

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE APPLICATION OF MURDOCK, REMMERS &)
ASSOCIATES, INC. FOR A CERTIFICATE OF PUBLIC) CASE NO.
CONVENIENCE AND NECESSITY TO PROVIDE OPERATOR) 94-493
SERVICES IN THE COMMONWEALTH OF KENTUCKY)

O R D E R

IT IS ORDERED that Murdock, Remmers & Associates, Inc. ("Murdock, Remmers & Associates") shall file the original and ten copies of the following information with the Commission no later than 30 days from the date of this Order. The information requested shall be placed in a bound volume with each item tabbed.

1. Has Murdock, Remmers & Associates or any of its affiliates ever received compensation for providing intrastate telecommunications services in Kentucky? If so, explain in detail.

2. Is Murdock, Remmers & Associates aware of and willing to comply with the provisions of Administrative Case No. 330,¹ as summarized in Appendix A attached hereto and incorporated herein?

3. Provide the telephone number of the Controller and Secretary on the Title Page of the proposed tariff.

4. Is Murdock, Remmers & Associates a COCOT vendor or provider? Does Murdock, Remmers & Associates anticipate providing this service in Kentucky?

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

5. Pursuant to 807 KAR 5:006, Section 6(3), each utility shall include the billing form to be used by it, or its contents, in its tariffed rules. Provide revised tariff sheets that meet this requirement.

6. Refer to Original Page 5 in the proposed tariff.

a. Add the following text to the fourth line of the first definition:

"and intrastate."

b. Delete the definition "Aggregator Surcharge" per Administrative Case No. 330.

7. Refer to Original Page 7 in the proposed tariff. Substitute this text in the definition of Local Access and Transport Area:

"LATA is a geographic area established for the provision and administration of communications service as provided for in the Modification of Final Judgment and any further modification thereto."

8. Refer to Original Page 9, Subheading 2.1.2(A), in the proposed tariff. Pursuant to 807 Kentucky Administrative Regulations 5:011, Section 13, Murdock, Remmers & Associates shall file copies of all special contracts which set out rates, charges or conditions of service not included in the company's tariff.

9. Refer to Original Page 11, Heading 2.3(A), in the proposed tariff. Remove from the text the word "subscription," and specify charges on your tariff that would be credited in case of interruption.

10. Refer to Original Page 15, Subheading 2.6.2, in the proposed tariff. State the amount of the restoration of service charge. Provide a revised tariff sheet.

11. Refer to Original Page 15, Subheading 2.6.3, in the proposed tariff. Change the re-establishment period from 5 days to 45 days.

12. Refer to Original Page 16, Heading 2.7, Customer Deposits, in the proposed tariff. Change the phrase "specified customer" to "similar customer."

13. Refer to Original Page 17, Heading 2.9.1, in the proposed tariff. Include the amount of the referenced charge in your tariff.

14. Refer to Original Pages 18 and 19, Heading 2.15, Taxes and Fees Chargeable to Customers, in the proposed tariff. Delete this section per KRS 278.180(1).

15. Refer to Original Page 23, Subheading 3.1.4(D), in the proposed tariff. Correct the formula by squaring the difference of V1 and V2.

16. Refer to Original Page 27, Section 4.2.1, Intrastate InterLATA Operator-Assisted Call Charges, in the proposed tariff.

a. The Station-to-Station Operator Assisted fixed charge shall not exceed \$1.94 per call.

b. State if Murdock, Remmers & Associates will be providing Real-Time Rated calls. If so, file usage charges that do not exceed AT&T's rates for these types of billed calls.

Done at Frankfort, Kentucky, this 25th day of January, 1995.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 94-493 DATED January 25, 1995

**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.**

(1) Operator-assisted services shall be subject to rate regulation and rates shall not exceed AT&T Communications of the South Central States, Inc.'s ("AT&T") maximum approved rates. "Maximum approved rates" are 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.

(2) 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.

(3) 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.

(4) Traffic aggregator is defined to mean any person that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises for intrastate telephone calls using a provider of operator services. Aggregators include hotels and motels, hospitals, universities, airports, gas stations, and non-local exchange carrier pay telephone owners. This definition includes the provision of all non-local exchange carrier pay telephones even if no compensation is paid to the owner of the pay telephone. The residential use of operator services is specifically excluded from this definition.

(5) 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.

(6) 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.

(7) 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.

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

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

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