

DEPARTMENT OF REGULATORY AGENCIES

STATE OF HAWAII

TITLE VII- PUBLIC UTILITIES COMMISSION

STANDARDS FOR TELEPHONE SERVICE IN THE STATE OF HAWAII

General Order No. 8

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DEPARTMENT OF REGULATORY AGENCIES
TITLE VII PUBLIC UTILITIES COMMISSION
STANDARDS FOR TELEPHONE SERVICE IN THE STATE OF HAWAII
(GENERAL ORDER NO. 8)

PART I. GENERAL

1.1 AUTHORIZATION OF RULES

Chapter 104-15, Revised Laws of Hawaii, provides that the Commission shall have the power to make such rules as it deems necessary in the public interest and in the exercise of its powers and jurisdiction to carry out the provisions of Chapter 104 and any other law relating to the Commission.

1.2 APPLICATION OF RULES

These rules shall apply to the telephone utility operating within the State of Hawaii, under the jurisdiction of the Public Utilities Commission.

- a. These rules govern the furnishing of telephone service and facilities to the public by the telephone utility subject to the jurisdiction of the Commission. The purpose of these rules is to establish reasonable service standards so that adequate and satisfactory service will be rendered to the public in the transmission of both local and long distance messages.
- b. If unreasonable hardship to the utility or to a customer results from the application of any rule herein prescribed, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its requirements.
- c. The adoption of these rules shall in no way preclude the Commission from altering or amending them, or from making such modifications with respect to their application as may be found necessary to meet exceptional conditions.
- d. These regulations shall in no way relieve the utility from any of its duties under the laws of this State.
- e. The telephone utility shall not deviate from these rules without specific authorization from the Commission except as herein provided. The rules herein established shall take precedence over all rules filed or to be filed by the telephone utility insofar as inconsistent therewith. Rules now on file and inconsistent with the rules herein established shall be properly revised and refiled within thirty (30) days from the effective date of this order.

- f. The telephone utility may of its own accord establish uniform non-discriminatory rules more favorable to its customers than the rules herein established.
- g. The rules herein established shall take precedence over all orders, general or special heretofore made by the Commission, insofar as said orders may be inconsistent with these rules.
- h. In any case where the telephone utility was supplying service to customers prior to the adoption of these rules, under conditions more favorable or advantageous to such customers than the minimum levels of service provided in these rules, either as to contracted quality or character of service, no reduction shall be made in the level of such service conditions without the prior approval of the Commission.

1.3 DEFINITIONS

In the interpretation of these rules, the following definitions shall be used:

- a. "Average Busy Season--Busy Hour Traffic"--The average traffic volume for the busy season, busy hours.
- b. "Base Rate Area"--The developed portion or portions within each exchange service area as set forth in the telephone utility's tariffs, maps or descriptions. Local exchange service within this area is furnished at uniform rates within each class and grade of service offered without mileage charges.
- c. "Busy Hour"--The two consecutive half-hours during which the greatest volume of traffic is handled in the office.
- d. "Busy Season"--That period of the year during which the greatest volume of traffic is handled in the office.
- e. "Calls"--Customers' telephone messages attempted.
- f. "Class of Service"--The various categories of exchange service generally available to customers, such as business or residence.
- g. "Central Office"--A switching unit, in a telephone system providing service to the general public, having the necessary equipment and operating arrangements for terminating and inter-connecting customer lines and trunks.
- h. "Commission"--The Public Utilities Commission of the State of Hawaii.

