

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY'S)
REQUEST FOR DEVIATION FROM REGULATION)
KAR 5:061, SECTION 11(1) AND (2) AND) CASE NO. 9568
SECTION 28(4) PURSUANT TO KAR 807)
5:061, SECTION 31)

O R D E R

In the above mentioned case, South Central Bell Telephone Company ("SCB") has requested a deviation from 807 KAR 5:061, Sections 28(4) and 11(1) and (2).

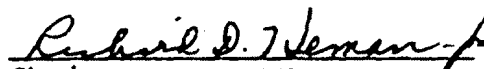
The Commission finds that the SCB PSC Service Objectives Reports for the periods January-December 1985 (pages 1 and 2) (Appendix A) and January-May 1986 (pages 1 and 2) (Appendix B) should be entered into the record in this case. In support of its finding the Commission states that the information contained in the above said documents is highly relevant in review of this case as it contains SCB's prior performance with regard to the above mentioned regulations.

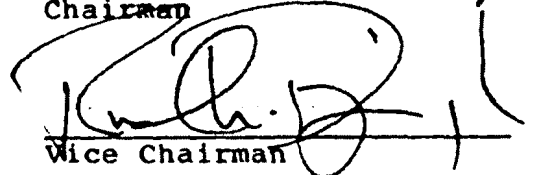
IT IS THEREFORE ORDERED that:

1. Appendix A and B to this Order be entered into the case file of Case No. 9568.

Done at Frankfort, Kentucky, this 7th day of July, 1986.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Secretary

APPENDIX A

PSC Service Objectives Report

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<u>Section of Regulation</u>	<u>Jan.</u>	<u>Feb.</u>	<u>Mar.</u>	<u>Apr.</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug.</u>	<u>Sept.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>	<u>Objective</u>
16(2)	Percent of Telephone Calls Completed without Encountering an Equipment or All Trunks Busy Condition within the Local Dialing Area (Including Busy Season-Busy Hour). 95												
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	100
East Louisville	100	100	100	100	100	100	100	100	100	100	100	100	100
West Louisville	100	100	100	100	100	100	100	100	100	100	100	100	100
19	Percent of Telephone Calls Offered to Toll Connecting or Interexchange Trunks without Encountering an All Trunks Busy Condition. 97												
Kentucky	100	99	99	99	99	99	100	99	99	99			97
25(2)	Percent of Calls to Repair Service Answered within Twenty (20) Seconds 90												
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	100
28(4)	Percent of Out-of-Service Troubles, Not Requiring Unusual Repair Such as Cable Failures, Cleared within Twenty-four (24) Hours of Reporting Unless Customer Specifically Requests a Later Time. 95												
Kentucky	86	87	88	82	85	76	75	74	74	77	73	84	84
Louisville	84	85	86	78	82	66	66	68	70	75	73	83	83
Frankfort	87	86	86	84	83	71	71	70	71	76	66	86	86
Winchester	90	86	91	90	91	89	83	83	76	79	76	83	83
Owensboro	83	85	86	79	83	80	79	71	70	73	72	83	83
Paducah	87	92	91	88	87	86	83	83	82	83	77	88	88

APPENDIX B

SOUTH CENTRAL BELL TELEPHONE COMPANY
 1986 PSC Service Objectives Report
 Pursuant to 807 KAR 5:061 R, Section 3 (30)

Section of
Regulation Jan. Feb. Mar. Apr. May June July Aug. Sept. Oct. Nov. Dec. Objective

11 (1 & 2) Percent of Requests for Regular Service and Regrades Fulfilled within 0-2 Days and 3-7 Days of Receipt Unless Applicant Specifically Requests a Later Date. 90

Kentucky	58 88	52 88	57 89	56 87	56 86								
Louisville	62 90	52 88	57 90	57 88	55 86								
Frankfort	51 86	43 83	53 88	52 85	50 85								
Winchester	50 85	50 89	56 88	49 83	55 86								
Owensboro	60 85	56 89	58 89	57 86	61 89								
Paducah	61 92	57 91	62 91	58 91	59 86								

11(6) Percent of All Commitments Made for Provision of Service Which Are Met, Except for Customer Caused Delays and Acts of God. 94

Kentucky	98	98	98	98	98								
Louisville	98	97	97	97	98								
Frankfort	95	96	97	96	97								
Winchester	100	100	99	99	99								
Owensboro	96	96	97	97	97								
Paducah	100	99	99	99	99								

16(1) Percent of Telephone Calls Receiving Dial Tone within Three (3) Seconds (Including Busy Season-Busy Hour). 95

Kentucky	100	100	100	100	100								
East	100	100	100	100	100								
Louisville	100	100	100	100	100								
West	100	100	100	100	100								

