

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Amendment of Rule)
 25-24.490(4), F.A.C., Pertaining)
 to Interexchange Telephone)
 Company Customer Relations.)

DOCKET NO. 890590-TI
 ORDER NO. 21845
 ISSUED: 9-6-89

NOTICE OF RULEMAKING

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to amend Rule 25-24.490(4) relating to interexchange telephone company customer relations.

The attached Notice of Rulemaking will appear in the September 8, 1989 edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Friday, October 13, 1989
 Room 122, Fletcher Building
 101 East Gaines Street
 Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rule must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, FL, 32399, no later than September 29, 1989.

By Direction of the Florida Public Service Commission,
 this 6th day of SEPTEMBER, 1989.


 STEVE TRIBBLE, Director
 Division of Records & Reporting

(S E A L)

WJB

DOCUMENT NUMBER-DATE

08949 SEP -6 1989

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 890590-TI

RULE TITLE:

RULE NO.:

Customer Relations; Rules Incorporated

25-24.490(4)

PURPOSE AND EFFECT: The rule change will give companies the option of sending the required information in a separate mailing to new customers.

SUMMARY: The pertinent part of the rule, involved in this proposed rule change, presently requires interexchange telephone companies to provide certain information to new customers in their first bill. As a result of the rule change, companies will have a choice of sending the same information to new customers in a separate mailing no later than the first bill.

RULEMAKING AUTHORITY: 350.127(2), F.S.

LAW IMPLEMENTED: 364.03, 364.14, 364.15, 364.337, F.S.

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THESE RULES: There will be no adverse impact on ratepayers. If anything, some companies will benefit by being able to send the information in the most efficient and cost effective manner.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING. IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:
TIME AND DATE: 9:30 A.M., Friday, October 13, 1989

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PLACE: Room 122, 101 East Gaines Street, Tallahassee, Florida.

THE PERSON TO BE CONTACTED REGARDING THESE RULES AND THE ECONOMIC IMPACT STATEMENT IS: Director of Appeals, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, Florida 32399

THE FULL TEXT OF THE RULES IS:

25-24.490 Customer Relations; Rules Incorporated.

The following rules are incorporated herein by reference and apply to interexchange companies. In the following rules, the word 'local' should be omitted or interpreted as 'toll', as they shall apply only to interexchange and not local service.

(1) The following rules apply to all companies:

<u>Section</u>	<u>Title</u>	Portions not <u>Applicable</u>
25-4.111	Customer Complaint and Service Requests	Subsection (2)
25-4.112	Termination of Service by Customer	None
25-4.113	Refusal or Discontinuance of Service by Company	None
25-4.114	Refunds	None

(2) The following rules apply to major interexchange companies only:

<u>Section</u>	<u>Title</u>	Portions not <u>Applicable</u>
25-4.109	Customer Deposits	None

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25-4.110	Customer Billing	Subsection (4)
25-4.111(2)	Customer Complaints & Service Reports	None

(3) A minor interexchange company may require a deposit as a condition of service and may collect advance payments for more one month of service if it maintains on file with the Commission a bond covering its current balance of deposits and advance payments (for more than one month's service). A company may apply to the Commission for a waiver of the bond requirement by demonstrating that it possesses the financial resources and income to provide assurance of continued operation under its certificate over the long term.

This subsection applies to all minor interexchange companies that apply for a certificate of public convenience and necessity on or after the effective date of this rule and will become applicable to all other minor interexchange companies 90 days after the effective date of this rule.

(4) Upon request, each company shall provide verbally or in writing to any person inquiring about the company's service:

- (a) any nonrecurring charge,
- (b) any monthly service charge or minimum usage charge,
- (c) company deposit practices,
- (d) any charges applicable to call attempts not answered,
- (e) a statement of when charging for a call begins and ends,
- (f) a statement of billing adjustment practices for wrong

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numbers or incorrect bills.

In addition, the above information shall be included in the first bill, or in a separate mailing no later than the first bill, to all new customers and to all customers presubscribing on or after the effective date of this rule, and in any information sheet or brochure distributed by the company for the purpose of providing information about the company's services. The above information shall be clearly expressed in simple words, sentences and paragraphs. It must avoid unnecessarily long, complicated or obscure phrases or acronyms.

Specific Authority: 350.127(2), F. S.

Law Implemented: 364.03, 364.14, 364.15, 364.337, F.S.

History: New 2/23/87.

NAME OF PERSON ORIGINATING PROPOSED RULE: Jill Hurd, Division of Communications

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RULES:
Florida Public Service Commission

DATE PROPOSED RULES APPROVED: August 29, 1989

If any person decides to appeal any decision of the Commission with respect to any matter considered at the rulemaking hearing, if held, a record of the hearing is necessary. The appellant must ensure that a verbatim record, including testimony and evidence forming the basis of the appeal is made. The Commission usually makes a verbatim record of rulemaking hearings.