

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed tariff filing) DOCKET NO. 930488-TL
to offer CentraNet Automatic) ORDER NO. PSC-93-1315-FOF-TL
Call Distribution/Management) ISSUED: September 9, 1993
Information System by GTE)
FLORIDA INCORPORATED)
_____)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman
SUSAN F. CLARK
JULIA L. JOHNSON
LUIS J. LAUREDO

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On May 10, 1993, GTE Florida Incorporated (GTEFL or the Company) filed tariff revisions proposing to offer CentraNet Automatic Call Distribution (ACD)/Automatic Call Distribution - Management Information System (ACD/MIS). CentraNet ACD is a central office based service, using 5ESS switch technology, which allows incoming calls to be efficiently managed among a customer's operators answering the incoming calls. With CentraNet ACD, incoming calls are allocated and equally distributed to available operators based on call parameters defined by the customer.

CentraNet ACD can be further enhanced with the extensive call handling and management capability of the ACD/MIS. The customer's MIS data link contains current call information that is forwarded to a Management Information System located in the central office. The MIS, in turn, provides the customer with detailed call management information.

A basic CentraNet ACD package must be purchased if a customer subscribes to the ACD or ACD\MIS features. The basic CentraNet ACD package allows the purchaser to allocate calls among up to 20 operators. A non-recurring rate of \$50 and a monthly recurring rate of \$24.50 would apply.

There are three basic features associated with CentraNet ACD. Those features and the Company's proposed rates are as follows:

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Customized Announcement: This is an announcement to callers in the queue that advises them of answering delays. The announcements are Company-provided and located in the central office. A \$510 non-recurring charge would apply for the set up of the Customized Announcement. A \$160 non-recurring charge would be charged for any future Customized Announcement changes. In addition, a \$50 monthly recurring charge would apply to this service. The Call Vectoring feature is required with this service.

Call Vectoring: This feature provides the customer with the ability to program a series of call handling steps that an incoming call will follow before it is routed to an operator or a call prompt. Call vectoring is a software driven routing device that can direct a caller from the customized announcement to a specific department or individual. For example, a caller that is put through a series of call prompts to reach a final destination, is being routed to each call prompt via call vectoring. Call vectoring also provides for Music on Queue, which allows for a caller in queue to listen to music while waiting for an available operator. Call vectoring has a \$100 non-recurring charge per ACD group up to 20 operators, and a \$10 monthly recurring rate per ACD line.

Call Prompt: This feature allows one or more subsequent announcements to be played for incoming callers after the Customized Announcement. The Call Prompt asks callers to enter touch-tone digits that correspond to a specific department or individual. A customer subscribing to Call Prompt would be charged a \$100 non-recurring rate for each "prompt" step. A \$150 monthly recurring rate would also apply regardless of the number of "prompts". For Call Prompts to be directed properly, the Call Vectoring feature is required.

CentraNet ACD can be further enhanced with a Management Information System feature. A customer's MIS data link contains up-to-the-minute call information that is forwarded to a MIS located in the central office. The MIS, in turn, will provide the customer the ability to monitor their operators, control the origination and termination of incoming calls, manage calling patterns, set answering time frames, rearrange operator groups, and manage trunk loading. The customer's personal computers can monitor and make immediate configuration changes to the above MIS features. Each customer's personal computer must have a MIS data link. A \$25 non-recurring rate and \$75 monthly recurring rate

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would apply. Appropriate private line service charges will apply to the private line facilities that are required for this feature.

Based on the cost study provided by GTEFL, we note that the proposed rates for Call Vectoring and Call Prompts do not cover the monthly cost developed through a five-year annuity approach. However, in this case, even though the proposed rate for each individual service may not cover the cost, the service configurations as a "package" do cover the cost of providing the services, and provide an adequate level of contribution.

We believe that this filing is appropriate. These services will provide for more enhanced and effective use of the network. Additionally, they will provide an adequate level of contribution. Accordingly, we hereby approve the tariff as filed, effective August 17, 1993. Finally, we shall require GTEFL to file semi-annual reports containing actual demand, cost, and revenue information for a two-year period.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff proposing to introduce CentraNet Automatic Call Distribution/Automatic Call Distribution - Management Information System is approved, effective August 17, 1993. It is further

ORDERED that GTE Florida Incorporated shall file semi-annual reports containing actual demand, cost, and revenue generated by this service for a two-year period. 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 9th day
of September, 1993.



STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

PAK

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 September 30, 1993.

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.