1.3 DEFINITIONS - continued

- i. "Customer"--Any person, firm, partnership, corporation municipality, cooperative organization, governmental agency, etc., provided with telephone or other communication service by the telephone utility. The utility shall include in its tariff, definitions in detail of qualification requirements of customers for the several classes of utility service available.
- j. "Customer Trouble Report"--Any oral or written report excluding dial service assistance calls from a customer or user of telephone service relating to a physical defect or to difficulty or dissatisfaction with the operation of telephone facilities.
- k. "Exchange"--A prescribed area established for the administration of telephone service which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with associated plant used in furnishing communication service in that area.
- l. "Grade of Service"--The number of parties served on a telephone line such as one-party, two-party, four-party, etc.
- m. "Message"--A completed customer telephone call.
- n. "Outside Plant"--The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private rights-of-ways between the central office and customer's locations or between central offices.
- o. "Customer Line"--The wires or channels used to connect the telephone equipment at the customer's premises with the central office.
- p. "Switching Service"--Switching performed for service lines. Service lines are those facilities owned and maintained by a customer or a group of customers which lines are connected with the facilities of a telephone utility for communication service.
- q. "Tariff"--The entire body of rates, charges, definitions, rules and regulations, including those contained in special contracts with customers and in supplemental tariffs, adopted and filed by the telephone utility and authorized by the Commission.
- r. "Telephone Utility"--Any person, firm, partnership, cooperative organization, or corporation engaged in the furnishing of telephone service to the public under the jurisdiction of the Commission.

PART II. RECORDS AND REPORTS

2.1 LOCATION OF RECORDS

All records required by these rules or necessary for the administration thereof, shall be kept within this State, unless otherwise authorized by the Commission. These records shall be available for examination by the Commission or its authorized representatives at all reasonable hours.

- a. A complete tariff as authorized by the Commission, shall be on file in each business office of the telephone utility and shall be available for public inspection during its regular business hours.

2.2 RETENTION OF RECORDS

Records required by these rules shall be preserved for the period of time specified in the current edition of the Federal Communications Commission's records retention schedule, unless otherwise specified by the Commission.

2.3 DATA TO BE FILED WITH THE COMMISSION

a. Tariffs

The telephone utility shall file with the Commission tariffs which have been authorized by the Commission setting forth the various exchange areas, base rate areas, the conditions and circumstances under which service will be furnished and defining the classes and grades of service available to customers.

1. Such tariffs shall also set forth the conditions and circumstances under which line extension or service extensions will be made.

b. Exchange Maps

The telephone utility shall file exchange maps or descriptions with the Commission showing the exchange service area for each telephone exchange operated, and the maps or descriptions shall be in sufficient detail to reasonably permit locating the exchange service area boundaries in the field. A copy of such map or description shall be available for public inspection at all points where the applicable tariff is available.

1. With every revised map, or description, the telephone utility so filing shall indicate, where applicable, the boundaries of all existing or proposed base rate areas and central offices for billing purposes.

2.3 DATA TO BE FILED WITH THE COMMISSION - continued

c. Accident Reports

The utility shall file with the Commission a report of each accident in connection with the operation of the utility's telephone plant. Prompt notice of fatal accidents shall be given to the Commission by telephone.

d. Capital Improvements.

1. The utility shall, by January 1 of each year, file with the Commission, a report (in a form approved by the Commission) of its projected capital improvements program expenditures budget for the ensuing five years which shall include, in considerable detail, the capital improvements program expenditures budget approved by management for the first year of the five-year period.
2. Proposed capital expenditures for any single project related to plant replacement, expansion or modernization, in excess of \$500,000 or 10 per cent of the total plant in service, whichever is less, shall be submitted to the Commission for review at least 60 days prior to the commencement of construction or commitment for expenditure, whichever is earlier. If the Commission determines, after hearings on the matter, that any portion of the proposed project provides facilities which are unnecessary or are unreasonably in excess of probable future requirements for utility purposes, than the utility shall not include such portion of the project in its rate base. If the utility subsequently convinces the Commission that the property in question has become necessary or useful for public utility purposes, it may then be included in the rate base. Failure of the Commission to act upon the matter and render a decision and order within 90 days of filing by the utility shall allow the utility to include the project in its rate base without the determination by the Commission required by this rule. The data submitted under this rule shall be in such form and detail as prescribed by the Commission.

