

## Chapter PSC 165

## STANDARDS FOR TELECOMMUNICATIONS SERVICE

PSC 165.01 General.  
 PSC 165.02 Definitions.  
 PSC 165.032 Schedules to be filed with the commission.

PSC 165.033 Exchange area boundaries.  
 PSC 165.065 Emergency operation.

**History:** Chapter PSC 165 as it existed on October 31, 1968 was repealed and a new chapter PSC 165 was created effective November 1, 1968.

**PSC 165.01 General.** (2) The rules making up ch. PSC 165 are designed to effectuate and implement, in part, commission responsibilities and jurisdiction in ss. 196.016, 196.03, 196.04, 196.191, 196.199, and 196.50 (2) (b), (c), (f), and (g), Stats., and parts of other sections of Wisconsin statutes.

(3) The requirements of ch. PSC 165 shall be observed by all 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.

(4) The manner of enforcing the rules in ch. PSC 165 is prescribed in s. 196.66, Stats., and such other means as provided in statutory sections administered by the public service commission.

(5) In case of emergency, where public interest requires immediate action without waiting for compliance with the specific terms of these rules, the rules shall not prevent immediate corrective action by the utility, which action, however, shall be subject to review by the public service commission.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; am. Register, December, 1991, No. 432, eff. 1-1-92; CR 06-046: r. (1) Register April 2007 No. 616, eff. 5-1-07; correction in (2) made under s. 13.93 (2m) (b) 7., Stats., Register April 2007 No. 616; CR 13-025: am. (2) Register January 2014 No. 697, eff. 2-1-14.

**PSC 165.02 Definitions.** In this chapter:

(7) "Class of service" means the various categories of services generally available to customers, such as business or residence.

(9) "Commission" has the meaning set forth in s. 196.01, Stats.

(10) "Customer or subscriber" means any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc., provided with telecommunications service by any telecommunications utility.

(12) "Exchange" means a unit established by a telecommunications utility for the administration of 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 telecommunications service in that area.

(21) "Telecommunications service" has the meaning set forth in s. 196.01, Stats.

(22) "Telecommunications utility" has the meaning set forth in s. 196.01, Stats.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; am. (intro.), (13) to (16), r. (12), (20), (21) and (25), renum. (1) to (11), (17) to (19), (22) to (24) to be (2) to (12), (18) to (23) and am., cr. (1) and (17), Register, December, 1991, No. 432, eff. 1-1-92; CR 13-025: r. (1) to (6), (8), (11), (13) to (20), (23) Register January 2014 No. 697, eff. 2-1-14.

**PSC 165.032 Schedules to be filed with the commission.** The provisions of the schedules of rates and rules filed with the commission and comprising the filed tariff of the utility shall be definite and so worded as to minimize ambiguity or the possibility of misinterpretation, and may include, together with such other information as may be deemed pertinent, any of the following subjects:

(1) A list of the exchanges and a tabulation of the rates and charges for local exchange service at those exchanges.

(2) A map of each exchange showing any applicable rate areas within the exchange.

(3) A tabulation of the extended-area service furnished.

(4) Definitions of classes of service.

(5) Rules for extending service to new customers indicating what portion of the line extension or the cost thereof will be furnished by the utility.

(6) Rules governing the establishment or re-establishment of service including credit requirements.

(7) Rules governing the procedure followed in disconnecting and reconnecting service.

(8) Rules governing foreign exchange service (where offered) and other service offerings together with the corresponding rates and charges.

(9) Rules governing the billing procedures and payment requirements.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; CR 13-025: am. (intro.), (2), (6), (7), (9) Register January 2014 No. 697, eff. 2-1-14.

**PSC 165.033 Exchange area boundaries.** (1) For purposes of its statewide telecommunications utility certification under s. 196.50 (2), Stats., a telecommunications utility shall file accurate exchange area boundary maps depicting each specific obliged-to-serve geographical area in which it offers a local exchange service, as defined in s. 196.219 (1) (b), Stats. Except as provided in sub. (2), the commission shall use the exchange area boundaries designated by the maps on file with it on June 9, 2011, to assist in the following activities:

(a) Administration of numbering resources and federal local number portability requirements by determining rate center boundaries.

(b) Designation of eligible telecommunications carriers by determining wire center boundaries to the extent feasible.

(2) Where multiple rate centers or wire centers existed within an exchange on June 9, 2011, the commission shall use the rate centers or wire centers existing on that date to assist its activities identified in subs. (1) (a) and (b).

**Note:** Identification of the use of exchange boundary maps is not intended to delimit the entire scope of commission activities in its administration of numbering resources and federal local number portability requirements or in its designation of eligible telecommunications carriers.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; am. Register, December, 1991, No. 432, eff. 1-1-92; CR 13-025: am. Register January 2014 No. 697, eff. 2-1-14.

**PSC 165.065 Emergency operation.** Each 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 personnel, or from fire, storm, or similar emergencies.

**History:** Cr. Register, October, 1968, No. 154, eff. 11-1-68; am. Register, December, 1991, No. 432, eff. 1-1-92; **CR 13-025: am. (1), r. (2) Register January 2014 No. 697, eff. 2-1-14.**