

ITEM NO. CA1

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: March 13, 2018

REGULAR CONSENT EFFECTIVE DATE March 12, 2018

DATE: February 26, 2018

TO: Public Utility Commission

FROM: Nicola Peterson

THROUGH: Jason Eisdorfer, Bryan Conway, and Roger White

SUBJECT: QWEST CORPORATION: (Docket No. ADV 724/Advice No. 2143)
Revises Access Service Tariff No. 32 to remove direct dial coin feature on smart public access lines.

STAFF RECOMMENDATION:

Staff recommends that the Commission allow the February 9, 2018, filing of Qwest Corporation (Qwest) (Docket No. ADV 724/Advice No. 2143) to revise their Access Service Tariff No. 32 by removing the direct dial coin feature on smart public access lines, effective March 12, 2018, to go into effect.

DISCUSSION:

Issue

Whether the Commission should allow the February 9, 2018, filing of Qwest to revise their Access Service Tariff No. 32 by removing the direct dial coin feature on smart public access lines, to go into effect.

Applicable Rule or Law

Qwest is regulated under the Price Plan approved by the Commission on October 3, 2014, in Order No. 14-346 (Docket No. UM 1354). The Price Plan requires Qwest to provide the Commission 30 days' notice of changes to terms and conditions for service.

Analysis

In this filing, Qwest is removing the direct dial coin feature on smart public access lines for intraLATA toll¹ calls. The direct dial coin feature allows a customer to insert coins into the payphone in order to connect and pay for a call. This change will affect only the ability to make intraLATA toll calls on older payphones. This type of call can still be completed by either using a calling card or via the operator². Local calls, 1-800, and 911 calls would remain unaffected as would 1+ interLATA calling which would continue to be provided by Feature Group D (long-distance service providers).

The direct dial coin feature for intraLATA toll calls is no longer supportable due to the age of the technology and the inability to secure technical support and knowledge on how to make the feature work with the new SIP signaling³ as well as difficulty in securing sites to complete viable testing.

Staff clarified that the removal of this service would only affect older payphones where call functionality is handled in the central office and not the newer payphones where call functionality is handled within the phone itself. The newer payphones would continue to operate unchanged under the Feature Group D tariff. Staff enquired whether adequate notice had been provided to payphone providers and other interested parties and received details of the notifications that were disseminated.

Conclusion

Technological changes have necessitated the removal of this service from Qwest's Access Service Tariff No. 32. Qwest has provided adequate notice to payphone providers and other interested parties as to the changes. Qwest's filing meets the 30 day prior notice requirement.

PROPOSED COMMISSION MOTION:

Allow the February 9, 2018, filing of Qwest Corporation (Docket No. ADV 724/Advice No. 2143) to revise their Access Service Tariff No. 32 by removing the direct dial coin feature on smart public access lines, to go into effect.

ADV 724

¹ Long distance calls within a Local Access and Transport Area.

² Qwest will continue to support 0+ and 0- calling. 0+ calling is accomplished by dialing 0 followed by the phone number. 0- dialing is accomplished by dialing 0 and waiting for an operator to respond.

³ SIP Signaling – Session Initiation Protocol is a communications/signaling protocol used in applications of internet telephony for voice and video calls.