

MEMORANDUM

August 20, 1996

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2.55
FPSC-RECORDS/REPORTING

TO : DIVISION OF RECORDS & REPORTING
FROM : CHRISTIANA T. MOORE, ASSOCIATE GENERAL COUNSEL *CM*
RE : DOCKET NO. 960720-TL, PROPOSED AMENDMENT TO RULE 25-4.040, TELEPHONE DIRECTORIES; DIRECTORY ASSISTANCE

PSC-96-1070-FOF-TL

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.

*83 faxed -
20 marked -*

This docket will be closed upon issuance of the Notice.

NOA#040.MXD
Attachment

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

DOCUMENT NUMBER - DATE

08826 AUG 21 96

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Amendment to) DOCKET NO. 960720-TL
Rule 25-4.040, Telephone) ORDER NO. PSC-96-1070-FOF-TL
Directories; Directory) ISSUED: August 21, 1996
Assistance)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

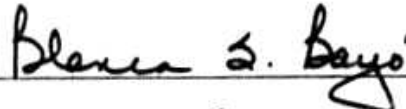
NOTICE OF ADOPTION OF RULE

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted Rule 25-4.040, Florida Administrative Code, relating to telephone directories; directory assistance, with a technical change to subsection (3)(c) to change the Commission's internet address listing to the address that will be in use after September 1, 1996.

The rule was filed with the Department of State on August 14, 1996 and will be effective on September 3, 1996. A copy of the rule as filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By ORDER of the Florida Public Service Commission, this 21st day of August, 1996.



BLANCA S. BAYÓ, Director
Division of Records & Reporting

(S E A L)
CTM

25-4.040 Telephone Directories; Directory Assistance.

(1) Each local exchange telecommunications company shall normally publish updated telephone directories once every 12 months and shall publish updated directories at least once every 15 months. The directories shall normally alphabetically list the name, address, and telephone number of all subscribers located in the exchange(s) contained in the directory except the telephone numbers for public telephones or a name, address, number/address unlisted or unpublished at the subscriber's request. Also listed alphabetically shall be a listing designated "Poison Information Center" and the local telephone number, where the exchange served by the directory has local calling to a Poison Information Center. If no local telephone number exists, then the toll-free telephone number of a Poison Information Center shall be listed. A description of the local (toll free) calling scope shall be prominently displayed at the beginning of each alphabetical section in a directory. At no additional charge and upon the request of any residential subscriber, the exchange company shall list an additional first name or initial under the same address, telephone number and surname of the subscriber. The exchange company shall place the first names or initials in the order requested by the subscriber.

(2) Each subscriber served by a directory shall be furnished one copy of that directory for each access line. Subject to

availability, additional directories shall be provided by the local exchange telecommunications company, which may charge a reasonable fee therefor. Within 30 days after the effective date of this rule each exchange company shall file with the Commission a tariff setting forth the fee, if any, and the conditions under which it will apply. Copies of each directory shall be furnished to the Bureau of Service Evaluation. When expanded calling scopes are involved, as with Extended Area Service, each subscriber shall be provided with directory listings for all published telephone numbers within the local service area.

(3) (a) The name of the local exchange telecommunications company, the individual exchanges included in the directory and the month/year of issuance shall appear on the front cover of each directory.

(b) Beginning with directories issued on or after January 1, 1995, the following information shall listed on the inside of the front cover of the directory:

1. "911" instructions for exchanges with "911" service. Such "911" instructions shall be at the top of the inside front cover and shall be outlined in order to be separate from other information on the inside front cover. "911" shall be the only listed emergency number; all other numbers on the inside front cover shall be listed as "nonemergency" or "other important numbers."

2. For exchanges where "911" emergency service is not provided, emergency calling instructions and numbers including those of the police, sheriff, fire departments and ambulance services used by local government in case of emergency. Such emergency calling instructions shall be listed at the top of the inside front cover and shall be outlined and separate from other information. All other numbers on the inside front cover shall be listed as "nonemergency" or "other important numbers."