PART III. RECORDING EQUIPMENT

3.1 BILLING RECORDING EQUIPMENT

Where mechanical and/or electronic means are used for recording information that will affect a customer's bill, such equipment shall be frequently inspected to see that it is functioning properly and the utility shall keep records of such inspections.

PART IV. CUSTOMER RELATIONS

4.1 CUSTOMER BILLING

- a. The telephone utility shall maintain an accurate record on each customer showing the name, address, type and quantity of equipment provided by the utility on the customer's premises, the class and type or types of service furnished. Bills to customers shall be rendered regularly and shall contain a clear listing of all charges. The utility shall comply with reasonable customer requests for an itemized statement of charges.
- b. In the event of a dispute between the customer and the utility respecting any bill, the telephone utility may require the customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment as provided in Rule 4.3f. The utility shall make such investigation as may be appropriate to the particular case, and report the result thereof to the customer. In the event that the dispute is not reconciled, either party may make application to the Commission for review of the matter.
- c. In the event the customer's service is interrupted other than by the negligence or willful act of the customer and it remains out of order for 24 hours or longer after being reported to be out of order, appropriate adjustments or refunds shall be made to the customer. In the event the customer's service is interrupted by natural or other disaster beyond the control of the utility, adjustments or refunds shall be made to customers affected, if service is not restored within 48 hours. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro rata part of the month's charge for the period of days and that portion of the service and facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

4.2 ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

Each applicant for service will be required to establish or re-establish credit in one of the following manners before service will be rendered:

- a. Establishment of Credit:

Credit shall be established when:

1. Applicant furnishes credit information and references satisfactory to the utility;

2. Applicant establishes a record of prompt payment for service for twelve consecutive months;
3. Applicant is the owner with substantial equity in the premises to be served, or in other real estate located within the limits of the utility service, of sufficient value in relation to charges for utility service to be rendered;
4. Applicant makes a cash deposit to secure payment of bills for service to be furnished by the utility as provided in Rule 4.2 c;
5. Applicant furnishes a guarantor, satisfactory to the utility to secure payment of bills for the service requested.

b. Re-establishment of Credit:

1. An applicant who previously has been a customer of the utility and whose service has been discontinued for non-payment of bills, may be required before service is rendered to pay all amounts owing to the utility and to re-establish credit as provided in Rule 4.2 a.
2. A customer who fails to pay his bills before they become past due, and who further fails to pay such bill within five days after the date of presentation of a discontinuance of service notice for non-payment of bills, may be required to pay such bills and re-establish his credit by depositing the amount prescribed in Rule 4.2 c.

c. Customer Deposits.

The utility may require from any normal business or residential customer or prospective customer a deposit intended to guarantee payment of bills for service until credit is established.

NOTE:

4.2.c.1 REVISED.
SEE ATTACHED
REVISIONS.

1. Such deposit shall not be less than \$5.00 nor more in amount than the maximum estimated charge for service connection plus one month's charge as set forth in appropriate rate schedules for exchange service and estimated toll charges for the same period.

4.2.c.1.a. REVISED.
SEE ATTACHED
REVISIONS.

- a. The customer may be required to estimate his maximum monthly toll charges. If credit information is inadequate to guarantee this amount, a deposit or increased deposit may be required to assure payment of toll charges.

2. Interest on Deposits

- a. Simple interest on deposits at the rate of at least 6% per annum shall be paid by the utility to each customer required to make such deposit for the time it is held by the utility after credit is established. If refund of deposit is made within 30 days of the establishment of credit, no interest payment is required. If the utility retains the deposit more than 30 days after the establishment of credit, payment of interest shall be made retroactive to the date of establishment of credit.
- b. Payment of the interest to the customer shall be made annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account.
- c. The interest shall be accrued annually.
- d. The deposit shall cease to draw interest on the date it is returned, on the date service is terminated, or on the date notice is sent to the customer's last known address that the deposit is no longer required.

