

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of CENTRAL TELEPHONE)	DOCKET NO. 890872-TL
COMPANY OF FLORIDA for a modification)	
of Rule 25-4.073, F.A.C., Answering)	ORDER NO. 22264
Time)	
<hr/>		ISSUED: 12-4-89

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 JOHN T. HERNDON

ORDER ON REQUEST FOR RULE MODIFICATION

BY THE COMMISSION:

On June 30, 1989, Central Telephone Company of Florida (Centel) filed a request for modification of Rule 25-4.073(c), Florida Administrative Code, to enable the company to utilize an Automated Attendant System (the System) for company calls. The System is a call director which allows the customer to choose the desired department by utilizing tone inputs, and as such, requires Touchtone Service.

Rule 25-4.073(c), Florida Administrative Code (the Rule), requires an operator or service representative to be ready to render assistance and accept the information necessary to process the call within twenty seconds after the start of the first audible ring at least 90% of the time for repair calls and 80% of the time for business office calls.

Our Staff has conducted tests of the Centel equipment which have shown an average initial answer time of 1 to 2 seconds. After an announcement -- which takes approximately 12 seconds, according to Centel representatives -- the system can default to an attendant within 2 seconds. If the attendant answers within 4 seconds, the twenty-second answer time requirement of the Rule is met. Centel representatives have told our Staff that the announcement time can be reduced, thus allowing additional time for an attendant to answer.

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Upon the recommendation of our Staff, we find that the System appears capable of complying with the requirements of the Rule. We believe that the System can satisfy the Rule's requirement that an operator or service representative be ready to render assistance and accept the information necessary to process repair calls at least 90% of the time and business office calls at least 80% of the time within twenty seconds after the start of the first ring.

Based on our conclusion that the System proposed for use by Centel appears capable of complying with the Rule, a rule modification is not required as long as the company continues to provide an operator or service representative within the twenty-second requirement of the Rule. If the System fails to comply with the Rule when in full service, Centel must alter it to bring it into rule compliance or discontinue its use for repair and business office calls until such alteration can be made. Accordingly, we hereby authorize Centel to place the System into service without a modification of the Rule.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Central Telephone Company of Florida's Automated Attendant System appears capable of complying with the requirements of Rule 25-4.073(c), Florida Administrative Code. It is further

ORDERED that a modification of Rule 25-4.073(c), Florida Administrative Code, is not required for Central Telephone Company of Florida to utilize its proposed Automated Attendant System. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission,
this 4th day of DECEMBER, 1989.

STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

DLC

by: Kay Flynn
Chief, Bureau of Records

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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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer 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 after the issuance of this order, 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.