

FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed Tariff to) DOCKET NO. 920230-TL
Introduce Inward Operator) ORDER NO. PSC-92-0254-FOF-TL
Services by UNITED TELEPHONE) ISSUED: 04/27/92
COMPANY OF FLORIDA.)
_____)

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman
SUSAN F. CLARK
J. TERRY DEASON
BETTY EASLEY
LUIS J. LAUREDO

ORDER APPROVING TARIFF

BY THE COMMISSION:

On February 14, 1992, United Telephone Company of Florida (United or the Company) filed a proposed tariff in compliance with Order No. 25601 issued January 13, 1992. In that order, we required all local exchange companies to file an Operator Transfer Service (OTS) tariff or an OTS study no later than April 1, 1992. OTS allows for the transfer of zero minus (0-) interLATA calls from a local exchange company operator to subscribing interexchange companies (IXCs). In addition, the order included sample scripts to be used as guidelines for zero minus (0-) interLATA calls.

In United's tariff filing, the Company classifies Operator Transfer Service, Verification Service and Interrupt Service as Inward Operator Services. The Company requests that the Commission approve the introduction of Verification Service and Interrupt Service, which, similar to directory assistance, will be offered as services which IXCs can resell to their customers.

History of Operator Transfer Service

On April 4, 1991, Southern Bell Telephone and Telegraph Company (Southern Bell) filed a tariff to introduce Operator Transfer Service. The Commission approved the tariff in Order No. 24698, with an effective date of June 17, 1991.

With OTS, an end user dialing "0-" will reach a LEC operator, at which time he may request connection to an IXC operator or an interLATA calling destination, or he may request an interLATA service which the LEC does not provide, such as interLATA rate

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information. It was anticipated that the service would result in less confusing completion of interLATA calls for customers, network efficiencies based on the reduction in the number of operator calls required for the end user to complete calls and access to the end user's carrier of choice in cases where the originating telephone blocks direct access to the preferred IXC.

On July 19, 1991, One Call Communications, Inc./Opticom, an AOS company, filed a Motion for Extension of Time to protest Southern Bell's tariff filing and, subsequently, withdrew its motion with the understanding that staff would open a docket to investigate the implementation of OTS. Staff held a workshop for all parties and interested persons regarding OTS on October 29, 1991, and limited the investigation to the implementation of OTS. For example, issues regarding compensation to payphone providers were considered in a workshop addressing presubscribed carrier dial-around.

In Order 25601 issued January 13, 1992, this Commission determined that the end user's choice of carrier will take precedence over the subscriber's choice of presubscribed carrier. This is consistent with the Commission's policy of "billed party preference." The end user's choice will take precedence not only in cases where the end user requests a specific carrier, but also in cases where the end user requests expeditious routing of a call and in cases where the end user expresses dissatisfaction with the presubscribed carrier. It was determined that the automatic routing of "0-" interLATA calls to the presubscribed carrier is an obsolete policy due to the technological advances made in the area of LEC call transfer capability. We noted that OTS does not preclude the presubscribed carrier from carrying the call, since the presubscribed carrier can subscribe to OTS.

In weighing the concerns of the end user and the subscriber of the originating access line, we determined that the end user's concerns should take precedence. However, if the end user indicates that he has no preferences and does not object to following procedures for redialing the call, then the subscriber's preferences should be honored. We ordered the LEC's to return "0-" dialed interLATA calls to the presubscribed carrier in those instances where the end user does not have a clear carrier preference or does not request direct transfer. To reach this objective, we ordered the LECs to use the scripts as guidelines for "0-" interLATA calls. A key feature of the scripts is that the LEC operator does not in any way influence the caller to name a carrier. This approach ensures that users who are indifferent are given dialing instructions for the resubscribed carrier.

Verification Service

Verification Service is an offering which allows the United operator to verify the line status of a telephone number. Verification Service is an optional service which allows an Interexchange Carrier (IXC) to request the service on behalf of an end user. The United operator will verify the status of the called line and relay the status to the IXC operator. Verification Service is provided over the subscribing IXC's dedicated trunks between the IXC's POP and the serving Operator Services System tandem.

Interrupt Service

Interrupt Service involves a United operator interrupting a call in progress on a specific called telephone line that has been verified as busy. The United operator will ask if the called party will clear the line so that the incoming call can take place. The United operator will relay the message from the called party to the IXC operator. Interrupt Service is also provided over the IXC's dedicated trunks from their POP and the serving access tandem.

Cost and Pricing Data

Cost data submitted by the Company indicates that the rates recover all direct operator work time and any equipment costs associated with providing each Inward Operator Service. The proposed rates and associated contribution levels for the three Inward Operator Services are as follows:

	<u>Rate</u>	<u>Contribution</u>
Operator Transfer Service	\$.29	45%
Verification Service	\$.55	7%
Interrupt Service	\$.85	8%

These recurring rates will be accessed on a per occurrence basis; specifically, these rates will apply each time the respective Inward Operator Service is requested.

We conclude that United's Inward Operator Services tariff complies with Order No. 25601 to provide Operator Transfer Service and find that the provision of Verification and Interrupt Service will improve service to both end users and IXC customers. We find that this filing will provide appropriate revenues and recover the cost of providing these services.

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Based on the foregoing, we approve the tariff as filed with an effective date of April 15, 1992.

It is, therefore,

ORDERED by the Florida Public Service Commission that United Telephone Company of Florida's tariff to introduce Inward Operator Services is approved as filed with an effective date of April 15, 1992. It is further

ORDERED that if a timely protest is filed pursuant to the requirements set forth below, all increased revenues resulting from this filing shall be held subject to refund. It is further

ORDERED that if no protest is received within the time frame set forth below, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 27th day of April, 1992.



STEVE TRIBBLE Director
Division of Records and Reporting

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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.

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 at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on May 18, 1992.

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 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 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.