

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION OF TOLL AND ACCESS )	
CHARGE PRICING AND TOLL SETTLEMENT )	CASE NO. 8838
AGREEMENTS FOR TELEPHONE UTILITIES )	PHASE I
PURSUANT TO CHANGES TO BE EFFECTIVE )	
JANUARY 1, 1984 )	
)	
AND )	
)	
DETARIFFING BILLING AND )	ADMINISTRATIVE
COLLECTION SERVICES )	CASE NO. 306

O R D E R

On December 19, 1991, the Commission issued an Order in this case requiring changes in billing formats by March 31, 1992. South Central Bell Telephone Company, Inc. ("SCB"), GTE South Incorporated ("GTE South") and Contel of Kentucky, d/b/a GTE Kentucky ("Contel"), and Cincinnati Bell Telephone Company ("Cincinnati Bell") filed petitions for rehearing requesting additional time to implement the changes. These companies all cited technical and financial problems with compliance by the March 31, 1992 deadline. SCB also filed a supplemental motion and affidavit supporting its original petition on January 21, 1992.

The Commission finds that the extensions are warranted. Therefore, SCB, GTE South, Contel, and Cincinnati Bell will be required to implement the billing changes as soon as possible but not later than with all bills rendered on and after December 1, 1992. In the interim, beginning no later than March 31, 1992,

these same companies must provide notification to their customers that nonpayment of the non-regulated charges will not result in disconnection; this can be done either by the asterisk/footnote method proposed by SCB or by bill inserts on all bills rendered prior to the December 1, 1992 format changes.

The asterisks that are used shall be placed by all charges ordered by the Commission to be billed on separate billing sheets in the Commission's December 19, 1991 Order. The footnote shall state "These charges are not related to your telephone bill and nonpayment will not result in disconnection of your telephone service" in no less than 12 point type.

If a separate bill insert is used, it shall specifically list the types of charges ordered by the Commission to be billed on separate billing sheets in the Commission's December 19, 1991 Order. The bill insert shall state, in no less than 12 point type: "These charges are not related to your telephone bill and nonpayment will not result in disconnection." The bill inserts must also provide the customer with a toll free number to contact the company for further clarification. SCB, GTE South, Contel, and Cincinnati Bell must each notify the Commission within 20 days of the date of this Order of the interim method chosen and provide sample bills or bill inserts for the Commission's review.

On January 14, 1992, the Independent Telephone Group ("ITG")<sup>1</sup> filed a letter in response to SCB's petition for rehearing requesting an informal conference to discuss equipment limitations which some of the companies have which results in their present inability to implement the Commission's Order of December 19, 1991. The Commission will grant ITG's request for an informal conference and temporarily stay its December 19, 1991 Order with respect to those companies. At the conclusion of the informal conference, the Commission will determine the appropriate billing formats for the members of ITG to employ.

IT IS THEREFORE ORDERED that:

1. The petitions for rehearing are hereby granted in part and denied in part.

2. SCB, GTE South, Contel, and Cincinnati Bell shall implement the bill formats described in the Commission's December 19, 1991 Order as soon as possible but not later than on all bills rendered on and after December 1, 1992.

3. SCB, GTE South, Contel, and Cincinnati Bell shall implement an interim method of notification using

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<sup>1</sup> Ballard Rural Telephone Cooperative; Brandenburg Telephone Company; Duo County Telephone Cooperative; Foothills Rural Telephone Cooperative; Harold Telephone Company; Highland Telephone Cooperative; Logan Telephone Cooperative; Mountain Rural Telephone Cooperative; North Central Telephone Cooperative; Peoples Rural Telephone Cooperative; South Central Rural Telephone Cooperative; Thacker-Grigsby Telephone Company; West Kentucky Rural Telephone Cooperative.

asterisk/footnotes on sheets billing or bill inserts as described herein by March 31, 1992.

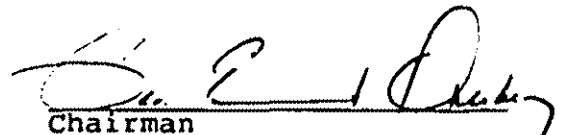
4. SCB, GTE South, Contel, and Cincinnati Bell shall file their interim sample bill formats or sample bill inserts within 20 days of the date of this Order.

5. The Commission's December 19, 1991 Order is temporarily stayed for the companies in the ITG and an informal conference shall be scheduled with the ITG companies and Commission Staff.

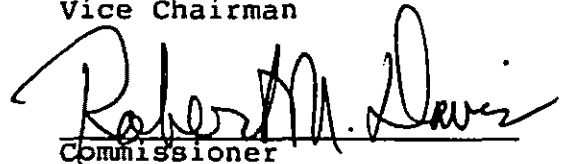
6. If any of the members of ITG can comply with the above ordering paragraphs applicable to the other companies and wish to cancel their participation in the informal conference, ITG shall notify the Commission in writing within 20 days of the date of this Order.

Done at Frankfort, Kentucky, this 27th day of January, 1992.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director