

ORIGINAL
FILED

CERTIFICATION OF
PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES
FILED WITH THE
DEPARTMENT OF STATE

I do hereby certify:

(1) The time limitations prescribed by paragraph 120.54(11)(a), F.S., have been complied with; and

(2) There is no administrative determination under section 120.54(4), F.S., pending on any rule covered by this certification; and

(3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(11)(b), F.S. They are filed not less than 28 days after the notice required by subsection 120.54(1), F.S., and;

(a) And are filed not more than 90 days after the notice; or

(b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

(c) Are filed within 21 days after the adjournment of the final public hearing on the rule; or

(d) Are filed within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

(e) Are filed within 21 days after the date the transcript was received by this agency.

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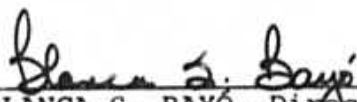
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TALLAHASSEE, FLORIDA
96 APR 18 AM 11:17
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Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

<u>Rule No.</u>	<u>Rulemaking Authority</u>	<u>Specific Law Being Implemented, Interpreted or Made Specific</u>
25-4.040	350.127(2), F.S.	364.03, F.S.

Under the provision of paragraph 120.54(13)(a), F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: _____
(month) (day) (year)



BLANCA S. BAYO, Director
Division of Records & Reporting

Number of Pages Certified

(S E A L)

RCB

1 25-4.040 Telephone Directories; Directory Assistance.

2 (4) The following information shall appear in the front pages
3 of the directory, preceding subscriber listings, along with an
4 index where there are four (4) or more pages of such information:

5 (a) Directions for the use of local exchange and long
6 distance telephone services and calls to repair and directory
7 assistance services.

8 (b) Application and amount of directory assistance charges
9 contained in company tariffs.

10 (c) Application and amount of charges for line busy
11 verification, emergency interrupt and maintenance/repair services.

12 (d) The location of telephone company public business office
13 located in the area covered by the directory.

14 (e) Identification of customer payment locations and an
15 explanation of discontinuance of service procedures for local
16 service.

17 (f) Policy on customer owned equipment and inside wiring
18 shall include, but not be limited to the following information,
19 separately stated:

20 1. A layman's description of inside wiring.

21 2. A layman's description of demarcation point.

22 3. A layman's description of the customer's responsibility
23 for all wiring on the customer's side of the demarcation point.

24 4. A generic description of the various types of vendors
25 which sell repair equipment.

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~~struck through~~ type are deletions from existing law.

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1 5. A generic list of the types of service vendors providing
2 maintenance or repair of inside wire, or customer premises
3 equipment.

4 6. Instructions on how to determine whether the customer or
5 the telephone company is responsible for needed repairs.

6 7. Instructions for determining when a phone jack is
7 defective.

8 8. Instructions for determining when a telephone is
9 defective.

10 (g) Policy on the recording of telephone conversations.

11 (h) Policy on harassing calls and sales solicitations
12 generated by illegal automatic dialing equipment.

13 (i) Policy on various violations of law arising from the
14 illegal use of telephone equipment and service.

15 (j) A conspicuous notice of the availability of the "No Sales
16 Solicitation" list offered through the Florida Department of
17 Agriculture and Consumer Services, Division of Consumer Services
18 and the 800 number to contact for further information.

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

20 Law Implemented: 364.03, F.S.

21 History: New 12/1/68, amended 03/31/76, 01/04/78, 12/10/84,
22 formerly, 25-4.40, amended 11/28/89, 03/31/91, 02/11/92,_____.

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SUMMARY OF RULE

The amendment requires a separate statement on the front pages of telephone directories of information including, but not limited to the following: 1) A layman's description of inside wiring, demarcation point and the customer's responsibility for wiring on the customer's side of the demarcation point. 2) A generic description of types of vendors that sell repair equipment and service or repair inside wire. 3) Instructions on determining whether the customer or telephone company is responsible for needed repairs and determining when a phone jack or telephone is defective.

SUMMARY OF HEARINGS ON THE RULE

No hearing was requested or held.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

The Commission determined that in order to encourage competition in the simple inside wire maintenance and repair market, more customer education was necessary. The amended rule supplies the additional information needed to increase customer education about inside wire repair and maintenance.

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MEMORANDUM

April 19, 1996

RECEIVED
APR 19 1996

10:30

FPSC-RECORDS/REPORTING

TO : DIVISION OF RECORDS & REPORTING

FROM : RICHARD C. BELLAK, ASSOCIATE GENERAL COUNSEL *RCB*

RE : DOCKET NO. 960029-TL, PROPOSED AMENDMENT OF RULE 25-4.040(4)(f), F.A.C., TELEPHONE DIRECTORIES; DIRECTORY ASSISTANCE (INSIDE WIRING)

0542-FOF

Attached please find a Notice of Adoption for distribution by your office.

Industry distribution is:

- Electric (EI)
- Electric (EM)
- Electric (EC)
- Gas (GU)
- Gas (GS)
- Gas Pipeline (GP)
- Telephone (TL)
- Telephone (TI)
- Telephone (TC)
- Telephone (TS)
- Telephone (TX)
- Telephone Alternate Access Vendors (TA)
- Water and Wastewater (WAW)

This document has the following priority:

- Must be issued today.
- Must be issued within 48 hours.
- Must be issued within 5 working days.

This docket will be closed upon issuance of the Notice.

NDA4-040.MRD
Attachment

cc: File
Sandy Simmons (w/o attach.)
W. Terrell

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129*