

PSC 165

Filed May 1, 1973
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BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN


STATE OF WISCONSIN)
) SS
PUBLIC SERVICE COMMISSION)

I, John F. Goetz, Secretary of the Public Service Commission of Wisconsin and legal custodian of the official records of said Commission, do hereby certify under my signature and official seal of the Commission that the attached rules, Wis. Adm. Code sections PSC 165.083(1)(4) and (5) as amended and PSC 165.083(3) as repealed and recreated, relating to standards for telephone service were duly approved and adopted by order of May 1, 1973.

I further certify that the copy of the amended and recreated rules has been compared by me with the original on file in this Commission and that the same is a true copy thereof.

Dated at Madison, Wisconsin

May 1, 1973


John F. Goetz
Secretary

ORDER OF THE
PUBLIC SERVICE COMMISSION
AMENDING AND
REPEALING AND RECREATING RULES

Pursuant to authority vested in the Public Service Commission by sections 196.02(1), 196.03(1), and 196.37, Wis. Stats., the Commission hereby amends and recreates rules as follows:

Section PSC 165.083(1), (4), and (5) of the WISCONSIN ADMINISTRATIVE CODE is amended to read:

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.

(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.


Section PSC 165.083(3) of the WISCONSIN ADMINISTRATIVE CODE is repealed and recreated to read:

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

The amended and recreated rules contained herein shall
take effect on June 1, 1973, as provided in section 227.026(1),
Wis. Stats.

Dated: May 1, 1973

Public Service Commission



John F. Goetz
Secretary