3. The information required by Section 395.1027, F.S.

(c) The following notice shall be conspicuously listed on the inside front cover or first page of the directory:

FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES

CUSTOMERS OF UTILITIES AND COMPANIES REGULATED BY THE COMMISSION WHO HAVE FIRST CONTACTED SUCH A FIRM CONCERNING A PROBLEM, AND ARE NOT SATISFIED BY THE CORRECTIVE ACTION TAKEN MAY CONTACT:

COMISION DE SERVICIO PÚBLICO DEL ESTADO DE LA FLORIDA:

TODOS LOS CLIENTES DE UTILIDADES Y EMPRESAS REGULADAS EN LA FLORIDA QUE HAYAN INICIADO CONTACTO CON DICHA ENTIDAD Y NO ESTÉN SATISFECHOS CON LA RESOLUCIÓN DE SU QUEJA Y/O INVESTIGACIÓN PUEDEN DIRIGIRSE A:

THE FLORIDA PUBLIC SERVICE COMMISSION

Division Of Consumer Affairs

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-8153

Phone Toll Free (TDD & Voice) 1-800-342-3552

Facsimile Toll Free 1-800-511-0809

Internet E-mail address for filing complaints:

CONTACT@PSC.STATE.FL.US

Internet Address for retrieving information:

<http://www.scri.net/psc>

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

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

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

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

(d) The location of telephone company public business offices located in the area(s) contained in the directory.

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

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

1. A layman's description of inside wiring.
 2. A layman's description of demarcation point.
 3. A layman's description of the customer's responsibility for all wiring on the customer's side of the demarcation point.
 4. A generic description of the various types of vendors which sell repair equipment.
 5. A generic list of the types of service vendors providing maintenance or repair of inside wire, or customer premises equipment.
 6. Instructions on how to determine whether the customer or the telephone company is responsible for needed repairs.
 7. Instructions for determining when a phone jack is defective.
 8. Instructions for determining when a telephone is defective.
- (g) Policy on the recording of telephone conversations.
- (h) Policy on harassing calls and sales solicitations generated by illegal automatic dialing equipment.
- (i) Policy on various violations of law arising from the illegal use of telephone equipment and service.
- (j) A conspicuous notice of the availability of the "No Sales Solicitation" list offered through the Florida Department of

Agriculture and Consumer Services, Division of Consumer Services, and the 800 number to contact for further information.

(5) Directory assistance operators shall maintain records of all telephone numbers (except for non-published telephone numbers) in the area for which they have the responsibility of furnishing service. Directory assistance records must also contain listings for "Poison Information Center" and the local telephone number, where the area served by the directory assistance operator has local calling to a Poison Information Center. If no local telephone number exists, then the toll-free telephone number of a Poison Information Center shall be listed. All new or changed listings shall be provided to directory assistance operators within ~~forty eight~~ (48) hours after connection of service, excluding Saturdays, Sundays and holidays.

(6) In the event of an error in the listed number of any subscriber, each local exchange telecommunications company shall intercept all calls to the listed number for the period of time required to comply with Rule 25-4.074, provided the listed number is not in service. In the event of an error or omission in the name listing of a customer, the customer's correct name and telephone number shall be listed in the directory assistance and intercept records and the correct number furnished the calling party upon request or interception.

(7) When a subscriber will establish a residence or business shortly after the close of subscriber listing records but preceding publication, the local exchange telecommunications company shall, upon request, establish and list service at the requested new address and immediately place the service on suspension. Service connection and other appropriate local service charges shall be due and payable, independent of whether service is later restored.

(8) When scheduled additions or changes in plant, records or operations will require a large group of number changes, the earliest possible notice shall be given to affected customers, regardless of the time of the change relative to the directory issuance cycle.

(9) The local exchange telecommunications company shall not change a subscriber's telephone number without good cause and at least 30 days prior notice to the affected subscriber.

Specific Authority 350.127(2) FS.

Law Implemented 364.01(4), 364.0251, 364.03, 395.1027 FS.

History--New 12-1-68, Amended 3-31-76, 1-4-78, 12-10-84, Formerly 25-4.40, Amended 11-28-89, 3-31-91, 2-11-92, 12-6-94, 5-8-96, 9-3-96.