3. The utility shall keep records to show:

- a. The name and address of each depositor.
 - b. The amount and date of the deposit.
 - c. Each transaction concerning the deposit.
4. The utility shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish his claim if his receipt is lost.
 5. The utility may retain the deposit as long as it feels it is necessary to insure payment of bills for service provided it complies with Rule 4.2c2.
 6. A record of each unclaimed deposit must be maintained for at least 3 years, during which time the utility shall make a reasonable effort to return the deposit.
 7. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account.

4.3 REASONS FOR DENYING SERVICE

Service may be refused or discontinued for any of the reasons listed below. Unless otherwise stated, the customer shall be allowed a

reasonable time in which to comply with the rule before service is discontinued.

- a. Without notice in the event of customer use of equipment in such a manner as to adversely affect the utility's equipment or the utility's service to others.
- b. Without notice in the event of tampering with the equipment furnished and owned by the utility.
- c. For violation of or non-compliance with the Commission's Regulations Governing Service Supplied by Telephone Utilities, or for violation of or non-compliance with the utility's rules on file with the Commission.
- d. For failure to comply with municipal ordinances or other laws pertaining to telephone service.
- e. For failure of the customer to permit the utility reasonable access to its equipment.

NOTE:

4.3.f REVISED----- f. For non-payment of bill.

SEE ATTACHED REVISIONS.

- g. For fraud against the utility.

4.4 INSUFFICIENT REASONS FOR DENYING SERVICE

The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

- a. Delinquency in payment for service by a previous occupant of the premises to be served.
- b. Failure to pay directory advertising charges.

4.5 CUSTOMER COMPLAINTS

- a. The telephone utility shall make a full and prompt investigation of all types of complaints made by its customers, either directly to it or through the Commission.
- b. If any customer's use of service interferes unreasonably with the necessary service of other customers, such customer may be required to take service in sufficient quantity or of a different class or grade.

4.6 HELD APPLICATIONS

- a. During such periods of time as the telephone utility may not be able to supply initial telephone service to an applicant or up-

grade existing customers within 30 days after the date applicant desires service, the telephone utility shall keep a record by exchanges showing the name and address of each applicant for service, the date of application, date service desired, the class and grade of service applied for, together with the reason for the inability to provide the new service or higher grade to the applicant.

- b. When, because of shortage of facilities, the utility is unable to supply main telephone service on dates requested by applicants, first priority shall be given to furnishing those services which are essential to public health and safety. In cases of prolonged shortage or other emergency, the Commission may require establishment of a priority plan subject to its approval for clearing held orders, and may request periodic reports concerning the progress being made.

4.7 DIRECTORIES

- a. Telephone directories shall be regularly published, listing the name, address and telephone number of all customers, except public telephones, numbers or addresses unlisted at customer's request, and as otherwise authorized by the Commission in the utilities' filed tariff.
- b. Upon issuance, a copy of each directory shall be distributed to all customers served by that directory and a copy of each directory shall be furnished to the Commission.
- c. The name of the telephone utility, the area included in the directory and the year of issue shall appear on the front cover. The effective date and information pertaining to emergency calls such as for the police and fire departments shall appear conspicuously in the front part of the directory pages.
- d. The directory shall contain such instructions concerning placing local and long distance calls, calls to repair and information services, and location of telephone company business offices as may be appropriate to the area served by the directory. Rates between frequently called points shall also be included.
- e. Information or intercept operators shall maintain records of all telephone numbers (except telephone numbers not listed or published at customer request, or numbers on mechanical intercept) in the area for which they are responsible for furnishing information service.

- f. In the event of an error in the listed number of any customer, the telephone utility shall intercept all calls to the listed number for a reasonable period of time provided existing central office equipment will permit and the number is not in service. In the event of an error or omission in the name listing of a customer, such customer's correct name and telephone number shall be in the files of the information or intercept operators and the correct number furnished the calling party either upon request or interception.
- g. Whenever any customer's telephone number is changed after a directory is published, the utility shall intercept all calls to the former number for a reasonable period of time, and give the calling party the new number provided existing central office equipment will permit, and the customer so desires.
- h. When additions or changes in plant, records or operations which will necessitate a large group of number changes are scheduled, reasonable notice shall be given to all customers so affected even though the additions or changes may be coincident with a directory issues.

