

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed adoption of Rule
25-4.119, F.A.C., Line
Information Database
Maintenance; and proposed
amendment to Rules 25-24.830,
F.A.C., Consumer Information,
and 25-24.840, F.A.C., Service
Standards.

DOCKET NO. 021166-TP
ORDER NO. PSC-03-0379-FOF-TP
ISSUED: March 19, 2003

The following Commissioners participated in the disposition of
this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

NOTICE OF ADOPTION OF RULES

NOTICE is hereby given that the Florida Public Service
Commission, pursuant to Section 120.54, Florida Statutes, has
adopted Rule 25-4.119, Florida Administrative Code, and adopted the
amendments to Rules 25-24.830 and 25-24.840, Florida Administrative
Code, relating to requirements to make available, through the Line
Information Database, sufficient information to ensure that collect
and third party calls from ALEC customers are properly billed,
without changes.

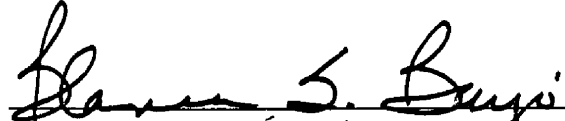
The rule adoption and amendments were filed with the
Department of State on March 18, 2003, and will be effective on
April 7, 2003. A copy of the rules as filed with the Department is
attached to this Notice.

This docket is closed upon issuance of this notice.

DOCUMENT NUMBER-DATE
02630 MAR 19 03
FPSC-COMMISSIONER CLERK

ORDER NO. PSC-03-0379-FOF-TP
DOCKET NO. 021166-TP
PAGE 2

By ORDER of the Florida Public Service Commission, this 19th
day of March, 2003.


BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(S E A L)

SMC

25-4.119 Line Information Database Maintenance

(1) Within 6 months of the effective date of this rule, each local exchange telecommunications company shall:

(a) Update the Line Information Database (LIDB) with the account ownership code of the Alternative Local Exchange Company claiming the customer, provided the ALEC has contracted with the local exchange company to provide such information or has purchased the line directly from the local exchange company; and

(b) Provide ALECs access to LIDB, or provide updates on a contractual basis, at reasonable cost-based terms and conditions, for each ALEC that enters into a contract.

(2) LECs are exempt from subsection (1) of this rule if there is no ALEC within the service area that allows third-party or collect calls. If an ALEC in the service area elects to allow third-party or collect calls, the LEC shall comply with this rule within 6 months after such time.

Specific Authority: 350.127(2) FS.

Law Implemented: 350.115, 364.03 FS.

History: New 04/07/03.

25-24.830 Consumer Information

(1) The quality of service information in paragraph (1) (d) of rule 25-24.825 shall be provided, verbally or in writing, upon request to any person inquiring about the company's basic local exchange telecommunications service. In addition, the above information shall be provided in writing before or in the basic local exchange telecommunications customer's first bill for service. The above information shall be expressed in simple words, sentences, and paragraphs. Unnecessarily long, complicated, or obscure phrases or acronyms must be avoided.

(2) If an ALEC elects not to provide any third-party billing or collect call services to its customers, the ALEC shall so state in its price list and notify customers of such prior to a customer agreeing to obtain local service from the ALEC. In addition, the above information shall be provided in writing before or in the basic local exchange telecommunications customer's first bill for service. The above information shall be expressed in simple words, sentences, and paragraphs. Unnecessarily long, complicated, or obscure phrases or acronyms must be avoided.

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

Law Implemented: 364.337(5), F.S., Ch. 95-403, §32, L.O.F.

History: New 12/26/95, Amended 04/07/03.

25-24.840 Service Standards

(1) Each provider of alternative local exchange telecommunications service shall make access to 9-1-1 emergency services available to each of its basic telecommunications service customers at a level at least equivalent to the service provided by the incumbent local exchange company.

(2) ~~By July 1, 1997,~~ Access to 911 services shall be maintained for the duration of any temporary disconnection for non-payment of a residential subscriber's local service.

(3) Within 6 months of the effective date of this section, each Alternative Local Exchange Company shall:

(a) Provide billing name and address information of the end-user at a reasonable cost and in a timely manner to any telecommunications company that requests the information unless the ALEC has an active billing and collection agreement.

(b) Update account ownership information and appropriate toll restriction information directly into LIDB or contract with the appropriate local exchange company for daily updates.

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

Law Implemented: 364.03, 364.035, 364.337, 364.345, F.S.

History: New 05/06/97, Amended 04/07/03.