

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE APPLICATION OF TELECENTRE OF)	
INDIANA, INC. FOR A CERTIFICATE OF)	
PUBLIC CONVENIENCE AND NECESSITY TO)	CASE NO. 93-199
PROVIDE INTRASTATE TELECOMMUNICATIONS)	
SERVICES)	

O R D E R

IT IS ORDERED that Telecentre of Indiana, Inc. ("Telecentre") shall file the original and 10 copies of the following information with the Commission. The information requested shall be placed in a bound volume with each item tabbed.

The information requested herein is due no later than 30 days from the date of this Order. If the information cannot be provided by this date, Telecentre shall submit a motion for an extension of time stating the reasons a delay is necessary and include a date by which the information can be furnished. Such motion will be considered by the Commission.

1. Provide a copy of all current contracts with any business, institution, or corporation for the provision of operator-assisted services.

2. Identify any provider of operator-assisted services with whom Telecentre intends to contract.

3. If Telecentre intends to resell tariffed services of facilities-based carriers, identify these tariffed services and

specify whether these services will be obtained from intrastate or interstate tariffs.

4. If Telecentre intends to resell services that are not available under an approved tariff, provide copies of the contracts between Telecentre and its facilities-based carriers which govern the terms of the services.

5. Provide an estimate of sales revenues for Telecentre's first 2 years of Kentucky operations. Explain how Telecentre arrived at these estimates. If estimates are based upon a market study, provide a copy of this study.

6. Is Telecentre able to comply with the provisions of Administrative Case No. 323?¹

7. Provide revised tariff sheets for the following:

a. The tariff must have a cover page that complies with 807 KAR 5:001, Section 3 (4).

b. 807 KAR 5:006, Section 6 (3), requires each utility to include its billing format or the contents of such a form in its tariff on file with the Commission.

c. Refer to Original Sheet 6, Section IV (C), Limitations on Service.

(1) State that Telecentre shall not terminate or refuse service to any customer for noncompliance with its tariffed rules or Commission regulations without first having made a

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, Phase I, Order dated May 6, 1991.

reasonable effort to obtain customer compliance. Also, service may be terminated or refused only after the customer has been given at least 10 days written notice.

(2) State that service will not be terminated until 20 days after the mailing date of the original unpaid bill.

d. Refer to Original Sheet 8, Section IV(D)(1), line 7. Delete the word "proportionate" from the end of the line.

e. Refer to Original Sheet 13, Section IV (D), Limitation of Liability. Insert an additional item 10 and include the following language:

Acceptance by the Commission of the liability provisions contained in this tariff does not constitute its determination that the limitation of liability imposed by the company should be upheld in a court of law, but the recognition that, as it is the duty of the courts to adjudicate negligence claims and rights to recover damages therefor, so it is the duty of the courts to determine the validity of the exculpatory provisions of this tariff.

f. Refer to Original Sheet 15, Section IV (G), Cancellation of Service by Carrier. Clarify that Telecentre will terminate service without notice only where a dangerous condition is found to exist or for theft or illegal use of service.

g. Refer to Original Sheet 17, Section IV (I)(1), last sentence of final paragraph. Explain the need to hold the customer's credit balance for up to 90 days.

h. Refer to Original Sheet 19, Section IV (3), Amount of Deposit, last sentence. Clarify that deposit amounts shall not exceed two-twelfths (2/12) of the customer's actual or estimated annual bill where bills are rendered monthly.

i. Refer to Original Sheet 21, Section IV (J)(2). Explain why the objection to a charge for service may only be noted in writing. Clarify where the objection would have to be made.

j. Refer to Original Sheet 22, Section IV (J)(3). Clarify that the 1.5 percent late payment fee will not be assessed on unpaid penalty charges and any payment received shall first be applied to the bill for services rendered.

k. Refer to Original Sheet 22, Section IV (J)(5). Delete the phrase "at carrier's discretion" and insert in its place "pursuant to Kentucky Public Service Commission's rules and regulations."

l. Refer to Original Sheet 26, Section V (C). A utility cannot require a customer to secure rights-of-way. Delete this requirement from the tariff.

m. Refer to Original Sheet 27, Section V (E). A utility shall file any special contracts in accordance with 807 KAR 5:011, Section 13, with 30 days notice to the Commission.

n. Refer to Original Sheet 36, Section VI (2)(A)(1), Measured Charges. The company's operator services per minute usage charges should not exceed the rates charged by AT&T for a comparable call by mileage, duration, and time-of-day.

o. Refer to Original Sheet 38, Section VI (1), IntraLATA Operator Service Rates. The company's operator services per minute usage charges exceed the rates charged by South Central Bell ("SCB") for similar calls. File a revised tariff sheet with

charges for those services that are not in excess of SCB's most recently approved rates.

p. Refer to Original Sheet 37, Section VI (2), Fixed Service Charges. The charge of \$1.80 for Operator Handled Calling Card or Credit Card is in excess of AT&T's maximum rate for that service. File a revised tariff sheet that is in compliance with this provision of Administrative Case No. 330.²

q. Refer to Original Sheet 39, Section VI (2) (b), Fixed Service Charges. The charges for Customer Dialed Calling Card, Operator Handled Calling Card, or Credit Card are in excess of SCB rates for similar calls. File a revised tariff sheet with charges for these services that are not in excess of SCB's most recently approved rates.

r. Refer to Original Sheet 40, Section VI (c). The directory assistance usage charge should not exceed AT&T's maximum rate of \$.60.

Done at Frankfort, Kentucky, this 12th day of August, 1993.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director

² Administrative Case No. 330, Policy and Procedures in the Provision of Operator-Assisted Telecommunications Services, Orders dated March 27 and May 3, 1991.