

Alabama Public Service Commission

Orders

IN RE: TOLL SERVICE TARIFF REQUIREMENTS	DOCKET 15957
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ORDER

AND

NOTICE OF PROPOSED RULE MAKING

BY THE COMMISSION:

The staff has encountered problems responding to consumer inquiries relative to toll calling plans. In numerous instances, toll service offerings advertised to customers do not correspond by name and/or rate structure with those found in the tariff. In some cases, the tariff includes per-minute rates by mileage band while a single per-minute rate is marketed to the customer. Further, other rates associated with the plan such as the minimum monthly charge, call duration, billing increments, etc., may not be found in the same general area of the tariff as the rate schedule. Rarely is the interstate per-minute rate and other relevant interstate charges included in the tariff for informational purposes. Without such information, organized for quick reference in the tariff, it is difficult for the staff to respond to consumer inquiries about rate plans.

Rule T-12 of the Telephone Rules of the Alabama Public Service Commission (Docket 15957, updated by Order dated June 29, 2000, to include Rule T-31) defines Basic Utility Obligations under Filing of Telephone Tariffs. The staff recommends that Rule T-12(A) be amended to include subparagraph (5) to read as follows:

A telephone utility shall not offer customers services and/or rates by any name and/or rate structure other than that contained in the approved tariff on file with the Commission.

(a) Toll service offerings shall include the name of the service, the per-minute rates to include any time-of-day/day-of-week rate variations, any terms and conditions such as billing increments (per minute, tenth of a minute, etc.), minimum call duration, minimum monthly charge, any other charges applicable to the service, contract period (if any), and,

for informational purposes, the interstate per-minute rate plus any other interstate charges associated with the service. All such information shall be included within the same section under which the service is described in the tariff and shall not, by reference, direct the reader to any other section of the tariff for purposes of defining rates and/or terms of service.

A rulemaking proceeding is hereby instituted to consider the above referenced amendment to the Commission's Telephone Rules and comments are solicited for the Commission's consideration. Such comments will be considered if received on or before June 25, 2001.

IT IS THEREFORE ORDERED BY THE COMMISSION, That a rulemaking proceeding is hereby instituted for amending Rule T-12 of the Telephone Rules of the Alabama Public Service Commission as referenced herein.

IT IS FURTHER ORDERED BY THE COMMISSION, That comments concerning the proposed amendment to the Commission's Telephone Rules will be considered if received on or before June 25, 2001.

IT IS FURTHER ORDERED, That this Order shall be effective as of the date hereof.

Done at Montgomery, Alabama, this 14th day of May, 2001.

ALABAMA PUBLIC SERVICE COMMISSION

Jim Sullivan, President

Jan Cook, Commissioner

George C. Wallace, Jr., Commissioner

ATTEST: A True Copy

Walter L. Thomas, Jr., Secretary

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