

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

INVESTIGATION OF PROGRAMS TO FURTHER) ADMINISTRATIVE
THE GOAL OF UNIVERSAL TELEPHONE SERVICE) CASE NO. 312

O R D E R

On March 14, 1988, the Public Service Commission ("Commission") issued an Order in this case directing the Local Exchange Carriers ("LECs") to collect the data identified in Appendix A (attached) from applicants for Link-Up service.

On April 8, 1988, GTE South Incorporated ("GTE") filed a Petition for Modification of the March 14, 1988, Order. The Petition states that the only feasible approach in collecting this information is through direct contact with the customer which is "exceedingly time consuming and cumbersome."¹ GTE objects to manually tallying and compiling the information for dissemination to the Commission.² It also states that its experience with West Virginia customers indicates a reluctance to answer such questions.³ In addition, GTE questions the reliability of the information.

GTE indicates that collecting data on disconnection of Link-Up customers will require development of a specific software

¹ GTE Petition for Modification, dated April 8, 1988, page 2.

² Ibid.

³ Ibid.

program and that the cost to develop and implement this computer program outweighs any benefit to be obtained.⁴ GTE suggests that this information could more easily be obtained from the Cabinet for Human Resources ("CHR").

After careful consideration of GTE's objections to collecting data from Link-Up participants, the Commission is of the opinion that the Petition for Modification should be denied. As stated in the March 14, 1988, Order, the Commission has decided to defer a decision on Lifeline service for one year.⁵ That Order further states that deferring a decision for one year will provide the Commission and the LECs the opportunity to gather information on the impact of the Link-Up Kentucky program on universal service and to better assess the need for Lifeline service.⁶

In the Commission's opinion, GTE has to have an initial contact with the customer when service is requested and can collect the brief amount of data requested at that time. The only information not collectible during the initial contact is data on subsequent disconnection. However, the Commission is of the opinion that such data may be the most helpful in determining a continued need for Lifeline service and Link-Up. The Commission is also of the opinion that the utilities which it regulates constitute the most reliable and accessible source for data on Link-Up participants. The Commission is concerned that CHR may

⁴ Ibid., page 3.

⁵ Administrative Case No. 312, Order dated March 14, 1988, page 2.

⁶ Ibid.

have confidentiality constraints that limit its ability to collect this data.

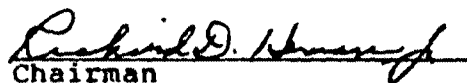
Summary

The Commission, after consideration of the Petition for Modification and being advised, is of the opinion and finds that GTE's Petition for Modification of the March 14, 1988, Order should be denied.

Accordingly, the above finding is HEREBY ORDERED.

Done at Frankfort, Kentucky, this 5th day of May, 1988.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Executive Director

APPENDIX A

Link-Up Kentucky Program Data to be Collected
By Local Exchange Companies from Applicants

Company Providing Service _____

Name of Applicant _____

County of Residence _____

Age _____ Sex _____

Number of People in Household _____

Check Kentucky Welfare Program that Applicant Qualifies for:

Aid to Families with Dependent Children _____

Medicaid _____ Foodstamps _____

Supplemental Security Income _____

Number of years Applicant has been without phone service _____

How did Applicant learn about Link-Up Kentucky Program? _____

Did Applicant file for telephone service at this time because of
the Link-Up Kentucky Program? _____

If disconnected in the future, reasons for disconnection _____
