

## Chapter PSC 165

## STANDARDS FOR TELEPHONE SERVICE

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**History:** Chapter PSC 165 as it existed on October 31, 1968 was repealed and a new chapter PSC 165 was created effective November 1, 1968.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.** (1) Chapter PSC 165 of the public service commission's departmental rules is part of the Wisconsin Administrative Code and constitutes a general order of the public service commission, the issuance of which is authorized by ss. 227.014, 196.02, 196.06, 196.10, 196.12, 196.15, 196.16, 196.17, 196.19, Stats.

(2) The rules making up ch. PSC 165 are designed to effectuate and implement ss. 196.02, 196.03, 196.06, 196.10, 196.12, 196.15, 196.16, 196.17, 196.19, 196.21, 196.22, 196.60, 196.62, 196.625, 196.72 and parts of other sections of the Wisconsin statutes.

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

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

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

(2) "BASE RATE AREA"—The area in which urban main station service is furnished without mileage charges.

(3) "BUSY HOUR"—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) "BUSY SEASON"—That period of the year during which the greatest volume of traffic is handled in the central office.

(5) "CALLS"—Customers' telephone messages attempted.

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

(7) "CENTRAL OFFICE"—A switching unit, in a telephone 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) "COMMISSION"—The public service commission of Wisconsin.

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

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

(11) "EXCHANGE"—A unit established by a telephone utility for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with associated plant used in furnishing communication service in that area.

(12) "FARMER LINE"—See SERVICE LINE.

(13) "GRADE OF SERVICE"—(a) The type of service furnished a customer with respect to the number of main telephones which may be connected to a central office line. (1-party, 2-party, 4-party, and multi-party.)

the utility to a roaming mobile unit which is a subscriber to another telephone utility's mobile service.

**History:** Cr. Register, October, 1968, No. 164, eff. 11-1-68.

**PSC 165.089 Interruptions of service.** (1) Each telephone 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 be to clear 95% of all routine out-of-service troubles within 24 hours of the time such troubles are reported.

(2) 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.

(3) Each telephone 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.

(4) 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.

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

(6) Each telephone 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.

(7) It shall be the objective to so maintain service that the average rate of all customer trouble reports in an exchange is no greater than 10 per 100 telephones per month.

**History:** Cr. Register, October, 1968, No. 164, eff. 11-1-68.

**PSC 165.09 Protective measures.** (1) Each utility shall exercise reasonable care to reduce the hazards to which its employes, its customers, and the general public may be subjected.

(2) The utility shall give reasonable assistance to the commission in the investigation of the cause of accidents and the determination of suitable means of preventing accidents.

(3) Each utility shall maintain a summary of all reportable accidents and interruptions arising from its operations as provided in ch. PSC 104.

**History:** Cr. Register, October, 1968, No. 164, eff. 11-1-68.

Register, June, 1982, No. 318

**PSC 165.091 Safety program.** Each utility shall adopt and execute a safety program, fitted to the size and type of its operations. As a minimum, the safety program should:

(1) Require employes to use suitable tools and equipment in order that they may perform their work in a safe manner.

(2) Instruct employes in safe methods of performing their work.

(3) Instruct employes who, in the course of their work are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

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

**PSC 165.092 Sales of in-place inside wire.** In-place inside wire and related materials may be sold by the telephone utility upon customer request. Utilities that choose to make such sales shall file appropriate tariffs with the commission indicating the conditions of sale and the methodology of sales price determinations. Utilities may make sales to any customers consistent with applicable federal communications commission regulations.

**History:** Cr. Register, December, 1980, No. 300, eff. 1-1-81.

**PSC 165.10 Nonutility merchandising activities.** (1) "Nonutility merchandising activities" means the sale or lease of equipment or services under terms which are not regulated by the public service commission.

(2) A telephone 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.

(a) The letter shall include:

1. A statement of need for such activity.

2. A statement agreeing that nonutility merchandising activities, direct sales or lease, shall be accounted for under the commission's approved uniform system of accounts.

(b) The tariff shall include:

1. An identification of the services or equipment to be merchandised.

2. An identification of the geographic area in which the services or equipment will be merchandised.

(3) The commission may set the filing for investigation and hearing at any time if it believes the public interest may be harmed by the nonutility merchandising activities because of potential abuses such as price discrimination, anti-competitive behavior, service deterioration or cross-subsidy from regulated services.

(4) If a telephone 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, Wis. Adm. Code).

**History:** Cr. Register, June, 1982, No. 318, eff. 7-1-82.

Register, June, 1982, No. 318