

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing) DOCKET NO. 920922-TL
to introduce Inward Operator) ORDER NO. PSC-92-1239-FOF-TL
Assistance by GTE FLORIDA) ISSUED: 10/30/92
INCORPORATED)
_____)

The following Commissioners participated in the disposition of this matter:

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

ORDER APPROVING TARIFF

BY THE COMMISSION:

On July 31, 1992, GTE Florida Incorporated (GTEFL or the Company) filed tariff revisions proposing to introduce Inward Operator Assistance Services (IOAS). The proposed tariff will make IOAS available to intrastate interLATA customers and will allow the operator to perform Busy Line Verification and Busy Line Interrupt services at the request of an access customer's operator. The Company asserts that this filing is being made in response to requests from interexchange carriers (IXCs). The Company views this service as complementary to existing operator services, as it can be integrated into normal operator functions for the benefit of the IXCs and their end users. Both Southern Bell Telephone and Telegraph Company (Southern Bell) and United Telephone Company of Florida (United) offer Inward Operator Services.

Busy Line Verification service allows the GTEFL operator to verify the line status of a telephone number. This is an optional service which allows an Interexchange Carrier (IXC) to request the service on behalf of an end user. The GTE operator will verify the status of the called line and relay the status to the IXC operator. Busy Line Verification Service is provided over the subscribing IXC's dedicated trunks between the IXC's point of presence (POP) and the serving Operator Services System tandem.

Busy Line Interrupt service allows a GTEFL operator, at the request of the customer's operator, to interrupt conversation on the line and inform the called party that an attempt to place a call to that line is being made. The GTEFL operator will ask the

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called party to clear the line so that the incoming call can take place. The GTEFL operator will relay the message from the called party to the IXC operator. Busy Line Interrupt service is provided over the IXC's dedicated trunks between its POP and the serving access tandem.

Cost data submitted by the Company indicates that the proposed rates recover all direct operator work time and equipment costs associated with providing Inward Operator Assistance Service. GTEFL's IOAS rate structure differs from other local exchange companies which offer comparable services in their Access Services tariff. While United and Southern Bell have separate rate elements for verify and interrupt service, GTEFL proposes to charge IOAS on a per occurrence regardless of function provided. The Company asserts that its operator service positions are not automated to bill separately for verify and interrupt service provided to subscribing IXCs and development of such a system is not economically feasible and would unnecessarily increase costs. For this reason, GTEFL combined costs in its study.

GTEFL's proposed rate for IOAS provided to IXCs is less than the rate for the comparable service provided by United or Southern Bell. The company has proposed a rate of \$.65 per call for Busy Line Verification or Busy Line Interrupt. Southern Bell charges \$.95 for verify and an additional \$.45 for interrupt for subscribing IXCs and United charges \$.85 for verify and an additional \$.55 for interrupt.

We believe that GTEFL's Inward Operator Assistance Services tariff will improve service to both end users and IXC customers. The Company's cost study indicates that the proposed rates will recover the cost of providing this service as well as provide contribution to the rate base. Accordingly, we hereby approve the tariff as filed.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff filing introducing Inward Operator Assistance Service is hereby approved, effective October 12, 1992. It is further

ORDERED that if a protest is filed in accordance with the requirement set forth below, the tariff shall remain in effect with

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any increase in revenues held subject to refund pending resolution of the protest. It is further

ORDERED that if no protest is filed in accordance with the requirement set forth below, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 30th day of October, 1992.

STEVE TRIBBLE, Director
Division of Records and Reporting

by: Kay Flynn
Chief, Bureau of Records

(S E A L)

PAK

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

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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 November 20, 1992.

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 wastewater 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.