

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing intro-) DOCKET NO. 900493-TL
 ducing return call, redial call, and) ORDER NO. 23073
 call trace features by CENTRAL TELEPHONE) ISSUED: 6-13-90
 COMPANY OF FLORIDA)
 _____)

The following Commissioners participated in the disposition of this matter:

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

ORDER APPROVING TARIFF

BY THE COMMISSION:

On April 4, 1990, Central Telephone Company of Florida (Centel) filed proposed revisions to its General Customer Services Tariff to introduce three call management features. The three new services are Return Call, Redial Call, and Call Trace, and will be offered to residential and business customers.

Return Call allows the customer to return the last incoming call, whether or not the call was answered or the number known, by entering a three digit code. Redial Call allows the customer to periodically redial a busy number. When the destination line becomes free, the customer is notified by a distinctive ring that the call is ready to be placed. Call Trace permits a customer to initiate an automatic trace of the last call received. When the customer inputs a three digit code, the date, time of the call, time of the trace, and the originating and terminating numbers for the last incoming call are sent to Centel's security department. The customer must then contact the local law enforcement agency for further investigation. The customer is not provided the traced number.

These features are advanced custom calling-type services, named Custom Calling II Service by Centel, but known nationwide as Custom Local Area Signaling Services (CLASS). Although this is Centel's first offering of CLASS services, the company plans to continue introducing new services as it completes a general upgrade of its signaling systems and central office software. We previously approved a similar filing by Southern Bell Telephone and Telegraph Company (Southern Bell) for TouchStar Service. See Order No. 19881, issued August 25, 1988.

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Centel's proposed rates for both residential and business customers are as follows: \$2.75 for Return Call, \$2.75 of Redial Call (\$4.25 for both features), and \$4.00 per successful trace (no monthly recurring charge) for Call Trace.

Centel is utilizing a fully allocated cost methodology for these services, which is consistent with the company's policy of using allocated costs for most services. Centel projects a first year revenue impact of \$164,269. This figure is expected to grow to a gross impact of \$3.3 million by 1994. These revenues should quickly cover Centel's total investment of \$872,809. Centel estimates that its monthly recurring cost per feature at the rates and demand projected will be \$0.54. The company's projected cash flow for these features is summarized as follows:

Projected cost:	\$0.54/feature
Projected rate:	\$2.75/feature
Projected contribution:	\$2.21/feature

Upon consideration, we find it appropriate to approved Centel's filing. The services are functionally equivalent to previously approved TouchStar features and Centel's rates appear to adequately cover costs while providing a significant contribution to the general body of ratepayers.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the proposed tariff filing introducing Return Call, Redial Call, and Call Trace features by Central Telephone Company of Florida is approved. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission,
 this 13th day of JUNE, 1990.

 STEVE TRIBBLE, Director
 Division of Records and Reporting

(S E A L)

PAK

by: Kay Flynn
 Chief, Bureau of Records