

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Amendment of Part V, Chapter)	DOCKET NO. 860670-TP
25-4, F.A.C., pertaining to telephone)	
companies, general service provision.)	ORDER NO. 22388
_____)	ISSUED: 1-9-90

NOTICE OF RULEMAKING

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to amend Rules 25-4.070, 25-4.071, 25-4.0751, and 25-4.077, F.A.C., relating to customer trouble reports, adequacy of service, direct distance dialing, and metering and recording equipment.

The attached Notice of Rulemaking appeared in the December 22, 1989, edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Thursday, January 25, 1990
 Room 122, Fletcher Building
 101 East Gaines Street
 Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rules 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 January 12, 1990.

By Direction of the Florida Public Service Commission,
 this 9th day of JANUARY, 1990.


 STEVE TRIBBLE, Director
 Division of Records & Reporting

(S E A L)

WJB

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DOCUMENT NUMBER-DATE

00203 JAN-9 1990

FPSC-RECORDS/REPORTING

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 860670-TP

RULE TITLE:	RULE NO.:
Customer Trouble Reports	25-4.070
Adequacy of Service	25-4.071
Direct Distance Dialing	25-4.0751
Metering and Recording Equipment	25-4.077

PURPOSE AND EFFECT: The rule changes made in this docket are intended to:

require companies to meet the service objective of clearing 95% of service interruption reports within 24 hours and 95% of service affecting reports within 72 hours for each exchange (Rule 25-4.070);

make LEC call completion standards a uniform 95% (Rule 25-4.071);

require transfer of calls, not automatically identified, to the LEC operator for identification (Rule 25-4.0751); and

establish a billing accuracy standard (Rule 25-4.077).

SUMMARY: The amendment of Rule 25-4.070 will distinguish between service interruption (out of service or OOS) and service affecting (non-OOS) trouble reports. Companies will not be able to downgrade a service interruption report and will be required to make every reasonable attempt to restore service on the same day that interruption is reported. Companies will be required to investigate and to correct repeat trouble reports promptly.

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The amendment will also require companies to meet the service objective of clearing 95% of service interruption reports within 24 hours and 95% of service affecting reports within 72 hours for each exchange.

Except for making the call completion standard a uniform 95%, the proposed changes to Rule 25-4.071 are basically stylistic in nature.

The only substantive change to Rule 25-4.0751 applies to ANI (automatic number identification) failure. That is, calls without proper calling number identification will have to be automatically referred to a local exchange company (LEC) operator for the recording of such identification.

The amendment to Rule 25-4.077 will specify the accuracy levels or call measuring equipment and will establish acceptable variances for the timing of measured service calls. It also requires that companies verify with the National Standard Time (Boulder, Colorado) the time of day reflected on the calculagraph or DDD ticketing equipment. A check of the timing clock will be required at least once every 24 hours to insure that the clocks are synchronized and that the time is correct.

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

LAW IMPLEMENTED: 364.03, 364.17, 364.18, F.S.

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THESE RULES: Few additional costs are expected from the proposed changes to Part V, General Service Standards. Most companies are already meeting the

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new standards. Monitoring of compliance with these rules takes place within the context of a general service evaluation. The changes would not measurably increase or decrease staff time required to perform these evaluations.

IXCs report few if any costs expected if the proposed rules are adopted. Most indicated that the changes will not change either their current requirements and standards of their internal operation.

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. 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., Thursday, January 25, 1990.

PLACE: Room 122, 101 East Gaines Street, Tallahassee, Florida.
THE PERSON TO BE CONTACTED REGARDING THESE RULES 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 RULES ARE:

25-4.070 Customer Trouble Reports. Interruption-of-Service

(1) Each telephone utility shall make all reasonable efforts to minimize the extent and duration of trouble conditions that disrupt or affect customer telephone service. Trouble reports will be classified as to their severity on a service interruption

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(synonymous with out-of-service or OOS) or service affecting (synonymous with non-out-of-service or non-OOS) basis. Service interruption reports shall not be downgraded to a service affecting report, however, a service affecting report shall be upgraded to a service interruption if changing trouble conditions so indicate. interruptions-of-service;--Service-repair-programs-should-have-as their-objective-the-restoration-of-service-on-the-same-day-that the-interruption-is-reported-to-the-company;--(Sundays-and holidays-excepted);--

(a) Companies shall make every reasonable attempt to restore service on the same day that the interruption is reported to the serving repair center.

(b) In the event a subscriber's service is interrupted otherwise than by negligence or willful act of the subscriber and it remains out of service in excess of 24 hours after being reported to the company, an appropriate adjustment or refund shall be made to the subscriber automatically, pursuant to Rule 25-4.110 (Customer Billing). Service interruption time will be computed on a continuous basis, Sundays and holidays included. Also, if the company finds that it is the customer's responsibility to correct the trouble, it must notify or attempt to notify the customer within 24 hours after the trouble was reported.

(c) If service is discontinued in error by the telephone company, the service shall be restored without undue delay, and

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clarification made with the subscriber to verify that service is restored and in satisfactory working condition.

