

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF GTE SOUTH INCORPORATED FOR)
VARIANCE FROM THE KENTUCKY PUBLIC SERVICE)
COMMISSION'S RULES PERTAINING TO THE) CASE NO. 95-570
DISCONNECTION OF SERVICE)

O R D E R

IT IS ORDERED that GTE South Incorporated ("GTE") shall file the original and ten copies of the following information with the Commission with a copy to all parties of record no later than 30 days from the date of this Order. GTE shall furnish with each response the name of the witness who will be available to respond to questions concerning each item of information requested should a public hearing be scheduled.

1. Quantify the negative trend in GTE's uncollectible accounts, including losses due to toll fraud.

2. Is GTE's "Advanced Credit Management" plan in place in any jurisdiction? Explain.

3. Does GTE have any indicators in its current system for excessive toll use? For example, does it contact a customer in the middle of a month to ask whether the customer is aware that his or her toll bill is unduly high?

4. Submit the tariff proposed to implement this plan.

5. Does this plan apply to intraLATA toll and interLATA toll? If yes, does GTE only apply the toll limit for calls made to carriers for which it provides billing and collection services?

6. Provide a sample of an average customer's credit scoring and describe the Fair-Isaac model.

7. Does GTE currently use the services of credit bureaus or would it be establishing those services for the first time with the use of Advanced Credit Management? Explain.

8. Describe in full GTE's current billing and collection process.

9. Describe GTE's current credit screening procedures.

a. Describe GTE's current procedures for processing new applications for telephone service.

b. Are these procedures different for the applications for service where the applicant has had past payment problems? Explain.

c. Explain why procedures currently allowed under the law and regulations are insufficient to remedy GTE's problems.

Done at Frankfort, Kentucky, this 14th day of March, 1996.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director