



24

The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

September 8, 1997

D.P.U. 96-118

Petition of Over Twenty Customers of MCI Telecommunications Corporation

Cape Organization for the Rights of the Disabled, Northeast Independent Living Program, Stavros Center for Independent Living, Western Massachusetts Association for the Deaf and Hearing Impaired, and over twenty (20) customers of MCI Telecommunications Corporation filed a petition with the Department of Public Utilities ("Department") requesting an investigation regarding the quality of service of the Telecommunications Relay Service. The Telecommunications Relay Service is a system which uses third party operators to connect deaf, hard of hearing, and speech impaired persons with persons of normal hearing and speech by way of the telephone system. MCI Telecommunications Corporation provides the Telecommunications Relay Service in Massachusetts under contract with New England Telephone and Telegraph Company d/b/a NYNEX.

The above investigation is officially captioned:

D.P.U. 96-118

Petition of Cape Organization for the Rights of the Disabled, Northeast Independent Living Program, Stavros Center for Independent Living, Western Massachusetts Association for the Deaf and Hearing Impaired, and over twenty (20) customers of MCI Telecommunications Corporation as Telecommunications Relay Service provider, regarding the substandard services that are being provided, pursuant to G.L. c. 159, §§ 12(d), 16 and 24.

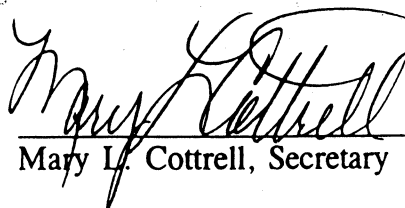
The Department will hold a public hearing on the above matter in Admirals' Hall (a.k.a. Lecture Hall) of the **MASSACHUSETTS MARITIME ACADEMY**, 101 Academy Drive, Buzzards Bay, Massachusetts, on **Monday September 29, 1997, at 5:00 p.m.** The public is invited to attend and comment. The hearing will be communications accessible.

Any person may file written comments on this matter with the Secretary of the Department at the address below. Comments must be received by the Department no later than the close of business (5:00 p.m.) on **Monday October 6, 1997.**

24-1

Any person who desires to participate in an adjudicatory proceeding concerning the above petition must file a written petition for leave to intervene or to participate in the proceeding with Mary L. Cottrell, Secretary, Department of Public Utilities, 100 Cambridge Street -- 12th Floor, Boston, Massachusetts 02202, not later than the close of business (5:00 p.m.) on **Friday October 3, 1997**. A petition to intervene must satisfy the timing and substantive requirements of 220 C.M.R. § 1.03. Receipt by the Department -- not mailing-- constitutes filing and determines whether a petition has been timely filed. A late-filed petition may be disallowed as untimely, unless good cause is shown for waiver of the intervention deadline. To be allowed, a petition under 220 C.M.R. § 1.03(1) must satisfy the standing requirements of G.L. c. 30A, § 10.

By Order of the Department,



Mary L. Cottrell, Secretary



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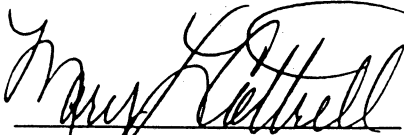
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By Order of the Department,


Mary L. Cottrell, Secretary

Consent Communication #24

5-590

Communication was received from the Department of Public Utilities, transmitting notice of a public hearing on September 29, 1997 at 5:00 p.m. at the Massachusetts Maritime Academy, 101 Academy Drive, Buzzards Bay, MA, regarding the quality of service of the Telecommunications Relay Service.

In City Council September 22, 1997

Referred to
the City Managers,

Copy sent

9-24-97

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