(2) Sundays and Holidays: ~~Each telephone utility shall conduct its operations in such manner to insure that, in each exchange, ninety-five (95%) percent of all interruptions in telephone service occurring in any calendar month shall be cleared and service restored within twenty-four (24) hours (Sundays and holidays excepted) after the trouble is reported to the company, except where such interruptions are caused by emergency situations, unavoidable casualties and acts of God affecting large groups of subscribers or due to subscriber-owned equipment.~~

(a) Except for emergency services, i.e., military, medical, police, fire, etc., Companies are not required to provide normal repair service on Sundays. Where any repair action involves a Sunday or holiday, that period shall be excepted when computing service objectives, but not refunds for OOS conditions.

(b) Service interruptions occurring on a holiday not contiguous to Sunday will be treated as in (2) (a) of this rule. For holidays contiguous to a Sunday or another holiday, sufficient repair forces shall be scheduled so that repairs can be made if requested by a subscriber.

(3) Service Objectives:

(a) Service Interruption: Restoration of interrupted service sha

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ll be scheduled to insure at least 95 percent shall be cleared within 24 hours of report in each exchange as measured on a monthly basis. For any exchange failing to meet this objective, the company shall provide an explanation with its periodic report to the Commission.

(b) Service Affecting: Clearing of service affecting trouble reports shall be scheduled to insure at least 95 percent of such reports are cleared within 72 hours of report in each exchange as measured on a monthly basis.

(4) (3) Priority shall be given to service interruptions which affect public health and safety that are reported to and verified by the company and such service interruptions shall be corrected as promptly as possible on an emergency basis.

(5) (4) Trouble-Index: Each telephone company shall maintain an accurate record of trouble reports made by its customers and shall establish as its objective the maintenance of service at a level such that the average rate of all initial customer trouble reports (trouble index) in each exchange will not exceed six (6) reports per 100 telephone access lines when measured on a monthly basis. ~~exchange-or-service-center-will-not-exceed-an-amount-equal-to-six-(6)-times-the-average-main-station-to-line-ratio-for-that-exchange-at-the-first-of-each-year-per-one-hundred-(100)-total-telephone-units-per-month.--The-calculation-of-telephone-units shall-consist-of-the-following-computation.--Each-residence-main~~ and

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~~-business-extension-telephone--one-telephone-unit--each-business
main-or-PBX-trunk--two-and-one-half-(2-1/2)-telephone-units--
each-key-centrex-or-coin-station--two-and-one-half-(2-1/2)
telephone-units-and-each-residence-extension-station--one-half
(1/2)-unit--For-any-reporting-period-where-the-actual-average
trouble-index-during-that-period-exceeds-the-prescribed-level-for
any-exchange-by-two-(2)-or-more-reported-troubles-per-one-hundred
(100)-telephone-units-such-a-situation-shall-be-considered-to
indicate-the-need-for-investigative-or-corrective-action-by-the
company--These-average-rates-shall-not-apply-reports-resulting
from-interruptions-caused-by-emergency-situations-unavoidable
casualties-acts-of-God-affecting-large-groups-of-subscribers,
non-service-affecting-reports-or-troubles-found-to-be-beyond-the
control-of-the-telephone-company-or-due-to-subscriber-owned
equipment--For-the-purpose-of-this-rule-an-initial-report-shall
be-constructed-to-mean-a-customer-report-on-a-station-or-other
plant-item-on-which-all-previous-customer-reports-on-record-for
that-particular-trouble-have-been-closed-~~

(6) Margin of Error: When the monthly trouble index exceeds the prescribed level for that exchange by two (2) or more reported troubles per one-hundred (100) telephone access lines, the company shall investigate such situation and take corrective action.

(7) Repeat Trouble: Each telephone company shall establish procedures to insure the prompt investigation and correction of repeat trouble reports such that the percentage of repeat troubles

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will not exceed 20 percent of the total initial customer reports in each exchange when measured on a monthly basis. A repeat trouble report is another report involving the same item of plant within thirty days of the initial report.

(8) The service objectives of this rule will not apply to subsequent customer reports (not to be confused with repeat trouble reports), emergency situations, i.e., acts-of-GOD or unavoidable casualties where at least 10 percent of an exchange is out of service, or those reported troubles which are beyond the control of the telephone company.

(9) Reporting Criteria - Each company shall periodically report data as specified in 25-4.185, Periodic Reports.

Specific Authority 350.127(2). F.S.

Law Implemented: 364.03, 364.17, 364.18, F.S.

History: Revised 12/1/68, Amended 3/31/76. (formerly 25-4.70)

25-4.071 Adequacy of Service

(1) Each telephone utility shall furnish local and toll central office switching service on a twenty-four (24) hour basis each day of the year in all exchanges.

(2) Usage studies, including operator intercept, recorded announcement, directory assistance, repair and business office services shall be made and records maintained to the extent and frequency necessary to determine that sufficient equipment is provided during the average busy season busy hour, that an ade

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quate operating force is provided to meet the prescribed answering time requirements of Rule 25-4.73 and to permit force adjustments through-out the year for greater operating economy.

