

1 [Directory Assistance]

2 URGING THE CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC) TO RECONSIDER
3 THEIR DECISION MADE ON THURSDAY NOVEMBER 18TH, 1999 TO INCREASE THE
4 COST OF A DIRECTORY ASSISTANCE CALL FROM 25 CENTS TO 46 CENTS AND
5 APPROVE AN ALTERNATE DECISION INTRODUCED BY COMMISSIONER CARL W.
6 WOOD THAT SETS FORTH PACIFIC BELL DIRECTORY ASSISTANCE RATES AT A
7 LOWER RATE AND A HIGHER NUMBER OF FREE RESIDENTIAL CALL ALLOWANCES
8 THAN THE PREVIOUS DECISION PROPOSED BY ADMINISTRATIVE LAW JUDGE
9 GALVIN.
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11 WHEREAS, In early 1998, Pacific Bell filed an application with the California Public
12 Utilities Commission ("CPUC") to increase its directory assistance (ie. 411) rate from \$.25 to
13 \$.50 per call with an option to raise rates to \$1.10 and to reduce the number of free monthly
14 directory assistance call allowances for residential, business, and Centrex customers; and,
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16 WHEREAS, The CPUC conducted public participation hearings throughout California
17 in November and December, 1998 where 175 people spoke and generally opposed the price
18 increases and call allowance deductions; and,
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20 WHEREAS, The CPUC received 4,000 written comments from residents and
21 businesses of California also generally opposing the price increase; and,
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23 WHEREAS, On August 17, 1999 Administrative Law Judge Galvin released a
24 Proposed Decision authorizing Pacific Bell to raise its Directory Assistance rates from \$.25 to
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1 \$.50 and to reduce free call allowances for residential, business, and Centrex customers;
2 and,

3 WHEREAS, On October 21, 1999, CPUC Commissioner Carl W. Wood proposed an
4 Alternate Decision that would allow Pacific Bell to increase its directory assistance rates from
5 \$.25 to \$.35 per call without reducing the number of residential customer free call allowances;
6 and,
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8 WHEREAS, The CPUC placed the Administrative Law Judge Proposed Decision on its
9 November 4, 1999 agenda for consideration; and,

10 WHEREAS, Before the November 4, 1999 agenda was finalized, Administrative Law
11 Judge Galvin changed the authorized increase to the directory assistance rate from \$.50 to
12 \$.46 in a last minute substitution; and,
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14 WHEREAS, The rate increase set forth in Administrative Law Judge Galvin's
15 Proposed Decision will significantly effect the cost of using directory assistance for San
16 Francisco citizens, and business; and,

17 WHEREAS, The City and County of San Francisco, as the largest employer in the City,
18 is a major consumer of these services and would be adversely effected by the Administrative
19 Law Judge 's Proposed Decision; and, now, therefore, be it
20

21 RESOLVED, that the City and County of San Francisco urges the California Public
22 Utilities Commission to reconsider their decision made on Thursday November 18th, 199 to
23 increase the cost of a Directory Assistance call from 25 cents to 46 cents and approve an
24 Alternate Decision introduced by Commissioner Carl W. Wood that sets forth Pacific Bell
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1 directory assistance rates at a lower rate and a higher number of free residential call
2 allowances than the previous decision proposed by Administrative Law Judge Galvin.

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City and County of San Francisco

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Tails

Resolution

File Number: 992165

Date Passed:

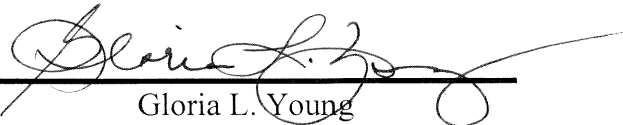
Resolution urging the California Public Utilities Commission (CPUC) to reconsider their decision made on Thursday November 18, 1999 to increase the cost of a directory assistance call from 25 cents to 46 cents and approve an alternate decision introduced by Commissioner Carl W. Wood that sets forth Pacific Bell Directory Assistance rates at a lower rate and a higher number of free residential call allowances than the previous decision proposed by Administrative Law Judge Galvin.

December 6, 1999 Board of Supervisors — ADOPTED

Ayes: 11 - Ammiano, Becerril, Bierman, Brown, Katz, Kaufman, Leno, Newsom, Teng, Yaki, Yee

File No. 992165

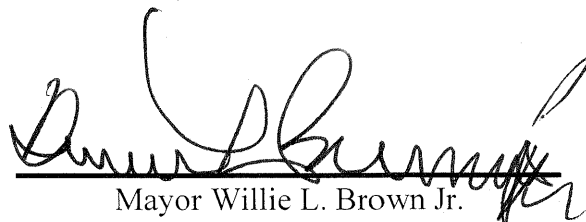
I hereby certify that the foregoing Resolution was ADOPTED on December 6, 1999 by the Board of Supervisors of the City and County of San Francisco.



Gloria L. Young
Clerk of the Board

DEC 17 1999

Date Approved



Mayor Willie L. Brown Jr.