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CERTIFICATE

STATE OF WISCONSIN)
)
PUBLIC SERVICE COMMISSION)
OF WISCONSIN)

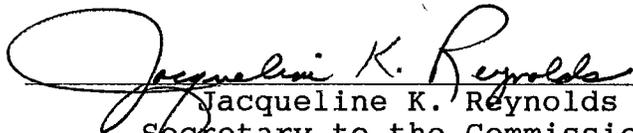
ss. File 1-AC-131

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 adopting rules was duly approved and adopted by this Commission on October 15, 1991.

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 Hill Farms State Transportation Building in the City of Madison, WI October 30, 1991.



Jacqueline K. Reynolds
Secretary to the Commission
PUBLIC SERVICE COMMISSION OF WISCONSIN

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BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Chapter PSC 165)
Standards for Telecommunications Service)

1-AC-131

ORDER OF THE PUBLIC SERVICE COMMISSION
ADOPTING RULES

To repeal ss. PSC 165.04, 165.041, 165.042, 165.087, and
165.092.

To amend ss. PSC 165.01(3), 165.02, 165.033, 165.034,
165.043, 165.05, 165.051(1)(a), 165.052(1)(a), 165.052(1)(d),
165.053(1), 165.054(1), 165.055(1), 165.055(3), 165.06,
165.061(1), 165.062, 165.063, 165.064, 165.065, 165.07,
165.071(1), 165.072(1), 165.072(2), 165.073, 165.078, 165.08(3),
165.08(5), 165.081, 165.082, 165.083(intro), 165.083(6), 165.084,
165.085, 165.086, 165.087, 165.088, 165.089, 165.10(2), and
165.10(4).

ANALYSIS PREPARED BY THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Chapter PSC 165 sets forth standards for telephone service.
The chapter has not been revised since the legislature last
comprehensively revised those portions of ch. 196, Stats.,

concerning telephone service in the 1985 session. Most of the changes being made bring ch. 165 into conformance with new provisions of ch. 196, Stats., but are not substantive. For example, the term "telephone" is being replaced by the term "telecommunications" to reflect the more modern terminology of ch. 196, Stats. A few of the changes, however, are of a substantive nature. These include:

(1) The dial tone speed objective of s. PSC 165.084(1)(a) is being upgraded from 95 percent within 3 seconds to 98 percent within 3 seconds.

(2) The objective of no all-trunks-busy condition for extended area service trunks will be upgraded from 94 percent to 97 percent for extended area service trunks.

(3) The minimum transmission requirements of s. PSC 165.087 will be increased.

(4) The "out-of-service" standards of s. PSC 165.089(1) will be changed from objectives to requirements.

(5) The customer trouble report objectives of s. PSC 165.089(8) will be upgraded from not more than ten per 100 telephones per month to five per 100 access lines per month.

RULES AND STATUTORY AUTHORITY

Pursuant to authority vested in the Public Service Commission by ss. 196.02, 196.06, 196.10, 196.12, 196.15, 196.16, 196.17, 196.19, and 227.11(2)(a), Stats., and interpreting those

provisions, the Public Service Commission amends, repeals, and renumbers rules as follows:

STANDARDS FOR ~~TELEPHONE~~ TELECOMMUNICATIONS SERVICE

Section 1: PSC 165 (table) is amended to read:

PSC 165.01	General (p.)
PSC 165.02	Definitions (p.)
PSC 165.031	Retention of records (p.)
PSC 165.032	Schedules to be filed with the commission (p.)
PSC 165.033	Exchange area boundaries (p.)
PSC 165.034	Utility accidents and interruptions (p.)
PSC 165.04	Meter reading records (p.)
PSC 165.041	Meter reading interval (p.)
PSC 165.042	Billing recording equipment (p.)
PSC 165.043	Information available to customers (p.)
PSC 165.05	Customer billing (p.)
PSC 165.051	Deposits (p.)
PSC 165.052	Disconnection and refusal of service (p.)
PSC 165.0525	Deferred payment agreement (p.)
PSC 165.053	Customer complaints (p.)
PSC 165.0535	Dispute procedures (p.)
PSC 165.054	Held applications (p.)
PSC 165.055	Directories (p.)
PSC 165.06	Construction (p.)
PSC 165.061	Maintenance of plant and equipment (p.)
PSC 165.062	Line fills (p.)
PSC 165.063	Central office equipment (p.)

