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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of the Joint Application of)
the Western Reserve Telephone Company,)
the Conneaut Telephone Company and Sprint, formerly)
known as United Telephone Company of Ohio,)

Case No. 94-1691 -TP-PEX

Petitioners)

and)

In the Matter of the Petition of the Board of)
County Commissioners of Ashtabula County)
Ohio, et al.)

Complainants)

v.)

The Western Reserve Telephone Company, Sprint,)
formerly known as United Telephone Company)
of Ohio, The Conneaut Telephone Company, and)
The Orwell Telephone Company)

Case No. 95-168-TP-PEX

Respondents,)

Relative to a Request for Two-Way)
Nonoptional Extended Area Service)
Between and Among all Exchanges of)
Ashtabula County.)

In the Matter of the Petition of Sandra Mosier and)
Numerous Other Subscriber of the Ashtabula)
Exchange of the Western Reserve Telephone)
Company.)

SPRINT'S REPLY TO ASHTABULA COUNTY
TELEPHONE COALITION'S COMMENTS

The Ashtabula County Telephone Coalition ("ACTC"), in its comments, expresses concern that Sprint customers may have insufficient information and as a result, a lack of understanding of the newly implemented Extended Area Service ("EAS") calling alternatives in Ashtabula County (ACTC comments, page 1, 2 and 4). Sprint concedes that its publicizing of the new EAS offerings was not at the same level as that of some of the other involved companies in

this matter. Sprint, however, over the next four weeks will be taking steps to ensure that its customers are aware of and understand their calling alternatives. The specific steps Sprint is taking include the preparation and placement of an advertisement to run in the local media along with personal contacts with the Ashtabula media to explain the calling alternatives. In addition, Sprint customers in Ashtabula County will receive this information in an insert to their bills. Further, contacts will be made with Sprint business customer explaining the calling options. Sprint believes this media promotion will fill any gaps that may have been present in its initial announcements.

ACTC characterizes Sprint's motion to waive the recorded dialing instructions which informs the customer that "1" is not needed as a "cover-up" (ACTC Comments, page 4). Sprint takes umbrage with its good faith efforts to be responsive to its customers being characterized as a "cover-up". As Sprint explained in its motion on this issue, it believes the permissive dialing, which permits 1+ ten digits or 7 digits to be completed, is more responsive to the needs of both residential and business customers than an intercept recording which will require a customer to redial. The Commission has approved this practice when considering this issue in other cases by ruling that permissive dialing is in the public interest. In the Matter of the Petition of John Signorini and David David Novak and Numerous Other Subscribers of Various Exchanges of GTE North, Inc., Case 93-2055-TP-PEX and In the Matter of the Petition of Susan Snyder and Numerous Other Subscribers of the Resaca Exchange, Case No. 95-408-TP-PEX

ACTC questions why the recording is an issue with Sprint contending that it "has had three ELC routes in place with seven digit dialing for years" (ACTC Comments, page 5). The ACTC appears to be misinformed regarding this contention. According to Sprint's network engineers who handle EAS network translations, Sprint's ELC routes utilize the permissive dialing approach it requests in this matter. Additionally, this permissive dialing approach has worked well with no customers voicing complaints or taking issue with the long used permissive dialing approach.

Sprint recognizes that the implementation of the EAS calling ordered in the matter was not without problems. Sprint, however, believes the steps it is taking to further inform its customers of their calling options and its motion to extend its deferral of service connection charges along with its proposed permissive dialing gives Sprint's customers the full benefit of the Commission's Order in this matter and is in the public interest. Sprint, respectfully, requests the Commission to grant its motion submitted in this mater.

Respectfully submitted,
Sprint

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CERTIFICATE OF SERVICE

Copies of the foregoing Motion were served upon the following persons by first class mail, postage prepaid on this 9th day of April, 1997.

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