

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY'S)
REQUEST FOR DEVIATION FROM REGULATION) CASE NO. 9568
807 KAR 5:061, SECTION 28(4) PURSUANT)
TO 807 KAR 5:061, SECTION 31)

O R D E R

On April 18, 1986, a letter was received from South Central Bell Telephone Company ("SCB") requesting deviations from Commission service standards contained in 807 KAR 5:061, Section 11(1), Section 11(2) and Section 28(4). This request was modified by letter dated August 8, 1986, by withdrawing the requests for deviation from Section 11(1) and Section 11(2). Deviation was still requested from Section 28(4), which states:

The service objective shall be to clear ninety-five (95) percent of out-of-service troubles, not requiring unusual repair such as cable failures, within twenty-four (24) hours of the report received by the utility, unless the customer specifically requests a later time.

In its April 8, 1986, letter, SCB requested that the requirement to clear 95 percent of out-of-service troubles within 24 hours be reduced to 80 percent. Such requests for deviation are made pursuant to 807 KAR 5:061, Section 31, which states: "In special cases for good cause shown upon application to and approval by, the Commission may permit deviations from these rules."

Additional information was requested by Order dated July 9, 1986. SCB filed its response on August 8, 1986. Informal

conferences were held on October 6, 1986, and December 3, 1986. The topics discussed at the October conference concentrated on SCB's August 8, 1986, response. The purpose of the December 3, 1986, conference was to discuss some of the staff's concerns about the requested deviation. At that conference, SCB requested the opportunity to modify its initial position with a follow-up filing of information.

On December 30, 1986, a letter was filed, dated December 17, 1986, which requested a delay in further action to provide sufficient time to do a one-month, manual tally of repair calls, in order to estimate the effects of a more liberal definition of "unusual repairs." Because the Commission was of the opinion that a one-month study would lack statistical validity, the request was denied by letter dated February 4, 1987. SCB was also informed that the Commission was prepared to give a decision in this case unless a hearing was requested.

By letter dated February 12, 1987, a hearing was requested, but it was suggested that the Commission hold in abeyance the setting of a hearing date, pending the outcome of the rewriting and codifying of regulations as required by legislation.

By letter dated July 2, 1987, SCB amended its request for deviation to comply with the regulation as proposed in BR 5148, Section 23, Paragraph C, which states:

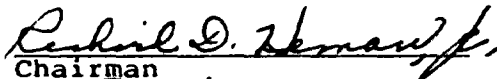
The service objective shall be to clear eighty-five (85) percent of out of service troubles within twenty-four (24) hours of the report received by the utility, unless the customer specifically requests a later time.

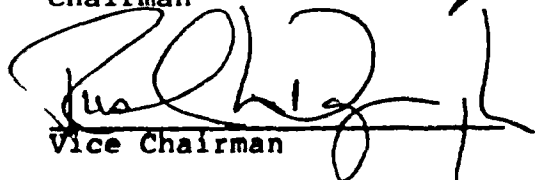
The Commission finds that this request is reasonable and should be approved.

IT IS THEREFORE ORDERED that SCB's request for deviation from 807 KAR 5:061, Section 28(4), be and it hereby is approved.

Done at Frankfort, Kentucky, this 17th day of July, 1987.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Executive Director