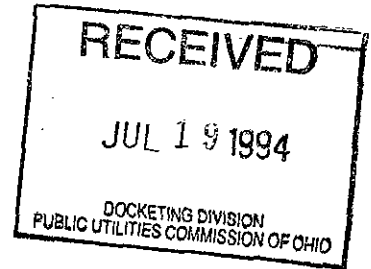


BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO



In the Matter of the Application of)
The Ohio Bell Telephone Company) Case No. 93-487-TP-ALT
for Approval of an Alternative)
Form of Regulation.)

Prepared Testimony

of

Charles Loutzenhiser

Staff Exhibit 8

1 1. Q. Would you please state your name and business address for the record?

2
3 A. My name is Charles Loutzenhiser and my address 180 E. Broad Columbus
4 OH, 43215.

5
6 2. Q. By whom are you employed?

7
8 A. I am employed by the Public Utilities Commission of Ohio(PUCO).
9

10 3. Q. What is your present position at the PUCO?

11
12 A. I am an attorney in the Consumer Services Department of the PUCO. I
13 have held this position since 1983.
14

15 4. Q. Would you please state your educational background?

16
17 A. I graduated from Bowling Green State University in 1974 with a B.A. and
18 from The University of Toledo College of Law in 1977 with a J.D. I am
19 licensed to practice law in the State of Ohio. (PUCO).
20

21 5. Q. What is the purpose of your testimony?

22
23 A. I will respond to Ameritech's objection number four in the Quality of
24 Service section of Ameritech's objections to the staff report "transfer of
25 service" and the testimony supporting this objection.
26

1 6. Q. What is the staff's position regarding Ameritech's objection number four
2 in the quality of service section of Ameritech's objections that the staff
3 erred in recommending that Ameritech amend its tariff by deleting its
4 transfer of service tariff?

5
6 A. Currently Ameritech's tariff allows the company to require a new
7 customer to pay any outstanding indebtedness associated with the new
8 customer's number if the new customer wishes to retain the previous
9 customer's number.

10
11 Ameritech's tariff reads as follows:

12
13 "E. Assignment or Transfer of Service

14
15 Except as otherwise specifically provided in this tariff, the service of a
16 customer may, upon the consent of the customer and provided there is no
17 interruption or relocation of the service, be assigned or transferred as
18 follows:

19
20 1. Non-Residence Service

- 21
22 a. To another individual, partnership, association or corporation,
23 provided the assignee or transferee assumes all outstanding
24 indebtedness for such service and the unexpired portion of the
25 initial contract period applicable to such service, if any....
26

1 2. Residence Service

2
3 a. To another individual who is a member of the same family,
4 provided the transferee assumes all outstanding indebtedness
5 for such service and the unexpired portion of the initial contract
6 period applicable to such service, if any.

7
8 b. To another individual who is not a member of the same family,
9 provided the transferee assumes the unexpired portion or the
10 initial contract period applicable to such service, if any. (PUCO
11 No. 1 EXCHANGE AND NETWORK SERVICE TARIFF,
12 SECTION 2, Original Sheet No. 19, Paragraph 2.1 E"[emphasis
13 added]).

14
15 7. Q. Would you agree with Ameritech's assertion that this tariff is necessary to
16 avoid fraud?

17
18 A. No. Staff believes that this tariff is unnecessary and unfair. Customers
19 should be independently responsible for their own obligations. The
20 avoidance of fraud is no justification for violating this principle.
21 4901:1-5-32(A) O.A.C. adequately addresses the problem of fraud. (See
22 attachment A).

23
24 8. Q. How does this section address the issue of fraud?

25
26 A. Under this section a company could refuse service or disconnect service of
27 any applicant or subscriber for delinquency in payment for service by the

1 previous customer if the previous customer still resided at the premise.
2 This section prevents a customer from transferring service to another
3 member of the premise for no other reason than to avoid the payment of
4 indebtedness to the company.
5

6 9. Q. Does that conclude your testimony?
7

8 A. Yes.

4901:1-5

- (1) When an emergency may threaten the health or safety of a person, a surrounding area, or the local exchange company's distribution system. If service is disconnected, the company shall act promptly to assure restoration of service as soon as possible. Service shall be restored to a residence before it may be disconnected for any other reason;
 - (2) In the event of a subscriber's use of telecommunications equipment in such a manner as to adversely affect the company's equipment, its service to others, or the safety of the company's employees or subscribers; or
 - (3) In the event of tampering with any facilities or equipment furnished and owned by the local exchange company.
- (D) If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his or her health, the local exchange company shall consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.

