

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the matter of procedures) Docket No. C-768
followed by telecommunication)
companies when a customer) ORDER ON INVESTIGATION
changes interexchange carrier)
) Entered: February 14, 1989

OPINION AND FINDINGS

BY THE COMMISSION:

Whereas it has come to the Commission's attention that customers have had their interexchange carrier changed without their knowledge or authorization; that customers may not be adequately informed that charges apply for changes in interexchange carrier; and that local exchange companies use different procedures to effect a change of interexchange carrier.

In consideration of the foregoing the Commission is of the opinion and finds that a docket should be opened for investigation of this matter; that a public hearing be scheduled; that interexchange carriers be required to appear and explain the procedures used by them in soliciting customers to change interexchange carrier and in particular whether such customers are informed that a charge may apply to change interexchange carrier; and that local exchange carriers offering equal access appear to explain the procedures they use to effect a change in a customer's interexchange carrier.

ORDER

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Docket No. C-768 be opened for investigation of the procedure followed by telecommunication companies when a customer changes interexchange carrier.

IT IS FURTHER ORDERED that all interexchange carriers and local exchange carriers offering equal access appear at a public hearing to furnish the information set forth in the Opinion and Findings herein and such other information as may be relevant to this investigation.

MADE AND ENTERED at Lincoln, Nebraska, this 14th day of February, 1989.

NEBRASKA PUBLIC SERVICE COMMISSION

Daniel G. Urwiller

Chairman

COMMISSIONERS CONCURRING:

Duane D. Gay
//s//Frank E. Landis, Jr.
//s//James Munnelly
//s//Eric Rasmussen
//s//Daniel G. Urwiller

ATTEST:

Edith R. Skirg
Executive Director