

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF QUEST COMMUNICATIONS	)	
CORPORATION FOR THE ISSUANCE OF A	)	
CERTIFICATE OF PUBLIC CONVENIENCE AND	)	CASE NO. 91-424
NECESSITY TO OPERATE AS A RESELLER OF	)	
TELECOMMUNICATIONS SERVICES WITHIN THE	)	
COMMONWEALTH OF KENTUCKY	)	

O R D E R

On November 8, 1991, Quest Communications Corporation ("Quest") filed its application with the Commission seeking a Certificate of Public Convenience and Necessity to provide resold intrastate interLATA operator-assisted telecommunications services.

On December 23, 1991, the Commission ordered Quest to provide additional information. Quest filed its response on January 22 and February 28, 1992. The Commission requested further additional information on March 23 and April 28, 1992. Quest filed its responses on April 2 and May 11, 1992, respectively.

Quest filed its proposed tariff on November 8, 1991. In response to the Commission's request for additional information, Quest filed revised tariff sheets on February 28, April 2, and May 11, 1992. The Commission finds that Quest has revised its tariff to comply with the restrictions, guidelines and conditions of service established for the provision of operator-assisted

services in Administrative Case No. 330,<sup>1</sup> which are attached hereto and incorporated herein as Appendix A. Quest does not intend to provide any payphone services within the Commonwealth of Kentucky.

Quest intends to resell operator-assisted telecommunications services of MCI Telecommunications Corporation and U.S. Sprint Communications Company. Quest has the financial, technical, and managerial capabilities to provide resold operator-assisted services, as demonstrated by this application and its provision of such services in other jurisdictions. Quest should be authorized to provide intrastate interLATA resold operator-assisted telecommunications services.

The Commission, having considered the evidence of record and being otherwise sufficiently advised, HEREBY ORDERS that:

1. Quest be and it hereby is granted authority to provide intrastate interLATA resold operator-assisted telecommunications services.

2. This authority to provide service is strictly limited to those services described in this Order, Quest's application, and conditions described in this Order.

3. The rates proposed by Quest are hereby approved.

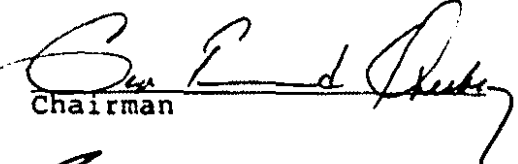
4. Within 30 days from the date of this Order, Quest shall file its proposed tariff, as finally revised on May 11, 1992, pursuant to 807 KAR 5:011.

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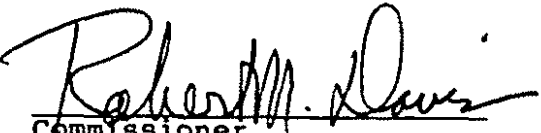
<sup>1</sup> Administrative Case No. 330, Policy and Procedures in the Provision of Operator-Assisted Telecommunications Services, Orders Dated March 27 and May 3, 1991.

Done at Frankfort, Kentucky, this 8th day of June, 1992.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ATTEST:

  
Executive Director, Acting

## APPENDIX A

### APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 91-424 DATED JUNE 8, 1992

Conditions of Service for the Provision of Operator Services Adopted from Commission Orders in Administrative Case No. 330, Orders Dated March 27, 1991 and May 3, 1991.

Quest Communications Corporation has revised its tariff to conform to the policies and procedures for the provision of operator-assisted telecommunications services by non-local exchange carriers, which are as follows:

(a) Operator-assisted services shall be subject to rate regulation and rates shall not exceed AT&T's maximum approved rates. "Maximum approved rates" is defined to mean the rates approved by this Commission in AT&T's most recent rate proceeding for measured toll service applicable to operator-assisted calls, as well as the additional charges for operator assistance. Carriers are not permitted to include any other surcharges or to bill for uncompleted calls. Time-of-day discounts shall also be applicable. Carriers are also required to rate calls using the same basis that AT&T uses to rate calls, i.e., distance calculations based on points-of-call origination and termination, definitions of chargeable times, billing unit increments, rounding of fractional units, and minimum usages. When there is any change in AT&T's maximum approved rates, carriers shall file tariffs if necessary to comply with the requirements herein within 30 days of the effective date of AT&T's rate change.

(b) Except as otherwise indicated in this Order, non-dominant carriers shall be subject to regulation as delineated in the May 25, 1984 Order in Administrative Case No. 273 as well as any subsequent modifications to non-dominant carrier regulations. In the event of conflict, the terms of the instant Order shall take precedence, unless a carrier is specifically relieved from compliance with any conditions contained herein. AT&T shall remain subject to regulatory oversight as a dominant carrier.

(c) Operator service providers that provide service to traffic aggregators shall not allow access to the operator services of competing carriers to be blocked or intercepted. Blocking and interception prohibitions shall be included in tariffs and all contracts entered into with any traffic aggregator and shall state that violators will be subject to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.

(d) Access to the local exchange carriers' operators shall not be blocked or otherwise intercepted by traffic aggregators. Specifically, all "0-" calls, that is, when an end-user dials zero without any following digits, shall be directed to the local exchange carrier operators. In equal access areas, "0+" intraLATA calls, that is, when an end-user dials zero and then dials the digits of the called telephone number, shall not be intercepted or blocked. In non-equal access areas, it is prohibited to block or intercept "0-" calls; however, it is permissible to intercept "0+" calls. Blocking and interception prohibitions shall be included in

tariffs and all contracts entered into with any traffic aggregator and shall state that violators will be subject to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.

(e) Carriers shall not be required to provide access codes of competitors. Each carrier should advise its own customers as to the appropriate 10XXX access code.

(f) Carriers shall provide tent cards and stickers to traffic aggregators to be placed near or on telephone equipment used to access their services and shall include provisions in tariffs and contracts entered into with any traffic aggregator that subject violators to immediate termination of service after 20 days' notice to the owners of non-complying customer premises equipment.

(g) Operators shall identify the carrier at least once during every call before any charges are incurred.

(h) Operators shall provide an indication of the carrier's rates to any caller upon request.

(i) Carriers shall not accept calling cards for billing purposes if they are unable to validate the card.