

shall any telephone utility employ 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 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.

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 recr. (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 section PSC 165.087

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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, or the noise exceeds the stated objectives by more than 10 db, such cases of excess loss or noise shall be considered as troubles requiring correction.

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

PSC 165.087 Minimum transmission objectives. (1) The transmission objectives set forth herein are based upon the use of standard telephone sets connected to a 48-Volt dial central office. This does not preclude future designs based on new instruments or voltages other than 48 Volts, provided that equivalent or better transmission is obtained.

(2) Transmission loss as set forth herein means the loss that occurs in a telephone connection, measured in decibels (db) at 1000 cycles per second, exclusive of test pads, impedance matching coils used for measurement, and similar devices.

(3) 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.

(4) The maximum transmission loss objective of any one subscriber loop shall be 10 db. Subscribers' loops with losses in excess of 14 db shall be considered as troubles requiring correction. The maximum transmission loss objective between any two subscribers on separate lines in the same central office shall be 21 db.

(5) The maximum overall transmission loss objective, including the loss of terminating equipment on local interoffice trunks shall be 7 db. Local interoffice trunks with losses in excess of 11 db shall be considered as troubles requiring correction.

(6) The maximum overall transmission loss objective, including the loss of terminating equipment, for toll terminating trunks shall be 4 db. Toll terminating trunks with losses in excess of 8 db shall be considered as troubles requiring correction. The maximum loss objective of intertoll trunks shall be consistent with the requirements of a nationwide switching plan.

(7) Noise, as set forth herein means noise expressed in db above reference level, with standard message weighting (db RN) at applicable circuit impedances. Reference level is defined as -90 dbm (minus 90 decibels referred to one milliwatt).

(8) The maximum noise objective for subscribers' lines shall be 30 db RN. Subscribers' lines with noise in excess of 40 db RN shall be considered as troubles requiring correction.

(9) The maximum noise objective for trunks, with both terminals located in Wisconsin, shall be as follows:

(a) Trunks of 50 miles or less in length, 32 db RN.

(b) Trunks between 50 and 100 miles in length, 36 db RN.

(c) Trunks exceeding 100 miles in length, 40 db RN. Trunks with noise that exceed these values by more than 10 db shall be considered as troubles, requiring correction.

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

PSC 165.088 Public and mobile telephone service. (1) In each incorporated municipality served by the utility and where public conveni-
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