PSC 165.064 ~~Local switching service~~ Interconnection service standards (p.)

PSC 165.065 Emergency operation (p.)

PSC 165.066 Protection of utility facilities (p.)

PSC 165.067 Interference with public service structures (p.)

PSC 165.071 Meter and recording equipment test facilities (p.)

PSC 165.072 Accuracy requirements (p.)

PSC 165.073 Initial test (p.)

PSC 165.074 As-found tests (p.)

PSC 165.075 Routine tests (p.)

PSC 165.076 Request tests (p.)

PSC 165.077 Referee tests (p.)

PSC 165.078 Test records (p.)

PSC 165.08 Adequacy of service (p.)

PSC 165.081 Basic utility obligations (p.)

PSC 165.082 Traffic and operator rules (p.)

PSC 165.083 Answering time objectives (p.)

PSC 165.084 Dial service objectives (p.)

PSC 165.085 Interoffice trunks (p.)

PSC 165.086 Transmission requirements (p.)

PSC 165.087 Minimum transmission objectives (p.)

PSC 165.088 Public ~~and mobile~~ telephone service (p.)

PSC 165.089 Interruptions of service (p.)

PSC 165.09 Protective measures (p.)

PSC 165.091 Safety program (p.)

~~PSC 165.092 Sales of in place inside wire (p.)~~

PSC 165.10 Nonutility merchandising activities (p.)

Section 2: PSC 165.01(3) is amended to read:

(3) The requirements of ch. PSC 165 shall be observed by all ~~telephone~~ telecommunications public utilities subject to the jurisdiction of the commission except insofar as an exemption may be made by the commission as hereinafter mentioned. Nothing herein shall preclude special and individual consideration being given to exceptional or unusual situations and upon due investigation of the facts and circumstances therein involved, the adoption of requirements as to individual utilities or services which shall be lesser, greater, other, or different than those provided in these rules and regulations.

Section 3: PSC 165.02 is renumbered PSC 165.02(1m); PSC 165.02(13) to (16) is renumbered PSC 165.02(12) to (15); PSC 165.02(22) to (25) is renumbered PSC 165.02(20) to (23); and PSC 165.02 is amended to read:

PSC 165.02 Definitions. ~~In the interpretation of these rules, the following definitions shall be used~~ this chapter:

(1) "ACCESS LINE" means the wires, frequencies, time slots, or equivalent used to connect the customer-owned, leased or maintained telecommunications equipment at the customer's

premises with a central office switching complex. As used herein, subscriber line and subscriber loop mean access line.

~~(1)~~ (2) "AVERAGE BUSY SEASON" - BUSY HOUR TRAFFIC ~~The~~ means the average traffic volume for the busy season, busy hour.

~~(2)~~ (3) "BASE RATE AREA" ~~The~~ means the area within an exchange in which telecommunications services are provided urban main station service is furnished without mileage or zone charges.

~~(3)~~(4) "BUSY HOUR" ~~The~~ means the clock hour of the average day of the busy season during which the greatest volume of traffic is handled in the central office.

~~(4)~~(5) "BUSY SEASON" ~~That~~ means that period of the year during which the greatest volume of traffic is handled in the central office.

~~(5)~~(6) "CALLS" means ~~customers'~~ telephone telecommunications messages attempted.

~~(6)~~(7) "CLASS OF SERVICE" ~~The~~ means the various categories of services generally available to customers, such as business or residence.

~~(7)~~(8) "CENTRAL OFFICE" A means a switching unit, in a telephone telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting subscriber lines and trunks or trunks only. There may be more than one central office in a building.

~~(8)~~(9) "COMMISSION" ~~The public service commission of wisconsin.~~ has the meaning set forth in s. 196.01, Stats.

~~(9)~~(10) "CUSTOMER OR SUBSCRIBER" ~~Any person~~ means any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., provided with telephone telecommunications service by any telephone telecommunications utility.

~~(10)~~(11) "CUSTOMER TROUBLE REPORT" ~~Any~~ means any oral or written report from a subscriber or user of telephone telecommunications service relating to a physical defect or to difficulty or dissatisfaction with the operation of telephone telecommunications facilities.

