

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE PROVISION OF OPERATOR SERVICES
BY AMERICALL SYSTEMS OF LOUISVILLE

)
) CASE NO. 89-132

O R D E R

This matter having come before the Commission on AmeriCall's Motion to Vacate the Commission's Cease and Desist, and a hearing being held on May 24, 1989 with all parties being given the opportunity to be heard,

IT IS HEREBY ORDERED as follows:

1. The Cease and Desist Order in this matter entered May 22, 1989 be and hereby is vacated.
2. The Commission shall continue its investigation of AmeriCall's provision of operator services and whether the current tariff of AmeriCall relating to operator services should be modified. A hearing relating to this matter shall be held on June 26, 1989 at 11:00 a.m., Eastern Daylight Time, at the Commission's offices in Frankfort, Kentucky.
3. In response to the oral motion at the May 24, 1989 hearing, Long Distance/USA, Inc. shall be granted intervention in this matter.
4. AmeriCall shall file the original and 12 copies of the following information with the Commission with a copy to all

parties of record within 10 days of the date of this Order. AmeriCall shall furnish with each response the name of the witness who will be available at the public hearing for responding to questions concerning each item of information requested.

1. Provide a complete and accurate listing of all customer accounts to which AmeriCall provides operator services which includes name of customer and service address.

2. Provide a copy of all current contracts AmeriCall has entered into with any business, institution, and/or corporation for the provision of operator services.

3. a. Provide the location of AmeriCall's operator services centers.

b. Describe how calls are transported from the customer's premises to the operator services centers, including identification of AmeriCall's switching locations and identification of services and providers of the services being resold.

c. Provide a description of how such calls are transported to final termination points.

4. With respect to the intrastate long distance basic rates for operator-assisted telephone calls specified at page 6.3 of AmeriCall's operator services tariff, provide minutes billed and revenues billed for each mileage band during each rate period since May 15, 1988. To the extent possible disaggregate minutes billed and revenue billed between inter- and intraLATA markets.

5. With respect to operator service charges specified at page 6.5 of AmeriCall's operator services tariff, provide messages

billed and revenues billed for each operator service option since May 15, 1988. To the extent possible disaggregate messages billed and revenues billed between inter- and intraLATA markets.

6. Provide an explanation, including the benefits, of why WATS resellers should be allowed to provide intraLATA operator services prior to the final Order in Administrative Case No. 323.¹

7. Provide a complete explanation on how AmeriCall handles "911" emergency calls.

8. With reference to AmeriCall's operator services tariff at page 6.1, indicate whether each dialing method is technically capable of completing intraLATA operator-assisted calls.

9. With reference to AmeriCall's operator services tariff at page 6.1, indicate whether each dialing method is technically capable of completing local operator-assisted calls.

10. With respect to AmeriCall's operator services tariff at page 6.1, indicate whether AmeriCall has the technical ability to block intraLATA and local operator-assisted calls under each dialing method.

11. With respect to AmeriCall's operator services tariff at page 6.3, indicate whether intrastate long distance basic rates for operator-assisted telephone calls apply to local operator-assisted calls.

¹ Administrative Case No. 323, An Inquiry Into IntraLATA Toll Competition, an Appropriate Compensation Scheme for Completion of IntraLATA Calls by Interexchange Carriers, and WATS Jurisdictionality.

12. Indicate whether AmeriCall has ever represented itself to its customers as a provider of intraLATA operator services. If so, identify the customers.

13. Indicate whether AmeriCall has ever represented itself to its customers as a provider of local operator services. If so, identify the customers.

14. Provide a complete explanation of how AmeriCall's operators identify AmeriCall to the end-user when handling an operator-assisted telephone call.

15. Provide a complete description of how AmeriCall identifies itself as being the operator to transient users in cases where AmeriCall provides operator-assisted services to hotels, schools, hospitals, and payphones.

16. Describe completely AmeriCall's capabilities to transfer calls to another operator services provider when requested to do so by the end-user.

17. Describe in detail AmeriCall's calling card validation capabilities. This description should include, but not be limited to, a description of how AmeriCall bills a credit card call if AmeriCall cannot validate the calling card number.

The Commission intends to expedite this matter and therefore extensions of time will not be considered.

The Commission is sending all parties of Administrative Case No. 323 a copy of this Order as notice of this proceeding.

Done at Frankfort, Kentucky, this 25th day of May, 1989.

PUBLIC SERVICE COMMISSION



Chairman



Vice Chairman



Commissioner

ATTEST:

Executive Director