

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed amendments to ) DOCKET NO. 940072-TL  
Rule 25-4.040, F.A.C., Telephone ) ORDER NO. PSC-94-0305-NOR-TL  
Directories; Directory ) ISSUED: 3/16/94  
Assistance, pertaining to Poison )  
Information Centers. )  
\_\_\_\_\_)

NOTICE OF RULEMAKING

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to amend Rule 25-4.040, F.A.C., relating to telephone directories; directory assistance, pertaining to poison information centers.

The attached Notice of Rulemaking will appear in the March 25, 1994, edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Wednesday, May 4, 1994  
Room 122, Fletcher Building  
101 East Gaines Street  
Tallahassee, Florida 32399

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 April 15, 1994.

By Direction of the Florida Public Service Commission, this 16th day of March, 1994.

STEVE TRIBBLE, Acting Director  
Division of Records & Reporting

by: Kay Flynn  
Chief, Bureau of Records

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 940072-TL

RULE TITLE:

RULE NO.:

Telephone Directories;

25-4.040

Directory Assistance

PURPOSE AND EFFECT: The purpose of the amendment to Rule 25-4.040, F.A.C., is to facilitate the use of the Poison Information Centers located in Jacksonville, Tampa and Miami. The amendments require that a uniform format is used by the local exchange companies ("LEC's") in displaying emergency numbers, including 911 and the poison information center number on the inside front cover of the LEC's directories. The rule requires that the appropriate poison information center number is listed in the white pages of the directories and that directory assistance operators have the appropriate poison information center number. The Poison Information Centers provide information on poisonous substances and directs proper medical assistance if necessary.

SUMMARY: Currently, Rule 25-4.040, F.A.C., "Telephone Directories; Directory Assistance," provides guidelines on frequency of publication, content and geographical area covered by the directories of LECs. The purpose of the proposed amendment to Rule 25-4.040, F.A.C., is to facilitate the use of the Poison Information Centers located in Jacksonville, Tampa and Miami. The amendments require that a uniform format is used by the local

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exchange companies ("LEC's") in displaying emergency numbers, including 911 and the poison information center on the inside front cover of the LEC's directories. The rule would require that the appropriate center is listed in the white pages of the directories and that directory assistance operators have the appropriate poison information center number. The Poison Information Center provides information on poisonous substances and directs proper medical assistance if necessary.

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

LAW IMPLEMENTED: 364.03, F.S.

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.

HEARING: 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., Wednesday, May 4, 1994

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

THE PERSON TO BE CONTACTED REGARDING THIS RULE 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 RULE IS:

25-4.040 Telephone Directories; Directory Assistance.

(1) Each local exchange telecommunications company shall normally publish updated telephone directories once every 12 months and shall publish updated directories at least once every 15 months. The directories shall normally alphabetically list the name, address, and telephone number of all subscribers located in the exchange(s) contained in the directory except the telephone numbers for public telephones or a name, address, number/address unlisted or unpublished at the subscriber's request. Also listed alphabetically shall be a listing designated "Poison Information Center" and the local telephone number, where the exchange served by the directory has local calling to the Jacksonville, Miami or Tampa Poison Information Center. If no local telephone number exists, then the toll-free telephone number of the Jacksonville, Miami or Tampa Poison Information Center shall be listed. A description of the local (toll free) calling scope shall be prominently displayed at the beginning of each alphabetical section in a directory. At no additional charge and upon the request of any residential subscriber, the exchange company shall list an additional first name or initial under the same address, telephone number and surname of the subscriber. The exchange company shall place the first names or initials in the order requested by the subscriber.

(b) Beginning with directories issued on or after July 1, 1994, t The following information shall be listed on the inside of the front cover of the directory:

1. "911" instructions for exchanges with "911 service. Such "911" instructions shall be at the top of the inside front cover and shall be outlined in order to be separate from other information on the inside front cover. "911" shall be the only listed emergency number; all other numbers on the inside front cover shall be listed as "nonemergency" or "other important numbers."

2. ~~1.~~ For exchanges where "911" emergency service is not provided, e Emergency calling instructions and numbers including those of the police, sheriff, fire departments and ambulance services used by local government in case of emergency~~t~~. Such emergency calling instructions shall be listed at the top of the inside front cover and shall be outlined and separate from other information. All other numbers on the inside front cover shall be listed as "nonemergency" or "other important numbers."

~~2. "911" instructions for exchanges with "911" emergency service.~~

3. Immediately below "911" or other emergency calling instructions on the inside front cover shall appear the words "Poison Information Center", the logo of the American Association of Poison Control Centers, and, the local telephone number where

the exchange served by the directory has local calling to the Jacksonville, Miami or Tampa Poison Information Center. If no local telephone number exists then the toll-free telephone number of the Jacksonville, Miami or Tampa Poison Information Center shall be listed. This information shall be outlined and no less than one inch in height by two inches in width.

(5) Directory assistance operators shall maintain records of all telephone numbers (except for non-published telephone numbers) in the area for which they have the responsibility of furnishing service. Directory assistance records must also contain listings for "Poison Information Center" and, where the caller's exchange has local calling to the Jacksonville, Miami or Tampa Poison Information Center, the local, or if not local, then other toll-free telephone number of the Jacksonville, Miami or Tampa Poison Information Center. All new or changed listings shall be provided to directory assistance operators within forty-eight (48) hours after connection of service, excluding Saturdays, Sundays and holidays.

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

Law Implemented: 364.03, F.S.

History: New 12/1/68, Amended 3/31/76, 1/4/78, 12/10/84, formerly 25-4.40, Amended 11/28/89, 3/31/91, 02/11/92, \_\_\_\_\_.

NAME OF PERSON ORIGINATING PROPOSED RULE: Richard N. Tudor,  
Division of Communications, Florida Public Service Commission.

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

DATE PROPOSED RULE APPROVED: March 8, 1994

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.

\*Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 488-8371 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).