~~(11)~~ (12) "EXCHANGE" A means a unit established by a telephone telecommunications utility for the administration of telephone telecommunications service in a specified area which usually embraces a city, town, or village and its environs. It

consists of one or more central offices, remote switching units, or pair gain devices or both together with associated plant used in furnishing ~~communication~~ telecommunications service in that area.

~~(12) "FARMER LINE" - See Service Line.~~

(13) "GRADE OF SERVICE" means: (a) The type of service furnished ~~a customer~~ with respect to the number of customers receiving telecommunications services from an individual central office access line office line, main telephones which may be connected to a central office line. (1-party, 2-party, and 4-party, and multi-party.).

(b) A measurement of the busy hour traffic capacity of a trunk group stated in terms of the ratio of the number of calls encountering an all-trunk-busy condition to the total number of calls presented to the group during the busy hour. (E.G. A grade of service of $P=.03$ means that 3% of the busy hour calls presented to the group encountered an all-trunk-busy condition.)

(14) "HELD APPLICATION" A means a firm but unfilled application for new service or different class or grade of service which is not filled within 30 days.

(15) "LINE FILL" ~~The~~ means the number of parties customers served on a an telephone access line such as 1-party, 2-party, or 4-party, etc. .

(16) "MESSAGE" A means a completed customer telephone telecommunications call.

(17) "Network Interface Device (N.I.D.)" means a device that provides a discernible point of demarcation and interconnection between customer-provided facilities and the telecommunications utility network.

~~(17)~~ (18) "OUTSIDE PLANT" ~~The~~ means the telephone telecommunications equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-ways between the central office and customer locations or between central offices.

~~(18)~~ (19) "REGRADE" ~~An~~ means an application for a different, usually better, grade of service.

~~(19)~~ (20) "SERVICE LINE" ~~These~~ means those facilities owned and maintained by a customer or group of customers that constitute a public utility whose lines are connected with the facilities of another telephone telecommunications utility for telephone telecommunications service. Service line is also

sometimes referred to as "SWITCHED LINE~~-, ,~~" or roadway company, or farmer line.

~~(20) "SUBSCRIBER LINE" - The wires or channels used to connect the telephone equipment at the subscriber's premises with the central office.~~

~~(21) "SWITCHING SERVICE" - Switching performed for service lines.~~

~~(22) (21) "TELEPHONE TELECOMMUNICATIONS SERVICE" All telephone service provided by telephone utilities including regular subscriber services, leased lines, teletypewriter, data transmission, etc. has the meaning set forth in s. 196.01, Stats.~~

~~(23) (22) "TELEPHONE TELECOMMUNICATIONS UTILITY" Any person, firm, partnership, cooperative organization or corporation engaged in the furnishing of telephone service to the public under the jurisdiction of the commission. has the meaning set forth in s. 196.01, Stats.~~

~~(24) (23) "TOLL CONNECTING TRUNKS" A means a general classification of trunks carrying toll traffic and ordinarily extending between a local office and a toll office.~~

~~(25) "TOLL STATION" A telephone connected to a toll line installed for the purpose of furnishing message toll service.~~

Section 4: PSC 165.033 is amended to read:

PSC 165.033 Exchange area boundaries. Each ~~telephone~~ telecommunications utility ~~may~~ shall file exchange area boundary maps in compliance with ch. PSC 166.

Section 5: PSC 165.034 is amended to read:

PSC 165.034 Utility accidents and interruptions. Each ~~telephone~~ telecommunications utility shall observe the requirements of ch. PSC 104, with respect to recording and reporting utility accidents and interruptions.

Section 6: PSC 165.043(2) and (4) are amended to read:

PSC 165.043(2) Each ~~telephone~~ telecommunications utility, for every exchange in which it serves, shall provide in the respective telephone directories a telephone listing for repair service by which the utility can be notified at no charge during a 24-hour day of any utility service deficiency or emergency which may exist.

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

(b) Applicants shall be informed of ~~the number of~~ the basic exchange services that are available and given a description of the general service types. The ~~telephone~~ telecommunications utility shall inform the customer of the range of monthly rates which applies to these services and, if either the high-rated or low-rated service is a measured (~~limited~~ service), of the call allowance and charge for additional usage associated with such service. The monthly rates which are quoted for basic services shall be without inclusion of rates for any additional, optional service features.

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

Section 7: PSC 165.05(1) and (2) is amended to read:

PSC 165.05(1) (a) The type of long distance ~~telephone~~ call. This information will specify whether the call is operator-assisted, direct-dialed, third-number billed, credit card, collect, or any other type.

