

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 941300-TL
tariff filing to introduce) ORDER NO. PSC-95-0278-FOF-TL
Customer Routing Service by GTE) ISSUED: March 1, 1995
FLORIDA INCORPORATED. (T-94-679)
filed 12/12/94)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On December 12, 1994, GTE Florida Incorporated (GTEFL) filed a tariff introducing Customer Routing Service (CRS). CRS allows subscribers to transfer groups of lines to another location as well as control call forwarding on individual lines. The product is designed to provide GTEFL business customers with increased flexibility and efficiency.

CRS enables a customer to redirect all or part of a customer's incoming voice and data calls to other telephone numbers of the customer's choice. CRS also offers a user at an individual line the capability to personally forward calls to another location. The advantages of CRS over traditional call forwarding include the ability to have remote access, the ability to reroute calls from a group of lines (Group Redirect) as well as rerouting calls by time of day, percentage distribution, and incoming number identification.

Group Redirect lets the user create groups of directory numbers and control whether calls made to these numbers are completed as dialed or are routed elsewhere. For each group of main numbers, the Group Redirect option offers three choices to redirect calls to as many as five sets of telephone numbers.

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FPSC-RECORDS/REPORTING

There are a number of ways that calls can be forwarded from a group of main numbers to alternative groups of numbers. They include Basic Redirect, Incoming Number Identification, Percentage Distribution, and Time-of-Day/Day-of-Week.

Basic Redirect transfers calls from one group of numbers to another as described in our example above. Incoming Number Identification allows the customer to redirect calls based upon the originating telephone number of the incoming caller. If an incoming caller's number is on a list of telephone numbers furnished by the customer, the call will be redirected to a number listed in one of the alternative groups. If the number is not on a list, the call will be completed as dialed or routed to a default number. When Percentage Distribution is activated the customer may direct a percentage of calls to as many as five different locations. For example, 33% of incoming calls to location "A", 33% to location "B", and 34% to location "C".

Flexible Call Forwarding offers a user the capability of personally forwarding calls to another location. Call forwarding can be performed from a remote location, i.e., from a station other than the user's individual line. The customer has a number of methods for forwarding calls. One method uses a default destination. The default destination is assigned at the time the customer orders service and any changes in that destination must be made by GTEFL. Another method is the override destination. Once a customer has activated call forwarding and assigns a new destination to which calls are to be forwarded, the new destination overrides the default destination. Finally, calls can be forwarded via one of two pre-defined forwarding schedules which can determine the destination according to Time-of-Day/Day-of-Week.

GTEFL intends to market CRS to small, medium, and large business customers. Customers that need to transfer calls from groups of numbers to alternative locations will see the greatest benefits from this service. The tariff details the costs of the services and GTEFL's proposed rates will cover those costs. Therefore, we approve GTEFL's tariff filing to introduce CRS, effective February 10, 1995.

It is, therefore,

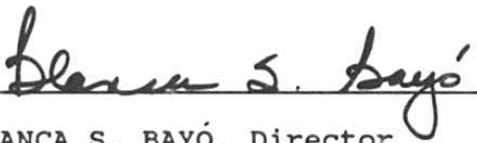
ORDERED by the Florida Public Service Commission that the tariff to introduce Customer Routing Service filed by GTE Florida Incorporated is approved. It is further

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ORDERED that this tariff filing shall be effective February 10, 1995. It is further

ORDERED that if a timely protest is filed in accordance with the requirements set forth below, this tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 1st day of March, 1995.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(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 March 22, 1995.

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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.