(3) Each telephone utility shall provide switching equipment, trunking and associated facilities within its operating territory for the handling of local and toll traffic, designed and engineered on the basis of realistic forecasts of growth so that as-to-meet the following service standard during the average busy season busy hour:

(a) At least ~~ninety-five-95%~~ percent of all calls will receive a dial tone within three (3) seconds.

(b) At least ~~ninety-seven-(97%)~~ percent of all calls offered to any trunk group (toll connecting, inter-office, extended area service) will not encounter an all-trunk busy condition.

(4) Telephone calls to valid numbers should encounter a ring-back tone, line busy signal, or non-working number intercept facilities (operator or recording) after completion of dialing. The call completion standards established for such calls by category of call is as follows:

Intra-office Calls -- ~~ninety-five-(95%)~~ percent

Inter-Office Calls -- ~~ninety-five-(95%)~~ percent

Extended Area Calls -- ~~ninety-five-(95%)~~ percent

Intra-LATA Company DDD Calls -- 95 ~~Ninety-two-(92%)~~ percent

~~Inter-Company-DDD-Calls~~

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~~and-intra-company-calls-
utilizing-the-facilities-
of-two-or-more-companies---Ninety-(90)-percent~~

(5) All telephone calls to invalid telephone numbers in common controlled central offices, and to vacant selector levels in step-by-step central offices will encounter an operator or suitable recorded intercept facility, preferably a recording other than the non-working number recording used for valid number calls; ~~provided that in those central offices designed to use digit absorption in the processing of calls a period of five (5) years from the effective date of these rules shall be permitted to meet this requirement, except where practical or economic considerations dictate otherwise.~~

(6) Intercept service shall be as outlined in Rule 25-4.074.

(7) (6) A line busy signal (60 impulse per minute tone) shall not be used for any signaling purpose except to denote that a subscriber's line or other valid terminal or centrex or PBX trunks and/or equipment where the quantity is controlled by the customer is in use. ~~These companies now using this tone to denote other conditions, such as all-trunk-busy-conditions, congestion or blockage in common control central office facilities, etc., will establish and report to the Commission objective dates for correcting this condition within one hundred eighty (180) days of the effective date of this rule.~~

Specific Authority: 350.127(2) F.S.

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Law Implemented: 364.03, 364.17, 364.18, F.S.

History: Revised 12-1-68, Amended 3-31-76 (formerly 25-4.71)

25-4.0751 Direct Distance Dialing Service.

Each telephone utility shall undertake such additions to and modifications of its equipment and facilities as may be required to provide, on customer dialed toll calls and on calls to directory assistance, a method to record identify automatically the calling number (ANI) for both individual and two-party line service. In the event any properly dialed call fails to identify the calling number (ANI failure) the call shall be extended to a local exchange company operator for recording of the calling number. All new central office units and/or additions shall provide ANI service for both individual and two-party line service immediately upon being placed into service. ~~This program shall be initiated without unreasonable delay and shall have as its objective the satisfaction of this requirement on the following schedule, except where economically impracticable:~~

(a) ~~Within three (3) years on existing central offices equipped for one and two party ANI.~~

(b) ~~Within five (5) years from the effective date of this rule in all existing central office units.~~

(c) ~~Immediately upon placing into service any new central office units.~~

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

Law Implemented: 364.03 F.S.

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History: New 3-31-76 (formerly 25-4.751)

25-4.077 Metering and Recording

(1) Where mechanical or electronic means are used for registering or recording information which will affect a subscriber's bill, such equipment shall be in good mechanical and electrical condition, shall be accurately read, and shall be frequently inspected daily to insure that it is functioning properly. Where message rate service (MRS) or any type of optional calling that involves customer billing other than by a flatrate method is used, the metering or measuring device(s) used to record call data shall be accurate 95 percent of the time.

(2) Every telephone meter and recording device shall be tested prior to its installation, either by the manufacturer, the utility or an approved organization equipped for such testing.

(3) Each utility shall provide, or have access to, the necessary facilities, instruments, and equipment for testing its metering and recording equipment and shall adopt appropriate practices for the periodic testing and maintenance of such devices to insure the integrity of their operation. Such practices shall include specific instruction for verifying with National Standard Time, Boulder, Colorado area code 303-499-7111, including the frequency of such verification, the time of day reflected on the operator calculagraphs and/or DDD ticketing equipment.

(4) Operator-handled calls shall be carefully supervised and

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disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to insure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds.

(5) Metering and timing equipment shall be maintained so that the accuracy of company billing operations enjoy a high confidence level from their customers. After allowance for a one-second variation, timing accuracy should be not less than 97 percent.

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

Law Implemented: 364.03, F.S.

History: New 12-1-68, Amended 3-31-76 (formerly 25-4.77)

NAME OF PERSON ORIGINATING PROPOSED RULE: Alan Taylor, Division of Communications

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

DATE PROPOSED RULES APPROVED: October 17, 1989

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.