(b) The class of long distance ~~telephone~~ call. This information will specify whether the call is person-to-person or station-to-station.

(c) All long distance ~~telephone~~ call bills will include the following information.

6. The month and date on which the ~~telephone~~ call was placed.

(2) In the event the customer's service is interrupted otherwise than by the negligence or willful act of the customer and it remains out of order for a substantial period of time after being reported or found to be out of order, appropriate adjustments or refunds shall be made to the customer. The refund to the customer shall be the pro rata part of the month's charge for the period of days that the portion of the service and facilities are rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for ~~telephone~~ telecommunications service.

Section 8: PSC 165.051(1)(a) is amended to read:

PSC 165.051(1)(a) Has an outstanding account balance with any Wisconsin ~~telephone~~ telecommunications utility which accrued

within the last 6 years, and at the time of the request for service remains outstanding, and not in dispute, or

Section 9: PSC 165.051(8) is amended to read:

PSC 165.051(8) REFUND OF DEPOSIT. Any deposit or portion thereof refunded to a customer shall be refunded by check unless both the customer and the utility agree to a credit on the regular billing, or unless sub. ~~(8)~~ (6) applies.

Section 10: PSC 165.052(1)(a), (d) and (7) are amended to read:

PSC 165.052 Disconnection and Refusal of Service. (1) GENERAL RULES. (a) A ~~telephone~~ telecommunications utility service bill for purposes of these rules concerning disconnection and refusal of service is considered a delinquent account one day after issuance.

PSC 165.052(1)(d) If a disputed issue cannot be resolved pursuant to s. PSC ~~165.0525(1)~~, 165.0535(1), the utility shall inform the customer of the right to contact the public service commission.

(7) DISCONNECTION PROHIBITED ON CERTAIN DAYS. Service shall not be disconnected on a day, or on a day immediately

preceding a day, when the business offices of the utility are not available to the public for the purpose of transacting all business matters unless the utility provides personnel which are readily available to the customer 24 hours per day to evaluate, negotiate or otherwise consider the customer's objection to the disconnection as provided under s. PSC ~~165.0525~~ 165.0535, and proper service personnel are readily available to restore service 24 hours per day.

Section 11: PSC 165.053(1) is amended to read:

PSC 165.053 Customer complaints. (1) Each ~~telephone~~ telecommunications utility shall make a full and prompt investigation of all types of complaints made by its customers, either directly to it or through the commission. A record shall be kept of all pertinent facts related to the complaint.

Section 12: PSC 165.054 is amended to read:

PSC 165.054 Held applications. (1) Each ~~telephone~~ telecommunications 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.

Section 13: PSC 165.055(1) is amended to read:

PSC 165.055 Directories. (1) Exchange alphabetical telephone directories shall be made available to customers without charge for each local ~~main station and extension~~ switched access line service. 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.

Section 14: PSC 165.055(3) is amended to read:

(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.

Section 15: PSC 165.06 is amended to read:

PSC 165.06 Construction. Construction of ~~telephone~~ telecommunications 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~~ telecommunications plant will be those designed for the purpose.

Section 16: PSC 165.061(1) is amended to read:

PSC 165.061 Maintenance of plant and equipment. (1) Each ~~telephone~~ telecommunications 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.

section 17: PSC 165.062 is amended to read:

PSC 165.062 Line fills. (1) ~~Within the base rate area, no~~ 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.~~

~~(d) Where other circumstances, outside the control of the utility, cause compliance with the requirement to become unreasonable. The telephone utility may regroup customers in such a manner as may be necessary to carry out the provision of this rule. Upon completion or delay in the meeting of this requirement a report to that effect shall be filed with the commission.~~

Section 18: PSC 165.063 is amended to read:

PSC 165.063 Central Office Equipment. Telephone ~~Telecommunications~~ utilities providing new dial central offices shall provide as a minimum:

(1) Full selective ringing on all 2-party and 4-party lines, ~~and semi-selective ringing on multi-party (8 parties) lines. Exceptions to this requirement may be made with the approval of the commission, but in no case shall any new dial central offices installed after January 1, 1971 provide less than full selective ringing on 2-party and 4-party lines.~~

~~(a) On 1- and 2-party lines the ringing period shall be no greater than 2 seconds or less than 1 second, the silent period shall be no less than 4 seconds and no greater than 5 seconds.~~

~~(b) On 4- and multi-party lines the ringing period shall be no greater than 3 seconds or less than 1 second, the silent period shall be no less than 3 seconds and no greater than 5 seconds.~~

(4) Metering or recording of trunk ~~groups~~, group data to measure peg count (PC) and overflow (OF) or peg count (PC) and all trunks busy (ATB), or to measure usage.

