

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE BILLING AND COLLECTION SERVICE)
TARIFF FILING OF GTE SOUTH) CASE NO. 90-090
INCORPORATED)

O R D E R

Introduction

On March 19, 1990, GTE South Incorporated ("GTE South") filed revisions to its intrastate access services tariff. The revisions involved billing and collection services. On April 12, 1990, the tariff filing was suspended to allow sufficient time for investigation of the changes. On April 16, 1990, AmeriCall Systems of Louisville filed a motion for full intervention. The motion was granted on May 22, 1990.

The schedule of procedure in this investigation required any party seeking a public hearing to file a motion for a public hearing. No motion for a public hearing was filed and no public hearing has been held.

Discussion

GTE South proposed revisions to its intrastate access services tariff to change and add terms and conditions applicable to billing and collection services, including general provisions governing the obligations of the company and the customer, payment arrangements, descriptions of service offerings, and rate application; reprice and restructure rates and charges applicable to

billing and collection services; unbundle and restructure existing billing and collection services; and add new billing and collection services. A summary of billing and collection services and proposed tariff changes follows:

1. Call recording service is the entering on magnetic tape or other acceptable media the details of messages originated through switched access service for which answer and disconnect supervision has been received. This service is now and will continue to be available on an unbundled basis. Miscellaneous changes have been made to terms and conditions of service and rates have been reduced.

2. Message processing service, formerly call processing service, is the transformation of recorded customer message details into rated messages in preparation for billing. This service is now and will continue to be available on an unbundled basis. Miscellaneous changes have been made to terms and conditions of service and rates have been reduced.

3. Assembly and editing service is the aggregation of recorded message details to create individual messages for rating and verification that the assembled message data is consistent with standard formats and specifications. Terms and conditions have been added to make this service available on an unbundled basis and unbundled rates have been established.

4. Call record provision service in the existing tariff is the transmission of messages to customers or the transmission and receipt of rated messages to and from customers. Terms and conditions have been changed to make charges applicable to the trans-

mission and receipt of both rated and unrated messages, and rates have been restructured.

5. Message bill processing service is the accumulation and preparation of rated message detail (including the application of taxes, discounts, etc.) for end user bill rendering. Terms and conditions have been added to make this service available on an unbundled basis and rates have been repriced and restructured.

6. Bill rendering service is the printing and mailing of statements showing amounts due from end users for services provided by customers. It includes payment and remittance processing, account treatment, denial of service for non-payment, and collection of deposits and other monies due from end users. Terms and conditions have been added to make this service available on an unbundled basis and unbundled rates have been established.

7. Message investigation service is the securing of billing information to sustain or recharge customer messages. Terms and conditions have been added to make this service available on an unbundled basis and unbundled rates have been established.

8. Billing and collection service in the proposed tariff is essentially the same as in the existing tariff. It includes existing bundled services and is designed for the use of customers whose traffic is generally casual in nature. It will be available with or without inquiry service and customers can purchase other services not included in this service package. Terms and conditions governing this service have been revised and rates have been repriced and restructured.

9. Invoice ready service is the centralized receipt of invoice ready billing records for inclusion on end user bills. It includes the preparation and mailing of statements showing amounts due from end users for services provided by customers, the collection of deposits and other monies due from end users, and account establishment, maintenance, and treatment. This is a new service designed for the use of customers who prefer to do their own message recording, processing, and rating.

10. Program development service is the conversion of customer rate schedules into a rating program and conversion of message data into standard billing formats. Miscellaneous changes have been made to terms and conditions of service and rates have been increased. In addition, a program implementation charge has been established for rate table updating, testing, and other activities.

11. An exchange carrier memorandum charge applies to the acceptance and processing of end user account adjustments received from customers. This charge has been unbundled and will be applied on a per transaction basis.

12. A service order change charge, formerly billing file change charge, applies to the acceptance and processing of a billing order to implement a service change. Charges for service order changes have been reduced.

13. A centralized message dispersion charge applies to the transmission of customer messages to a single data center for processing. This is a new service designed to supplement other unbundled billing and collection services.

Generally, the result of these tariff changes is three billing and collection services options: unbundled billing and collection services, where a customer can select options from a menu of services; invoice ready service, designed for customers who want only bill preparation, mailing, and payment functions; and bundled billing and collection services, designed for customers who want a full range of services. The rate changes result in a revenue reduction in the amount of \$744,000.¹

The Commission received no comments concerning GTE South's proposed revisions to its intrastate access services tariff and finds the resulting revenue reduction will not cause an access services revenue requirement deficiency.² Having considered the tariff filing and being sufficiently advised,

IT IS THEREFORE ORDERED that:

1. GTE South's proposed revisions to its intrastate access services tariff be and they hereby are approved as filed, effective the date of this Order.

2. Within 30 days from the date of this Order, GTE South shall file revised tariff pages with the Commission.

¹ See The Tariff Transmittal of GTE South Filed on March 19, 1990, Exhibit 1, Worksheet A.


² See GTE South's Response to the Commission's Order dated June 29, 1990, Item 5.

Done at Frankfort, Kentucky, this 17th day of September, 1990.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director