PART V. ENGINEERING

5.1 CONSTRUCTION

Construction of telephone plant shall be subject to the provisions of the current National Electrical Safety Code, Hawaii Public Utilities Commission General Order No. 6 and such other appropriate regulation as may be prescribed.

5.2 MAINTENANCE OF PLANT AND EQUIPMENT

- a. The telephone utility shall adopt and pursue a maintenance program aimed at achieving efficient operation of its system so as to permit the rendering of safe, adequate, and continuous service at all times.
- b. Maintenance shall include keeping all plant and equipment in a good state of repair consistent with safety and adequate service performance. Broken, damaged, or deteriorated parts which are no longer serviceable shall be repaired or replaced. Adjustable apparatus and equipment shall be readjusted as necessary when found by preventive routines or fault location tests to be in unsatisfactory operating condition. Electrical faults, such as leakage or poor insulation, noise induction, crosstalk, or poor transmission characteristics, shall be corrected to the extent practicable within the design capability of the plant affected.

5.3 GRADE OF SERVICE

- a. Within the base rate area, the utility shall not connect more customers on any line than are contemplated under the grade of service charged the customer on such line as provided in the company tariffs.
- b. On rural lines where multi-party service is provided, no more than 4 customers shall be connected to any one circuit, unless approved by the Commission. All rural circuits now serving more than 4 shall be changed to meet this requirement within a five year period following adoption of these rules. The telephone utility may regroup customers in such a manner as may be necessary to carry out the provision of this rule. Upon completion or delay in the meeting of this requirement a report to that effect shall be filed with the Commission.

5.4 GROUNDED CIRCUITS

The utility shall provide full metallic circuits for all telephone and communication service, (other than by carrier or radio) within the State of Hawaii, properly transposed where necessary to minimize inductive or conductive interference. Single conductor with ground return circuits are prohibited.

5.5 SELECTIVE RINGING

The telephone utility shall provide full selective ringing for individual subscriber service.

5.6 EMERGENCY OPERATION

- a. The telephone utility shall make reasonable provisions to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators, or from fire, storm, or acts of God, and the telephone utility shall inform employees as to procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of telephone service.
- b. It is essential that all central offices have adequate provision for emergency power. In offices without installed emergency power facilities, there shall be a mobile power unit available which can be delivered on short notice, and which can be readily connected.

5.7 CONSTRUCTION WORK NEAR UTILITY FACILITIES

Even though all contractors working in the vicinity of utility lines or structures are responsible for exercising due diligence in preventing damage to utility property or interruption to utility services, the telephone utility shall, when requested, furnish to contractors appropriate information concerning location of underground conduit, cable, etc. in order to prevent any interruption of service to telephone customers. Nothing in this rule is intended to affect the responsibility, liability, or legal rights of any party under applicable laws or statutes.

PART VI. INSPECTIONS AND TESTS

6.1 PROVISIONS FOR TESTING

The telephone utility shall provide or have access to test facilities which will enable it to determine the operating and transmission capabilities of circuit and switching equipment, either for routine maintenance or for fault location.

6.2 RECORDING EQUIPMENT TEST FACILITIES

- a. The utility furnishing telephone service, where billing is based on the number and/or the duration of messages, shall provide the necessary facilities, instruments, and equipment for testing its recording equipment.
- b. The over-all accuracy of the test equipment and test procedure shall be sufficient to enable the test of accuracy of recording equipment within the requirements of these rules.

6.3 ACCURACY REQUIREMENTS

All recording devices used to record data and prepare customer's bills shall be in good mechanical and electrical condition, shall be accurately read and shall not involve approximations. All recording devices shall accurately perform the following:

- a. For message rate service, where timing of length of message is not involved, the recording device shall show accurately the number of completed messages sent by the station which it is measuring.
- b. For message rate and/or toll service when in addition to recording the calls it is necessary to time the calls, the recording device shall show accurately the number of calls and the talking time involved in each call and the station making such call.

