

(2) After the customer has pursued the remedies available with the utility, he may request that the public service commission staff informally review the disputed issue and recommend terms of settlement.

(a) A request for informal review may be made in any reasonable manner such as by written notice or telephone request directed to the public service commission. By telephone or written notice the public service commission staff may request the utility to investigate the dispute.

(b) There must be at least 5 days between the date the commission staff telephones or mails written notice of terms of settlement after informal review, and any subsequent disconnection.

(3) Any party to the dispute after informal review may make a written request for a formal review by the commission. Such request must be made within 5 days of the date the commission staff telephones or mails written notice of terms of settlement after informal review. If written confirmation of the staff telephone notice is requested and mailed, the 5 day period begins from the date of that mailing.

(a) Within 10 days from the time such a request is made, the commission shall decide on the basis of the information it has received from the staff whether to hold hearing on the matter and shall inform both parties of its decision.

(b) If the commission decides to conduct formal hearing on the dispute, the customer shall be required to pay 50% of the bill or deposit in dispute to the utility or post bond for that amount on or before date of hearing. Such payment or bond may be waived by the commission for 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, 1976, No. 299, eff. 12-1-76; 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

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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