

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of ) DOCKET NO. 940574-TL  
tariff filing to make the ) ORDER NO. PSC-94-0887-FOF-TL  
Service Performance Guarantee a ) ISSUED: July 20, 1994  
permanent offering and to )  
clarify that the service is not )  
applicable to Public Telephone )  
Service and Semi-Public )  
Telephone Service by GTE FLORIDA )  
INCORPORATED. (T-94-259 filed )  
5/12/94 )  
\_\_\_\_\_ )

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK  
JULIA L. JOHNSON  
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On May 12, 1994, GTE Florida Incorporated (GTE) filed a tariff to make its Service Performance Guarantee a permanent offering. The Service Performance Guarantee provides refunds to customers if GTE misses a repair or installation appointment. Residential customers receive a \$25 refund and business customers receive a \$100 refund if GTE misses an appointment.

On July 27, 1993, we issued Order Number PSC-93-1096-FOF-TL approving GTE's tariff to implement Service Performance Guarantee for a twelve month period. At that time, GTE maintained that the program would raise customer satisfaction at the point of contact following a service failure and would demonstrate the GTE's regret and determination to prevent the failure from reoccurring. GTE believed the program would ultimately increase customer satisfaction and enhance customer retention and loyalty.

GTE considers the program a success and indicates it has exceeded expectations. GTE projected a \$1,206,012 payout in 1993 but the actual payout was \$215,325. Part of the lower payout was due to a mid-year implementation date but the 1994 January-March

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payout was also lower than original projections. However, GTE expects payouts to be more in line with projections once a forthcoming national advertising campaign is released.

The Company's original filing to make the Service Performance Guarantee a permanent offering intended to clarify that the program was not applicable to public and/or semi-public telephone service because of the potential vandalism over which GTE has no control. However, upon further review, GTE decided this was not required. The existing tariff language will suffice. It holds GTE responsible for company-owned facilities (including all pay telephone lines), thus it is implicit that pay telephone service instruments or customer provided equipment is not included.

Upon review, we approve GTE's tariff filing to make the Service Performance Guarantee a permanent offering, effective July 11, 1994.

It is, therefore,

ORDERED by the Florida Public Service Commission the GTE Florida Incorporated's tariff filing to make its Service Performance Guarantee a permanent offering is approved, effective July 11, 1994. It is further

ORDERED that if a protest is filed in accordance with the requirements set forth below, the tariff shall remain in effect pending resolution of the protest. It is further

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

By ORDER of the Florida Public Service Commission, this 20th day of July, 1994.

BLANCA S. BAYÓ, Director  
Division of Records and Reporting

by: Kay Flynn  
Chief, Bureau of Records

( S E A L )

LMB

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, 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on August 10, 1994.

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.