- c. Where the recording equipment provides coded information that is used to automatically prepare customer bills, accurate interpretation of such coded information is required.

6.4 INITIAL TEST

Every telephone recording device shall be tested prior to its installation, either by the manufacturer, the utility, or an approved organization equipped for such testing.

6.5 AS-FOUND TESTS

All recording devices tested in accordance with these rules for routine or complaint tests shall be tested in the condition "as found" in connection with the customer's service prior to removal or adjustment in any respect.

6.6 ROUTINE TESTS

The utility shall adopt appropriate practices for the test and maintenance of its recording devices to assure the integrity of their operation.

6.7 REQUEST TESTS

The utility shall make a test of any recording device upon written request of any customer, based upon reasonable grounds, and provided such request is not made more frequently than once each 12 months.

6.8 TEST RECORDS

A record of all recording equipment tests and adjustments and data sufficient to allow checking of the results shall be recorded. Such record shall include: The identifying number of the recording device; its type; the date and kind of test, and the results as found at each test. The record of tests of each recording device shall be maintained for at least two years.

PART VII. STANDARDS OF QUALITY OF SERVICE

7.1 ADEQUACY OF SERVICE

- a. The utility shall employ recognized engineering and administrative procedures to determine the adequacy of service being provided to the customer.

- b. Traffic studies shall be made and records maintained to the extent and frequency necessary to determine that sufficient equipment and an adequate operating force are provided during the busy hour, busy season.
- c. The telephone utility shall provide telephone and communication service in all exchanges 24 hours of the day.
- d. The utility shall employ adequate procedures for assignment of facilities. The assignment record shall be kept up to date and checked periodically to determine if adjustments are necessary to maintain proper balance in all groups.

7.2 BASIC UTILITY OBLIGATIONS

- a. The telephone utility shall provide telephone service to the public in accordance with its tariffs authorized by the Commission. Such service shall meet or exceed the standards set forth in these "Standards for Telephone Service" in the State of Hawaii.
- b. The telephone utility has the obligation of continually reviewing its operations to assure the furnishing of adequate service.
- c. The telephone utility shall maintain records of its operations in sufficient detail as is necessary to permit such review and such records shall be made available for inspection by the Commission upon request at any time within the period prescribed for retention of such records.

7.3 TRAFFIC RULES

- a. Suitable practices shall be adopted by the telephone utility concerning the operating methods to be employed by operators with the objective of providing efficient and pleasing service to the customers.
- b. Telephone operators shall be instructed to be courteous, considerate and efficient in the handling of all calls, and to comply with the provisions of the Communications Act of 1934 in maintaining the secrecy of communications.
- c. All operator-handled calls shall be carefully supervised and disconnects made promptly.

7.4 DIAL SERVICE REQUIREMENTS

- a. Sufficient central office capacity and equipment shall be provided to meet the following minimum requirements during the average busy season-busy hour:

1. Dial tone within 3 seconds on at least 95% of telephone calls.
2. Complete dialing of called numbers on at least 90% of telephone calls without encountering an all-trunk busy condition within the central office.
3. The utility shall employ appropriate procedures to determine the adequacy of central office equipment.

7.5 INTER-OFFICE TRUNKS

Local interoffice trunks shall be provided so that at least 95% of telephone calls offered to the group will not encounter an all-trunks-busy condition. For toll connecting trunks, this figure shall be at least 97%.

7.6 TRANSMISSION REQUIREMENTS

The telephone utility shall furnish and maintain adequate plant, equipment and facilities to provide satisfactory transmission of communications between customers. Transmission shall be at adequate volume levels and free of excessive distortion. Levels of noise and cross-talk shall be such as not to impair communications.