~~(5) Arrangement for connection of traffic recording devices to measure usage. This is not to be construed as meaning that special equipment is required, the attachment of portable equipment by means of cables or leads to suitable access points will be considered as meeting the requirements of this section.~~

~~(6) From a service and operating cost standpoint terminal per station equipment is the most desirable. Justification for installing terminal per line equipment is required by the commission.~~

~~(7) Justification for including any local conversation timing equipment is required.~~

Section 19: PSC 165.064 is amended to read:

Section 165.064 ~~Local switching service.~~ Effective with the adoption of these rules, telephone telecommunications utilities shall not provide ~~additional local switching~~ interconnection service ~~to lines of other telephone utilities~~ which ~~do~~ does not

meet the technical criteria of these rules or orders of the commission.

Section 20: PSC 165.065 is amended to read:

PSC 165.065 Emergency operation. (1) Each ~~telephone~~ telecommunications utility shall make reasonable provision to meet emergencies resulting from national security requirements, failures of lighting or power service, sudden and prolonged increases in traffic, illness of ~~operators~~ personnel, or from fire, storm, or similar emergencies, and each ~~telephone~~ telecommunications utility shall inform employes as to procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of ~~telephone~~ telecommunications service.

(2) It is essential that all central offices and remote switching units have reasonably adequate provision for emergency power. For offices or remote switching units without installed emergency power facilities, there shall be a mobile power unit available which can be delivered on reasonably short notice, and which can be readily connected. ~~All telephone utilities shall comply with this requirement by January 1, 1969.~~

Section 21: PSC 165.07 is amended to read:

PSC 165.07 Provision for testing. Each ~~telephone~~ telecommunications utility shall provide or have access to test facilities which will enable it to determine the operating and transmission capabilities of circuit and switching equipment, either for routine maintenance or for fault location.

Section 22: PSC 165.071(1) is amended to read:

PSC 165.071 Meter and recording equipment test facilities.
(1) Each utility furnishing ~~telephone~~ telecommunications service, where local exchange billing is based on the number and/or duration of messages, shall provide the necessary facilities, instruments, and equipment for testing its metering and recording equipment. Any utility may be exempted from this requirement by the commission, provided that satisfactory arrangements are made for test of its meters and recording equipment by another utility or approved ~~agency~~ organization.

Section 23: PSC 165.072(1) is amended to read:

(1) For message rate service, where timing of length of message is not involved, the meter and/or recording device shall show accurately the number of completed messages sent by the ~~station~~ access line which it is measuring.

Section 24: PSC 165.072(2) is amended to read:

PSC 165.072 (2) For message rate and/or toll service when in addition to recording the number of messages ~~calls~~ it is necessary to time the ~~calls~~ messages, the meter and/or recording device shall show accurately the number of ~~calls~~ messages and the connected time (for person-to-person ~~calls~~ messages, conversation time) involved in each ~~call~~ message ~~and the station making such call~~ made on the access line being measured.

Section 25: PSC 165.073 is amended to read:

PSC 165.073 Initial test. Every ~~telephone~~ telecommunications meter and/or recording device shall be tested prior to its installation, either by the utility or an approved organization equipped for such testing.

Section 26. PSC 165.078 is amended to read:

PSC 165.078 Test records. ~~A record of malfunctions of meter and/or recording equipment as found on tests made at the time of assignment or on a periodic sampling basis shall be recorded. Such record shall include the identifying number of the meter and/or recording device, its type, the date and kind of test, and the results as found in each test. The retention period of such records shall be 2 years~~ A record of malfunctions

associated with incorrect ticketing information shall be maintained for 2 years. Such record shall include date and time of outage, number of messages lost, estimated dollar value lost, and explanation of problem including an identification of the piece of equipment that failed.

Section 27: PSC 165.08(3) is amended to read:

(3) Each ~~telephone~~ telecommunications utility shall insure access to operator services for all exchanges operated during the 24 hours of the day.

