7 seconds average answer time.

(4) Directory assistance and intercept calls—85% of the calls answered within 10 seconds or 92% within 20 seconds or with automatic call distribution systems or equivalent, it will be 6.3 seconds average answer time.

(5) Repair calls—92% answered within 20 seconds or with automatic call distribution systems or equivalent, it will be 6.3 seconds average answer time.

(6) Answering time recorders shall be installed or adequate service observing measurement be established in all toll centers and higher rank offices.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; am. (1), (4) and (5), and r. and rec. (3), Register, June, 1973, No. 210, eff. 7-1-73.

**PSC 165.084 Dial service objectives.** (1) Sufficient central office capacity and equipment shall be provided to meet the following minimum requirements during average busy season-busy hour:

(a) Dial tone speed—95% within 3 seconds.

(b) Intraoffice trunking shall be designed so that 96% of the calls can be handled without encountering an all trunks busy condition. Any intraoffice trunk group shall be designed so that no more than 1% of the calls encounter an all trunks busy condition.

(c) Each utility shall employ appropriate procedures to determine the adequacy of central office equipment.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.085 Interoffice trunks.** Quantities of local interoffice trunks between central offices in multioffice exchanges and toll connecting trunk shall be designed so that at least 97% of calls offered to the group will not encounter an all-trunks-busy condition. The objective for extended-area service trunks shall be no less than 94%.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68.

**PSC 165.086 Transmission requirements.** Telephone utilities shall furnish and maintain adequate plant, equipment, and facilities to provide satisfactory transmission of communications. Transmission design, which includes the consideration of noise and cross-talk, shall be such as to assure that objectives stated in s. PSC 165.087 are met by better than 95% of the trunks and subscribers' lines in service. It is recognized that, due to extreme environmental conditions and economic factors, it is normal to have a small percentage of items that exceed objective levels. In the event that the loss exceeds the stated objectives by more than 4 db,