7.7 MINIMUM TRANSMISSION OBJECTIVES

- a. The transmission objectives set forth herein are based upon the use of standard telephone sets connected to a 48-volt dial central office and measured at a frequency of 1000 cycles.
- b. With the foregoing conditions a customer line that provides satisfactory pulsing and supervision normally will provide acceptable and adequate transmission. Such line shall, in general, have a loop resistance not exceeding the operating design of the associated central office equipment.
- c. The over-all transmission loss, including terminating equipment, on local inter-office trunks shall be no more than 10 decibels.

7.8 PUBLIC TELEPHONE SERVICE

In each exchange the telephone utility shall supply at least one coin telephone that will be available to the public on a 24 hour basis. Public coin telephones shall be located in a prominent location in the exchange area, and where electric service is available shall be illuminated at night. The utility may also establish other public telephone service at locations where the public convenience will be served.

7.9 INTERRUPTIONS OF SERVICE

- a. The telephone utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall re-establish service with the shortest possible delay. The minimum objective should be to clear 95% of all out-of-service troubles within 24 hours of the time such troubles are reported.
 1. In the event of national emergency or local disaster resulting in disruption of normal telephone or communication service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.
- b. The telephone utility shall inform the Commission, as soon as possible, of any occurrence of an unusual nature which apparently will result in prolonged and serious interruption of service to a large number of customers.
- c. Arrangements shall be made to receive customer trouble reports 24 hours daily and to clear trouble of any emergency nature at all hours, consistent with the bona fide needs of the customer and personal safety of utility personnel.
- d. The telephone utility shall maintain an accurate record of trouble reports made by its customers. This record shall include appropriate identification of the customer or service affected, the time, date and nature of the report, the action taken to clear trouble or satisfy the complaint, and the date and time of trouble clearance or other disposition. This record shall be available to the Commission or its authorized representatives upon request at any time within the period prescribed for retention of such records.
- e. It shall be the objective to so maintain service that the average rate of all customer trouble reports in an exchange is no greater than 14 per 100 telephones per month.

PART VII. SAFETY

8.1 PROTECTIVE MEASURES

- a. The utility shall exercise reasonable care to reduce the hazards to which its employees, its customers, and the general public may be subjected.

- b. The utility shall give reasonable assistance to the Commission in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents.
- c. The utility shall maintain a summary of all reportable accidents arising from its operations.

8.2 SAFETY PROGRAM

The utility shall adopt and execute a safety program, fitted to the size and type of its operations. As a minimum, the safety program should:

- a. Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner.
- b. Instruct employees in safe methods of performing their work.
- c. Instruct employees who, in the course of their work are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

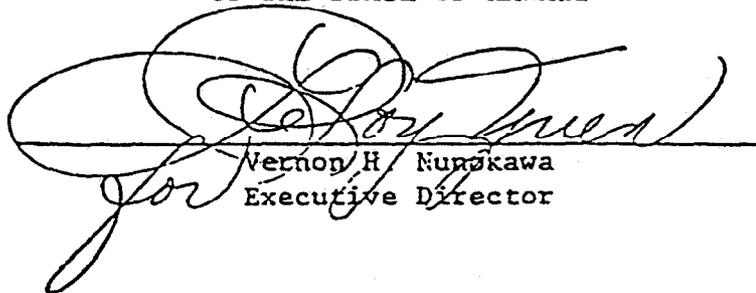
Decision and Order No. 3071

Section 4.2.c.1.a The estimated toll charges will be determined by the Company based on the customer's estimate of such charges, evaluation of previous toll charges, if any, or the average toll charges of customers using the class of service requested. If credit information is inadequate to establish this amount, a deposit or increased deposit may be required to assure payment of toll charges.

Section 4.3.f For non-payment of bill. The Company may discontinue all services provided to a customer when payment for one of these services is in arrears provided that residential service shall not be discontinued if the payment for the customer's business service is in arrears nor shall the customer's business service be terminated if the payment for the residential service is in arrears.

DONE at Honolulu, Hawaii, this 20th day of December, 1972, per motion passed by the Commission on October 27, 1972.

BY ORDER OF THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII



Vernon H. Nuneakawa
Executive Director