

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF SOUTH CENTRAL BELL )  
TELEPHONE COMPANY TO INTRODUCE ) CASE NO. 92-057  
CUSTOMER LIST SERVICES )

O R D E R

IT IS ORDERED that South Central Bell Telephone Company ("South Central Bell") shall file the original and 12 copies of the following information, with a copy to all parties of record, within 30 days from the date of this Order. Each copy of the data requested should be placed in a bound volume with each item tabbed. When a number of sheets are required for an item, each sheet should be appropriately indexed, for example, Item 1(a), Sheet 2 of 6. If the information cannot be provided by the stated date, South Central Bell should submit a motion for an extension of time stating the reason a delay is necessary and a date by which the information will be furnished. Such a motion will be considered by the Commission.

1. Does South Central Bell plan to tariff any customer list services at any time in the future other than Customer Name and Address and Customer Change Activity Service?

2. Specifically enumerate all limitations applicable to the availability to interexchange carriers of customer lists as referenced in E13.3.11.A on page 25 of the proposed tariff.

3. Fully describe the information to be provided pursuant to E13.3.11.C:3. - working telephone number; 4. - terminal number; 5. - customer type (i.e., are there only 3 categories for this classification?); 7. - customer source; and 8. - customer code.

4. Is information related to non-published/non-list indicator and customer source provided only to the interexchange carrier to which the local exchange carrier customer is presubscribed?

5. Provide a customer list request form as referred to in E13.3.11.F.

6. Provide a format for the submission by interexchange carriers of a statement to South Central Bell stating that the interexchange carrier will protect the privacy of subscribers of non-published telephone numbers. If no format exists, provide a sample of such a statement as received by South Central Bell.

7. Does the statement concerning non-published numbers referred to in E13.3.11.G also apply to non-listed numbers?

8. Does the restriction contained in E13.3.11.I, paragraph 1, apply to non-listed subscriber numbers as well as to the private non-published subscriber list?

9. Does South Central Bell require the interexchange carrier to produce the written statement by the subcontractor as referenced in E13.3.11.I, paragraph 4, prior to the release of customer lists?

10. a. Has South Central Bell ever audited or in anyway begun the process of auditing the operations, procedures, or systems of an interexchange carrier to ensure compliance with the

provisions of this customer list services tariff as authorized by E13.3.11.J?

b. If so, fully describe all actions taken by South Central Bell in ensuring compliance by the interexchange carrier(s).

11. What type of actions, procedures, or methods are contemplated by South Central Bell in its role of ensuring compliance by the interexchange carriers with the provisions of the customer list services tariff?

12. Has any subscriber ever informally or formally complained to South Central Bell or its employees or affiliates of the release of customer list information to interexchange carriers?

13. How would South Central Bell protect the interest and desires of any subscriber requesting to be deleted from customer list services and not have its name and related information forwarded to any interexchange carrier by South Central Bell?


14. Provide the tariff reference or legal requirements that allows South Central Bell to include non-published numbers in its Customer Name and Address service, citing specific references and providing the specific language of the tariff or other requirement.

15. Are customers or potential customers at the time of ordering non-published or unlisted service or any time thereafter specifically advised that information consisting of their name, address, and phone number, may be provided to interexchange carriers wishing to market interexchange carrier services to them?

If not, explain your answer fully giving reasons why disclosure to customers at the time of ordering non-published or unlisted service is not given.

Done at Frankfort, Kentucky, this 13th day of May, 1992.

PUBLIC SERVICE COMMISSION

  
For the Commission

ATTEST:

  
Executive Director, Acting