Section 28: PSC 165.08(5) is amended to read:

PSC 165.08(5) Local service furnished by means of line concentrator, remote switching unit, or subscriber carrier equipment at a given ~~exchange~~ central office shall be substantially equivalent to that furnished other subscribers at that ~~exchange~~ central office served by means of normal physical loops.

Section 29: PSC 165.081(1) to (5) is amended to read:

PSC 165.081 Basic utility obligations. (1) Each ~~telephone~~ telecommunications utility shall provide ~~telephone~~ telecommunications 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 Telecommunications Service."

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

(3) Each ~~telephone~~ telecommunications 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~~ telecommunications 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~~ telecommunications utility is generally operated in conjunction with any other enterprise, suitable records shall be maintained so that the results of the

telephone telecommunications operation may be determined upon reasonable notice and request by the commission.

Section 30: PSC 165.082 is amended to read:

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

(2) Telephone Telecommunications 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 telecommunications 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~~ telecommunications 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.

Section 31: PSC 165.083 (intro) is amended to read:

PSC 165.083 Answering Time Objectives. Sufficient forces and equipment ~~should shall~~ be maintained ~~at all attended offices~~ to attain the following average daily answer performance objectives:

Section 32. PSC 165.083(6) is amended to read:

(6) ~~Answering time recorders shall be installed or~~ Appropriate equipment from which adequate service observing measurement be established can be compiled shall be installed in all toll centers. ~~and higher rank offices~~

Section 33: PSC 165.084 is amended to read:

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

(a) Dial tone speed - ~~95%~~ 98% within 3 seconds.

(b) Intraoffice trunking shall be designed so that ~~96%~~ 97% 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.

Section 34: PSC 165.085 is amended to read:

PSC 165.085 Interoffice trunks. Quantities of local interoffice trunks between central offices in multioffice exchanges and toll connecting ~~trunk~~ trunks 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%~~ 97%.

Section 35: PSC 165.086 is amended to read:

PSC 165.086 Transmission requirements. ~~Telephone~~ Telecommunications 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 decibels ~~db~~ dB, or the noise exceeds the stated objectives by more than 10 ~~db~~ dB, such cases of excess loss or noise shall be considered as troubles requiring ~~correction~~ immediate action.

Section 36: PSC 165.087 is repealed and recreated to read:

PSC 165.087 Minimum transmission objectives. (1)

Definitions: In this section:

(a) Noise as referenced herein means noise expressed in dB above reference noises with standard "C" message weighting, i.e., $0dBrnC = -90$ dBm.

(b) Reference noise means noise which is minus 90 dBm referred to one milliwatt.

(c) dBm0 means the signal power expressed in dB referred to or measured at zero transmission level point or zero relative transmission level, i.e., $0dBrn0$.

(d) dBnrC is also defined as $dBrnC0$ minus expected measured loss, e.g., a noise objective of 36 $dBrnC0$ with an expected

measured loss of 6 dB will have a noise objective of 30 dBrnC and a maximum noise of 40 dBrnC.

(e) Transmission loss as set forth herein means the loss that occurs in a telecommunications connection, measured in decibels (dB) at 1004 Hertz, exclusive of test pads, impedance matching coils used for measurement, and similar devices.

(2) Subscriber lines

(a) The transmission objectives set forth herein are based upon measurements at the subscriber's Network Interface Device with customer inside wire and customer premise equipment disconnected.

(b) A subscriber line shall, in general, have a loop resistance not exceeding the operating design of the associated central office equipment. Amplifiers and long line adapters may be used to extend the central office equipment design limits; however, the objectives of these rules must still be met.

(c) The maximum transmission loss objective of any one subscriber loop shall be 8.5 dB dialed to the serving central office milliwatt tone supply. Subscribers' loops with losses in excess of 12.5 dB shall be considered as troubles requiring immediate action.

(d) The maximum noise objective for subscribers' lines shall be 25 dBrnC. Subscribers' lines with noise in excess of 35 dBrnC shall be considered as troubles requiring immediate action.

(3) Trunks

(a) The maximum overall transmission loss objective, including the loss of terminating equipment on local interoffice and toll trunks shall be 6 dB. Local interoffice and toll trunks with losses in excess of 10 dB shall be considered as troubles requiring immediate action.

