

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing to provide )	DOCKET NO. 910055-TL
Enhanced Automatic Call Distribution by )	ORDER NO. 24686
CENTRAL TELEPHONE COMPANY OF FLORIDA. )	ISSUED: 6/20/91

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman  
 J. TERRY DEASON  
 BETTY EASLEY  
 GERALD L. GUNTER  
 MICHAEL McK. WILSON

ORDER APPROVING TARIFF PROPOSAL

BY THE COMMISSION:

On December 27, 1990, Central Telephone Company of Florida (Centel) filed a tariff proposal to establish rates and charges for Enhanced Automatic Call Distribution (EACD). The proposed tariff will allow Centel to offer central office based Management Information System and Load Management features to business customers and government agencies.

The associated costs for this service were developed using a fully distributed cost study. Included in the study were the cost for materials, engineering, installation and maintenance. The proposed monthly recurring rate is \$8.50 per access line. The customer access port carries a monthly recurring rate of \$240 and a nonrecurring charge of \$200. Centel forecasted the net recurring revenues for EACD in 1991 to be \$15,050 with \$1,050 in nonrecurring revenue.

A Generic Recorded Announcement service will be available for incoming calls when the line is busy. This recorded announcement service will have a nonrecurring charge of \$150 and a recurring monthly rate of \$34.10. These are the same rates that were previously approved by this Commission for Automatic Call Distribution service.

Provision of this service will benefit both Centel and the end user. Furthermore, the proposed rates appear to be appropriate and reasonable.

Based on the foregoing, it is

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ORDERED by the Florida Public Service Commission that Central Telephone Company of Florida's tariff proposal for the establishment of rates and charges for Enhanced Automatic Call Distribution is hereby approved. It is further

ORDERED that the effective date of the aforementioned tariff shall be May 24, 1991. It is further

ORDERED that any revenues derived from this service shall be held subject to refund during the protest period. It is further

ORDERED that if no timely protest is filed pursuant to the requirements set forth below, the tariff shall become final and this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 20th day of JUNE, 1991.

  
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STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

JKA

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests

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are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on July 11, 1991

In the absence of such a petition, this Order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.