

P-3008/CI-92-1261 ORDER ACCEPTING REPORT AND REQUIRING FURTHER  
FILINGS

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Don Storm	Chair
Tom Burton	Commissioner
Marshall Johnson	Commissioner
Cynthia A. Kitlinski	Commissioner
Dee Knaak	Commissioner

In the Matter of Commission	ISSUE DATE: November 2, 1993
Recommendations to the 1993	
Legislature on Future Provision	DOCKET NO. P-3008/CI-92-1261
and Maintenance of	
Telecommunications Services to	ORDER ACCEPTING REPORT AND
Communications-Impaired Persons	REQUIRING FURTHER FILINGS

**PROCEDURAL HISTORY**

On February 26, 1993 the Commission issued an Order in the above-entitled case requiring the TACIP<sup>1</sup> Board to implement a billing and collection system for intrastate and incoming interstate calls placed through its state-wide message relay service by January 31, 1994. The Order also required the Board to file quarterly reports on its progress in complying with that directive.

On September 30, 1993 the Board filed its third quarterly report. The report stated that this summer the Board issued two Requests for Proposals for the provision of message relay and billing and collection services; neither Request produced a cost-effective proposal for billing and collection services. Subsequent informal contacts with telephone service bureaus, however, suggested they might be able to provide billing and collection services cost-effectively. The Board therefore planned to issue a new Request for Proposals for billing and collection services only, and expected to meet the January 31, 1994 deadline for having a billing and collection system in place. The report also stated the Board had installed call accounting software which enabled it to determine the number and length of unbillable long distance calls, and the amount of uncollected revenue those calls represented.

The report came before the Commission on October 19, 1993.

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<sup>1</sup> "TACIP" stands for Telecommunication Access for Communication-Impaired Persons.

## FINDINGS AND CONCLUSIONS

The Commission has examined the September 30 report, finds it in compliance with the February 26 Order, and will accept it.

The Commission is encouraged to learn that telephone service bureaus may now be interested in competing for the Board's billing and collection business. In the past these bureaus, which have significant resources and expertise, have considered the Board's traffic volume too low to interest them. This change in traffic volume thresholds could resolve the longstanding predicament of finding a cost-effective billing and collection system. The Commission is also encouraged by the Board's prompt solicitation of proposals from telephone service bureaus and its conviction that it can meet the January 31 deadline for implementing a billing and collection system.

To ensure prompt notification of any unforeseen difficulties, the Commission will continue to require the December 31 progress report required under the February 26 Order. That report should also provide an itemization of uncollected toll revenue for all months since that revenue became calculable under the new call accounting software. Finally, to ensure prompt release of amounts earmarked for a billing and collection system and held in reserve under the Commission's September 21 Order, the Board should immediately notify the Commission upon selection of any telephone service bureau to implement a billing and collection system.

The Commission will so order.

## ORDER

1. The Commission accepts the quarterly report filed on September 30, 1993 as in compliance with the requirements of the February 26, 1993 and September 21, 1993 Orders.
2. The TACIP Board shall continue filing quarterly reports, as required under the February 26, 1993 Order, on its progress in implementing a billing and collection system for intrastate and incoming interstate toll calls.
3. In its December 31, 1993 quarterly report the TACIP Board shall include an itemization of uncollected toll revenue for all months since that revenue became calculable under the new call accounting software.

14. Upon its selection of a provider to implement a billing and collection system, the TACIP Board shall promptly notify the Commission and apply for release of the portion of its budget earmarked for billing and collection implementation placed in reserve under the September 21 Order.
5. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Susan Mackenzie  
Acting Executive Secretary

(S E A L)