

382

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff to revise Call ) DOCKET NO. 911162-TL  
Return service by SOUTHERN BELL ) ORDER NO. 25689  
TELEPHONE AND TELEGRAPH COMPANY. ) ISSUED: 2/4/92

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman  
SUSAN F. CLARK  
J. TERRY DEASON  
BETTY EASLEY

ORDER APPROVING TARIFF FILING TO  
REVISE CALL RETURN SERVICE BY SOUTHERN  
BELL TELEPHONE AND TELEGRAPH COMPANY

BY THE COMMISSION:

On November 15, 1991, Southern Bell Telephone and Telegraph Company (Southern Bell or the Company) filed proposed revisions to its General Subscriber Service Tariff. The purpose of the filing was to redefine Call Return service to allow a computerized voice-back of the last caller's directory number to the Call Return subscriber.

Call Return is Southern Bell's most popular TouchStar feature. As presently configured, it allows a subscriber to enter a three digit code to automatically return the last incoming call, whether or not the call was answered or the number is known. If the line is free, the call is placed. If the line is busy, a confirmation tone is heard and the network will periodically poll the line to determine its busy/idle status for 30 minutes. If the line becomes idle, a distinctive ring is heard at the Call Return customer's premises, announcing that the call can be placed. The customer may then enter another code to place the call.

The Company's proposal will slightly change the way the feature works. Under the proposal, when the customer initially accesses Call Return, instead of returning the call, the calling number will be announced along with a message asking if the customer wishes to place the call. The customer can then hang up or enter another code to complete the call. All other aspects of the feature will remain the same.

This proposal was designed to answer the single largest complaint concerning the present feature: the subscriber has no idea who or where he/she is calling when activating Call Return. This problem will be exacerbated when long distance interconnection

DOCUMENT NUMBER-DATE

01236 FEB -4 1992

FPSC-RECORDS/REPORTING

ORDER NO. 25689  
DOCKET NO. 911162-TL  
PAGE 2

is implemented and customers can incur toll charges by returning unknown long distance calls.

Our primary concern with this change was its relation to our decisions concerning privacy in the Caller ID Docket (891194-TL). However, Southern Bell has assured us that the per-call blocking provision for Caller ID will also prevent the voice-back announcement of the caller's number. Under the proposal, Call Return will continue to return blocked calls, as it does today; that is, without voice-back announcement.

This proposed change will not take effect in all TouchStar-equipped central offices simultaneously. Currently, the software is available for only the Company's 1AESS and DMS-100 offices. Southern Bell plans to convert its 5ESS offices sometime in 1992-1993.

The Company does not propose any change in the rate for Call Return. It considers this addition an upgrade to the existing feature and plans to absorb any costs associated with it.

Southern Bell has identified \$568,000 of costs for this conversion. Those costs include \$76,000 to convert its 1AESS offices, \$492,000 for its 5ESS offices, and \$0 for its DMS-100 offices where the upgrade was included when the first TouchStar features were purchased.

We have reviewed the costs as well as the current TouchStar revenues. Call Return provides a large contribution over costs, and this proposal will not cause the feature to be priced below its total incremental cost.

Upon review, we approve the tariff filing. If no timely protest is filed this docket shall be closed.

Based upon the foregoing, it is

ORDERED by the Florida Public Service Commission that the tariff filing by Southern Bell Telephone and Telegraph Company to revise its Call Return Service is hereby approved. It is further,

ORDERED that the tariff shall become effective on 1/14/92. If a timely protest is filed this tariff shall remain in effect with any increase held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed.

384

ORDER NO. 25689  
DOCKET NO. 911162-TL  
PAGE 3

By ORDER of the Florida Public Service Commission, this 4th  
day of FEBRUARY, 1992.

STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

CWM

by: Kay Flynn  
Chief, Bureau of Records

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 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 2/25/92

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.

ORDER NO. 25689  
DOCKET NO. 911162-TL  
PAGE 4

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.