(b) The maximum noise objective for trunks, with both terminals located in Wisconsin, shall be 36 dBrnC0. Noise in excess of 46 dBrnC0 shall be considered as troubles requiring immediate action.

Section 37: PSC 165.088 is amended as follows:

PSC 165.088 PUBLIC ~~AND MOBILE~~ TELEPHONE SERVICE. ~~(1)~~ In each incorporated municipality served by the utility and where public convenience requires it the ~~telephone~~ telecommunications utility shall supply at least one public pay station that will be available to the public on a 24-hour basis.

~~(2) A telephone utility providing mobile telephone service may furnish such service to a mobile unit in a vehicle only if the vehicle is principally garaged at an address located within the effective coverage area of the utility's base station and, if such address is located within the exchange area boundaries of another telephone utility, only with the written consent of that other telephone utility, or as approved by the commission. The foregoing provisions do not preclude a telephone utility from furnishing the mobile service customarily furnished by the utility to a roaming mobile unit which is a subscriber to another telephone utility's mobile service.~~

Section 38: PSC 165.089(1) to (7) is renumbered (2) to (8) and PSC 165.089(1) is created to read:

PSC 165.089 Interruptions of service.

(1) Definitions: In this section:

(a) "Out-of-service" means that a customer cannot originate, complete or receive calls for an interval greater than 30 seconds.

(b) "Substantial number of its customers means the smaller of 25% or 1,000 of the office local loop access lines.

(2) Each telephone telecommunications utility shall make all reasonable efforts to prevent interruptions of service. When

routine interruptions occur, the utility shall re-establish service as soon as possible consistent with the customer's needs. The minimum objective ~~should~~ shall be to clear 95% of all routine out-of-service troubles within 24 hours of the time such troubles are reported.

(3) When major interruptions occur, the utility shall proceed promptly to re-establish service within a reasonable period of time consistent with the physical conditions encountered and available work forces.

(4) Each ~~telephone~~ telecommunications utility ~~shall inform the commission as soon as possible, of any occurrence of an unusual nature which apparently will result in prolonged and serious interruption of service to a large number of customers.~~ This supplements but does not preempt the requirements of ch. PSC 104. shall report promptly to the commission a specific occurrence or development that disrupts local and/or toll service of a substantial number of its customers for a time period in excess of one hour, or which may impair the utility's ability to furnish service to a substantial number of customers.

(5) Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear trouble of an emergency nature at all hours, consistent with the bona fide needs of the customer and personal safety of utility personnel.

(6) Repair service shall be available daily, including Sunday, to all customers in the case of a service interruption to ~~any main station telephone.~~

(7) Each ~~telephone~~ telecommunications utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, the date and time of trouble clearance or other disposition and identification of the employe making final disposition. This record shall be available to the commission or its authorized representatives upon request at any time within the period prescribed for retention of such records.

(8) It shall be the objective to so maintain service that the average rate of all customer trouble reports attributable to regulated utility plant and operations in an exchange is no greater than ~~10~~ 5 per 100 ~~telephones~~ access lines per month.

Section 39: PSC 165.092 is repealed.

Section 40: PSC 165.10(2) (intro) is amended to read:

(2) A ~~telephone~~ telecommunications utility may engage in nonutility merchandising activities by filing a notification with

the commission of the utility's intention to merchandise. The notification shall be in the form of a letter and tariff filing.

Section 41: PSC 165.10(4) is amended to read:

(4) If a ~~telephone~~ telecommunications utility proposes the exclusive nonutility merchandising of a service or product being provided under tariff, the commission shall treat the filing as a proposal for abandonment of service pursuant to s. 196.81, Stats. (See also s. PSC 2.71).

REGULATORY FLEXIBILITY ANALYSIS

There will be no fiscal impact of these rules on state or local units of government, or on small businesses.

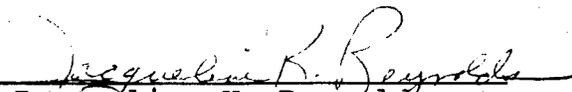
EFFECTIVE DATE

These rules have been forwarded to the legislature for review pursuant to s. 227.19(2), Stats. They will take effect on

the first day of the month following publication in the Wisconsin Administrative Register, as provided in s. 227.22(2), Stats.

Dated at Madison, Wisconsin, October 15, 1991

By the Commission.



Jacqueline K. Reynolds
Secretary to the Commission

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