

The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

February 12, 1980 MASS.

D.P.U. 18448-II

Notice of adjudicatory proceedings on the petition of the New England Telephone and Telegraph Company to repeal and amend certain rules and practices relating to residential customers.

Notice is given that:

The New England Telephone and Telegraph Company
185 Franklin Street
Boston, Massachusetts 02107

has filed with the Massachusetts Department of Public Utilities a petition to repeal and amend certain rules and practices relating to residential customers issued by the Department of Public Utilities on December 19, 1977.

The New England Telephone Company has submitted this petition in an attempt to stem what it has identified as the increasing trend in its bad debt. The Telephone Company seeks to accomplish this by requesting the Department of Public Utilities to approve the following rule changes:

- introduction of an objective credit evaluation process to assess the credit worthiness of applicants for telephone service.
- design customer group classifications by length of service and payment history to allow differing levels of collection activity in an effort to obtain bill payment consistent with varying degrees of risk.
- acquire security protection from applicants unable to pass the credit evaluation process, in the form of a deposit, guarantee agreement or security exemption agreement

The proposed revisions to the collection and billing practices will not affect consumer rights to a hearing, special considerations for the elderly, cases of serious illness or personal emergency or payment arrangements. In addition, the proposal does not seek to prevent any potential telephone subscriber from obtaining basic telephone service.

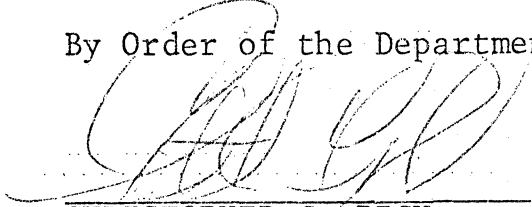
A pre-hearing conference concerning the New England Telephone Company's petition will be held at:

100 Cambridge Street
Room 1210
Boston, Massachusetts 02202
March 12, 1980
10:00 a.m.

Any person desiring further information relative to this proceeding can review the existing rules and practices along with the Telephone Company's petition at the offices of the Department of Public Utilities, Room 1210; or, can contact the Presiding Officer, Richard A. Galante at Room 1206, 100 Cambridge Street, Boston, Massachusetts 02202, telephone: (617) 727-8627.

Any person or party interested in participating in the adjudicatory proceeding should file a Petition To Intervene or notice of an intent to file such a petition with the Presiding Officer in writing no later than February 29, 1980.

By Order of the Department,



CHRISTOPHER C. RICH
Secretary

City of Cambridge

= 80

Notice of a public hearing by the Dept. of
Public Utilities on 3/12/80 at 10 a.m. at
100 Cambridge St., Boston, re: petition of
New England Telephone and Telegraph Co. to
repeal and amend certain rules and practices.

In City Council,
Feb. 25, 1980

REFERRED TO
LEGISLATIVE AGENT

copy sent 2-28-80