Case No. 83-869-TP-COI
Eff.: December 31, 1988
Amended: 10/17/77
Rule amplifies: 4905.231, RC

4901:1-5-32 Insufficient reasons for denying or disconnecting residential or nonresidential service.

Service may not be refused or disconnected to any applicant or subscriber for any of the following reasons:

- (A) Delinquency in payment for service by a previous occupant at the premises to be served, other than a current member of the same household;
- (B) Failure to pay for a class of service difference from that being provided to the location of the account;
- (C) Failure to pay any amount which, according to established payment dispute and resolution procedures, is in bona fide dispute; or
- (D) Failure to pay directory advertising charges or any other nonregulated service charges.

Case No. 83-869-TP-COI
Eff.: December 31, 1988
Amended: 10/17/77
Rule amplifies: 4905.231, RC
Replaces: 4901:1-5-26

CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing Prepared Testimony of Charles Loutzenhiser, submitted on behalf of the Public Utilities Commission of Ohio, was served by regular U.S. mail, postage prepaid, or hand delivered to the parties of record on this 19th day of July, 1994.



THOMAS W. MCNAMEE
Assistant Attorney General

PARTIES OF RECORD:

Michael Mulcahy
Ameritech Ohio
45 Erieview Plaza, Room 1400
Cleveland, OH 44114

Barry Cohen
Associate Consumers' Counsel
Office of the Consumers' Counsel
77 South High Street, 15th Floor
Columbus, OH 43266-0550

Judith B. Sanders
Bell, Royer & Sanders Co., LPA
33 South Grant Avenue
Columbus, OH 43215-3927

Robin P. Charleston
AT&T Communications of Ohio, Inc.
227 West Monroe Street, 6th Floor
Chicago, IL 60606

Douglas W. Trabaris
MCI
205 N. Michigan Avenue, Suite 3200
Chicago, IL 60601

Mary Hull
Sprint Communications Co., L.P.
8140 Ward Parkway, 5E
Kansas City, MO 64114

William M. Ondrey Gruber
City of Cleveland
601 Lakeside Avenue, Room 106
Cleveland, OH 44114

Gregory Dunn
Crabbe, Brown, Jones, Potts & Schmidt
500 S. Front Street, Suite 1200
Columbus, OH 43215

Maureen Grady
Hahn Loeser & Parks
431 E. Broad Street, Suite 200
Columbus, OH 43215

Janine Migden
Hahn Loeser & Parks
431 E. Broad Street, Suite 1200
Columbus, OH 43215

William S. Newcomb, Jr.
Vorys, Sater, Seymour & Pease
52 East Gay Street
P. O. Box 1008
Columbus, OH 43216-1008

Bruce J. Weston
AARP
169 West Hubbard Avenue
Columbus, OH 43215-1439

Joseph Meissner
Legal Aid Society of Cleveland
1223 West Sixth Street
Cleveland, OH 44113

Karin Rilley
Education Section
Office of the Attorney General
30 East Broad Street, 15th Floor
Columbus, OH 43266-0410

Ellis Jacobs
Dayton Legal Aide
333 West 1st Street, Suite 500
Dayton, OH 45402

Samuel C. Randazzo
Emens, Kegler, Brown, Hill & Ritter
65 East State Street, Suite 1800
Columbus, OH 43215

Sally W. Bloomfield
Bricker & Eckler
100 South Third Street
Columbus, OH 43215

Dennis K. Muncy
Meyer, Copel, Hirschfield, Muncy,
Jahn & Aldeen
Athenaeum Building
306 W. Church Street, P.O. Box 6750
Champaign, IL 61826-6750

Cecil O. Simpson, Jr.
Office of The Judge Advocate General
Department of the Army
901 North Stuart Street
Arlington, VA 22203-1837

Daniel Malkoff
Dept. of Administrative Services
30 East Broad Street
Columbus, OH 43215

Sheldon Taft
Vorys, Sater, Seymour and Pease
52 East Gay Street
P. O. Box 1008
Columbus, OH 43216-1008

Clyde Kurlander
Teleport
Three First National Plaza
Chicago, IL 60602

Kerry Bruce
City of Toledo
Dept. of Public Utilities
One Government Center, Suite 1520
Toledo, OH 43604

William A. Adams
Arter & Hadden
10 West Broad Street
Columbus, OH 43215