

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Adoption of Rule 25-4.040(3)(c), ) DOCKET NO. 910941-TL  
 F.A.C., - PSC Notice in Directories. ) ORDER NO. 25647  
 \_\_\_\_\_ ) ISSUED: 1/28/92

NOTICE OF ADOPTION OF RULE (AMENDMENT)

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has adopted the amendments to Rule 25-4.040, F.A.C., relating to FPSC Notice in Directories, without changes.

The rule amendment was filed with the Department of State on January 21, 1992, and will be effective on February 11, 1992. A copy of the relevant portions of the certification filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By Direction of the Florida Public Service Commission, this  
 28th day of JANUARY, 1992.

  
 STEVE TRIBBLE, Director  
 Division of Records & Reporting

( S E A L )

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DOCUMENT NUMBER-DATE

00983 JAN 28 1992

FPSC-RECORDS/REPORTING

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CERTIFICATION OF  
PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES  
FILED WITH THE  
DEPARTMENT OF STATE

I do hereby certify:

(1) The time limitations prescribed by paragraph 120.54(11)(a), F.S., have been complied with; and

(2) There is no administrative determination under section 120.54(4), F.S., pending on any rule covered by this certification; and

(3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(11)(b), F.S. They are filed not less than 28 days after the notice required by subsection 120.54(1), F.S., and;

(a) And are filed not more than 90 days after the notice; or

(b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

(c) Are filed within 21 days after the adjournment of the final public hearing on the rule; or

(d) Are filed within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

(e) Are filed within 21 days after the date the transcript was received by this agency.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the

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undersigned agency by and upon their filing with the Department of State.

<u>Rule No.</u>	<u>Rulemaking Authority</u>	<u>Specific Law Being Implemented, Interpreted or Made Specific</u>
25-4.040(3)(c)	350.127(2), F.S.	364.03, F.S.

Under the provision of paragraph 120.54(13)(a), F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: \_\_\_\_\_  
(month) (day) (year)

  
 \_\_\_\_\_  
 Steve Tribble  
Director, Division of Records & Reporting  
 Title

\_\_\_\_\_  
Number of Pages Certified

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1 25-4.040 Telephone Directories; Directory Assistance.

2 (1) Each local exchange telecommunications company shall  
3 normally publish updated telephone directories once every 12 months  
4 and shall publish updated directories at least once every 15  
5 months. The directories shall normally alphabetically list the  
6 name, address, and telephone number of all subscribers located in  
7 the exchange(s) contained in the directory except the telephone  
8 numbers for public telephones or a name, address, number/address  
9 unlisted or unpublished at the subscriber's request. A description  
10 of the local (toll free) calling scope shall be prominently  
11 displayed at the beginning of each alphabetical section in a  
12 directory. At no additional charge and upon the request of any  
13 residential subscriber, the exchange company shall list an  
14 additional first name or initial under the same address, telephone  
15 number and surname of the subscriber. The exchange company shall  
16 place the first names or initials in the order requested by the  
17 subscriber.

18 (2) Each subscriber served by a directory shall be furnished  
19 one copy of that directory for each access line. Subject to  
20 availability, additional directories shall be provided by the local  
21 exchange telecommunications company, which may charge a reasonable  
22 fee therefor. Within 30 days after the effective date of this rule  
23 each exchange company shall file with the Commission a tariff  
24 setting forth the fee, if any, and the conditions under which it  
25 will apply. Copies of each directory shall be furnished to the

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1 Bureau of Service Evaluation. When expanded calling scopes are  
2 involved, as with Extended Area Service, each subscriber shall be  
3 provided with directory listings for all published telephone  
4 numbers within the local service area.

5 (3) (a) The name of the local exchange telecommunications  
6 company, the individual exchanges included in the directory and the  
7 month/year of issuance shall appear on the front cover of each  
8 directory.

9 (b) The following information shall be listed on the  
10 inside of the front cover of the directory:

11 1. Emergency calling instructions and numbers including  
12 those of the police, fire departments and ambulance services used  
13 by local government in case of emergency;

14 2. "911" instructions for exchanges with "911" emergency  
15 service.

