

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for approval) DOCKET NO. 920972-TL
of tariff filing to introduce) ORDER NO. PSC-92-1228-FOF-TL
Warm Line Service and change) ISSUED: 10/30/92
the name of Fixed Call Address)
Service to Hot Line Service by)
NORTHEAST FLORIDA TELEPHONE)
COMPANY, INC.)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK
J. TERRY DEASON
BETTY EASLEY
LUIS J. LAUREDO

ORDER APPROVING TARIFF

BY THE COMMISSION:

On September 28, 1992, Northeast Florida Telephone Company, Inc. (Northeast) filed a proposed tariff revision to rename Fixed Call Address Service to Hot Line Service.

Fixed Call Address Service provides a customer with the ability to automatically ring another telephone line, or be connected to a company-provided operator when the customer's telephone instrument goes off-hook. Fixed Call Address Service is presently available only to state-supported Mental Health Institutions, Prisons, Jails, and Penitentiaries. The proposed Hot Line Service would be offered to any customer who wishes this service. The present monthly rate for this service is \$2.00. This is in addition to the company's regular monthly charges for basic exchange service under the tariff. The company is not proposing a change in the service's monthly rate.

In the same proposed tariff revision filed on September 28, 1992, Northeast requested the Florida Public Service Commission's approval to introduce Warm Line Service into its tariff. This service provides a customer with time-delayed (between 0 and 20 seconds) automatic connection to another telephone line when the customer's telephone instrument goes off-hook. Customers who begin

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dialing within the time-delay period may make telephone calls as normally dialed. Warm Line Service would automatically ring another telephone line within the switched network, but not a company-provided operator as with Hot Line Service.

Northeast's proposed Warm Line Service is similar to the Warm Line Services currently offered by Southern Bell Telephone and ALLTEL. Northeast's tariff offering would provide an inexpensive service for the elderly and shut-ins who may need emergency type service. The company proposes a monthly rate of \$2.00 in addition to the company's regular monthly charges for basic exchange service under the tariff. The company has not determined the impact of adding Warm Line Service, although Northeast believes the revenue effect would be minimal.

We believe the proposed tariff would provide an inexpensive option for elderly customers or shut-ins desiring quick access to a friend or relative's telephone line in the event of an emergency situation. Therefore, we find it appropriate to approve Northeast Florida Telephone Company, Inc.'s request to rename Fixed Call Address Service to Hot Line Service and to introduce Warm Line Service.

Therefore, based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Northeast Florida Telephone Company, Inc.'s tariff revisions to its General Subscriber Service Tariff are hereby approved to the extent outlined in the body of this order. It is further

ORDERED that the effective date of this tariff filing is October 23, 1992. It is further

ORDERED that if a protest is filed in accordance with the requirement set forth below, the tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. It is further

ORDERED that if no protest is filed in accordance with the requirement set forth below, this docket shall be closed.

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By ORDER of the Florida Public Service Commission, this 30th
day of October, 1992.

STEVE TRIBBLE, Director
Division of Records and Reporting

by: Kay Flynn
Chief, Bureau of Records

(S E A L)

PLT

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 November 20, 1992.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

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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 wastewater 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.