

Service Date: March 9, 1995

DEPARTMENT OF PUBLIC SERVICE REGULATION  
BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MONTANA

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IN THE MATTER of the Applications	)	UTILITY DIVISION
of Pacific Telecom, Inc. and US	)	DOCKET NO. 94.10.44
West Communications for approval	)	
to offer CLASS services.	)	Order No. 5806b

**INTERIM ORDER**

**Background**

1. On August 31, 1994, US West Communications (USWC) filed proposed CLASS tariffs (Tariff Transmittal 93-21) with the Montana Public Service Commission (MPSC or Commission), and requested approval to begin offering the services in selected exchanges by the end of the first quarter of 1995. USWC supplemented its filing with a letter dated September 8, 1994. USWC's filing was originally designated Docket N-94-80. USWC also revised its filing on March 3, 1995, to include CLASS promotions, and to broaden the language regarding the waiver of the Per Line Blocking charge for certain customers.

2. Docket N-94-80 was consolidated with Docket No. N-94-34, which consisted of the CLASS filing from Pacific Telecom, Inc. (PTI). The filings were consolidated into Docket 94.10.44 to facilitate joint processing, and a joint hearing. The Commission has previously granted interim approval of PTI's filing (see Interim Order No. 5788 of Docket No. N-94-34).

3. The technical hearing in Docket 94.10.44 was held in Helena on February 21, 1995. Satellite hearings have also been conducted in Helena and other locations, with several more scheduled during March.

4. In its supplemental letter dated September 8, 1994, USWC requested that the Commission grant interim approval to deploy CLASS if the public hearing process is anticipated to extend beyond the time the company plans to begin CLASS deployment. In response to this request, and to avoid any delay of USWC's CLASS implementation plans, the Commission grants USWC's request.

5. The Commission finds that the interim offering of CLASS services is in the public interest. The offering represents a step forward in adding value to the public switched network for ratepayers generally and meets a demand that the Commission frequently hears from residential customers. Over the past several years the MPSC and USWC have been able to work together to find creative ways to provide telephone infrastructure improvements in Montana so that this state equals or exceeds other USWC jurisdictions in technological modernization. The settlement of the rural sale of exchanges is an example where cooperation has led to significant progress in this area.

6. In that cooperative spirit, the Commission must express reservations that the deployment of CLASS services, as approved in this Order, has shortcomings due to its limited deployment. Public need for the CLASS services is not limited by the geographic location of the customer. The Commission encourages USWC to closely monitor the service offerings in Montana to determine whether the revenue stream may warrant expansion of the services to Tier II communities at a date earlier than mentioned in the company's responses to PSC Data Requests 2 and 3. Both the Commission and USWC's Montana management have a shared responsibility to insure that telephone ratepayers in Montana have access to all of the telephone technologies and enhancements that electronic switching has to offer.

#### **Customer Education**

7. USWC is directed to provide the Commission with details about its planned public information campaign, which must include at a minimum one bill insert and a special separate mailing to subscribers prior to implementation of the new

services. The bill inserts and the separate mailing will include the following information:

- P a clear statement that as a result of the implementation of Caller Identification and other services, callers' names and phone numbers may be transmitted to persons they are calling -- unless callers use one of the two available blocking options. An explanation of the availability and use of per-call and per-line blocking must be included, along with instructions for use and a sticker appropriately sized to attach to a telephone that says, "To block, press \*67 or dial 1167", or similar language.
- P a clear statement that some CLASS features function only for calls within USWC's Montana service territory, supplemented by an example.
- P the date the new services will be implemented.

8. In addition, the company must update its catalog of services (required by ARM 38.5.3330) to include the above information.

9. USWC shall submit its proposed bill inserts, special mailings and revised catalog to the Commission for review prior to their distribution.

#### CONCLUSIONS OF LAW

1. US West Communications provides regulated telecommunications services within the State of Montana and is a public utility under the regulatory jurisdiction of the Montana Public Service Commission. Sections 69-3-101 and 69-3-803, MCA.

2. The Commission has authority to supervise, regulate and control public utilities. Section 69-3-102, MCA.

3. The Commission has the authority to establish rates, tariffs and fares for the provision of regulated telecommunications service. Section 69-3-807(1), MCA.

#### ORDER

1. Now therefore it is ordered that USWC's CLASS filing, as filed on August 31, 1994 (Tariff Transmittal 94-21, with revisions filed on March 3, 1995), is APPROVED on an interim basis.

2. The Commission's directions regarding customer notification and education contained above in Findings of Fact Nos. 7-9, are hereby ordered, and incorporated herein by this reference.

Done and Dated this 6th day of March, 1995, by a vote of 5-0.

BY ORDER OF THE MONTANA PUBLIC SERVICE COMMISSION.

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NANCY McCAFFREE, Chair

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DAVE FISHER, Vice Chair

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BOB ANDERSON, Commissioner

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DANNY OBERG, Commissioner

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BOB ROWE, Commissioner

ATTEST:

Kathlene M. Anderson  
Commission Secretary

(SEAL)

NOTE: Any interested party may request the Commission to reconsider this decision. A motion to reconsider must be filed within ten (10) days. See 38.2.4806, ARM.