16 (c) The following notice shall be conspicuously listed  
17 on the inside front cover or first page of the directory:

18 FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES  
19 CUSTOMERS OF UTILITIES AND COMPANIES REGULATED BY THE COMMISSION  
20 WHO HAVE FIRST CONTACTED SUCH A FIRM CONCERNING A PROBLEM, AND ARE  
21 NOT SATISFIED BY THE CORRECTIVE ACTION TAKEN MAY CONTACT:

22 THE FLORIDA PUBLIC SERVICE COMMISSION  
23 Division Office of Consumer Affairs  
24 101 East Gaines Street  
25 Tallahassee, Florida 32399-8153

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1 Phone Toll Free (TDD & Voice) 1-800-342-3552

2 (4) The following information shall appear in the front pages  
3 of the directory, preceding subscriber listings, along with an  
4 index where there are four (4) or more pages of such information:

5 (a) Directions for the use of local exchange and long  
6 distance telephone services and calls to repair and directory  
7 assistance services.

8 (b) Application and amount of directory assistance charges  
9 contained in company tariffs.

10 (c) Application and amount of charges for line busy  
11 verification, emergency interrupt and maintenance/repair services.

12 (d) The location of telephone company public business offices  
13 located in the area(s) contained in the directory.

14 (e) Identification of customer payment locations and an  
15 explanation of discontinuance of service procedures for local  
16 service.

17 (f) Policy on customer owned equipment and inside wiring.

18 (g) Policy on the recording of telephone conversations.

19 (h) Policy on harassing calls and sales solicitations  
20 generated by illegal automatic dialing equipment.

21 (i) Policy on various violations of law arising from the  
22 illegal use of telephone equipment and service.

23 (j) A conspicuous notice of the availability of the "No Sales  
24 Solicitation" list offered through the Florida Department of  
25 Agriculture and Consumer Services, Division of Consumer Services

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1 and the 800 number to contact for further information.

2 (5) Directory assistance operators shall maintain records of  
3 all telephone numbers (except for non-published telephone numbers)  
4 in the area for which they have the responsibility of furnishing  
5 service. All new or changed listings shall be provided to  
6 directory assistance operators within forty-eight (48) hours after  
7 connection of service, excluding Saturdays, Sundays and holidays.

8 (6) In the event of an error in the listed number of any  
9 subscriber, each local exchange telecommunications company shall  
10 intercept all calls to the listed number for the period of time  
11 required to comply with Rule 25-4.074, provided the listed number  
12 is not in service. In the event of an error or omission in the  
13 name listing of a customer, the customer's correct name and  
14 telephone number shall be listed in the directory assistance and  
15 intercept records and the correct number furnished the calling  
16 party upon request or interception.

17 (7) When a subscriber will establish a residence or business  
18 shortly after the close of subscriber listing records but preceding  
19 publication, the local exchange telecommunications company shall,  
20 upon request, establish and list service at the requested new  
21 address and immediately place the service on suspension. Service  
22 connection and other appropriate local service charges shall be due  
23 and payable, independent of whether service is later restored.

24 (8) When scheduled additions or changes in plant, records or  
25 operations will require a large group of number changes, the

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1 earliest possible notice shall be given to affected customers,  
2 regardless of the time of the change relative to the directory  
3 issuance cycle.

4 (9) The local exchange telecommunications company shall not  
5 change a subscriber's telephone number without good cause and at  
6 least thirty (30) days prior notice to the affected subscriber.

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

8 Law Implemented: 364.03, F.S.

9 History: New 12/1/68, Amended 3/31/76, 1/4/78, 12/10/84, formerly  
10 25-4.40, Amended 11/28/89, 3/31/91, \_\_\_\_\_.

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Rule 25-4.040(3)(c)  
Docket No. 910491-TL

SUMMARY OF RULE

The rule describes what is to be included in each local exchange company's telephone directory. It adds the toll-free number for users of TDDs. It also changes "Office" of Consumer Affairs to "Division."

SUMMARY OF HEARINGS ON THE RULE

The Commission initiated the rule proposal at the December 3 Agenda. They agreed with adding the information for users of Telecommunication Devices for the Deaf. The notice of the rule was advertised in the December 13 Florida Administrative Weekly. No comments were received and no hearing was requested.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

The users of Telecommunication Devices for the Deaf need to be informed by a Notice in the telephone directory that the FPSC toll-free number is also available for their use.

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