

ORIGINAL

Legal Department

NANCY B. WHITE  
General Counsel - Florida

BellSouth Telecommunications, Inc.  
150 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(305) 347-5558

RECEIVED-FPSC  
MAY 30 PM 4:45

RECORDS AND  
REPORTING

May 30, 2001

Mrs. Blanca S. Bayó  
Director, Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Docket No. 000733-TL (Inv. Tariff Late Payment Charges)**

Dear Ms. Bayó:

Enclosed please find the original and fifteen copies of Joint Stipulation of the Record of BellSouth Telecommunications, Inc., and Office of Public Counsel, and Notice of Intent by BellSouth Telecommunications, Inc., which we ask that you file in the above-referenced matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

*Nancy B. White*  
Nancy B. White (KA)

cc: All Parties of Record  
Marshall M. Criser III  
R. Douglas Lackey

This notice of intent was filed in a docketed matter by or on behalf of a "telco" for Confidential DN 06766-01. The confidential material is in locked storage pending staff advice on handling.

DOCUMENT NUMBER-DATE

06765 MAY 30

FPSC-RECORDS/REPORTING

131

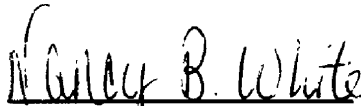
**CERTIFICATE OF SERVICE  
Docket No. 000733-TL**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U.S. Mail and (\*) Hand Delivery this 30th day of May, 2001 to the following:

Lilja Dandelake  
Staff Counsel  
Division of Legal Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Charles J. Beck (\*)  
Deputy Public Counsel  
Office of Public Counsel  
c/o The Florida Legislature  
111 West Madison Street  
Room 812  
Tallahassee, FL 32399-1400  
Attorney for Citizens  
of the State of Florida

  
Nancy B. White (LA)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation to determine ) Docket No. 000733-TP  
Whether BellSouth Telecommunications )  
Inc.'s tariff filing to restructure its late )  
payment charge is in violation of Section )  
364.051, F.S. )  
\_\_\_\_\_ ) Filed: May 30, 2001

**JOINT STIPULATION OF THE RECORD  
OF BELLSOUTH TELECOMMUNICATIONS, INC. AND  
OFFICE OF PUBLIC COUNSEL AND  
NOTICE OF INTENT BY BELLSOUTH TELECOMMUNICATIONS, INC.**

Pursuant to Order No. PSC-01-0228-PCO-TL, issued on January 23, 2001 in the above captioned docket, BellSouth Telecommunications, Inc. ("BellSouth") and the Office of Public Counsel ("Public Counsel"), hereby submit that the following is a list of the attached documents that form the record in this case.

1. Order No. PSC-96-0012-FOF-TL, issued on January 4, 1996, (Non Basic Service Categories Order).
2. Order No. 16014, issued April 18, 1996 (approving late payment charge).
3. Staff Recommendation, Docket 870456 issued May 28, 1987.
4. 1986 Cost Study filed in Docket 870456.
5. Order No. 17915, issued July 27, 1987 (approving late payment charge).
6. Staff Recommendation in Docket No. 000733-TL, issued on June 29, 2000.
7. Letter from M. Criser to B. Bayo of July 6, 2000 re: late payment charge.

8. August 13, 1999 letter from N. Sims to W. D'Haeseleer.
9. Order No. PSC-00-1357-PAA-TL, issued July 27, 2000.
10. Order No. PSC-96-1545-FOF-TP, issued December 19, 1996.
11. Order No. PSC-99-0825-FOF-TP, issued April 22, 1999.
12. Order No. PSC-96-1535-FOF-TL, issued December 17, 1996.
13. May 12, 2000 fax from J. Audu to Stan Greer.
14. May 23, 2000 letter from N. Sims to J. Audu.
15. May 30, 2000 letter from N. Sims to J. Audu.
16. July 29, 1999 letter returning approved tariff.
17. August 25, 1995 FPSC FRR 0803 PSC 02 "Categories of Non Basic Services," pages 1 of 10 through 10 of 10.
18. October 27, 1995 letter and attachment from Nancy H. Sims to Maryrose Sirianni re: Docket No. 951159-TL, Non Basic Service Categories.
19. November 13, 1995 letter and attachment from Nancy H. Sims to Walter D'Haeseleer regarding responses to verbal requests made by staff in the non basic service category workshop.
20. March 6, 1996 letter and attachment from Nancy H. Sims to Jonathan Audu re: non basic service categories.
21. July 14, 1997 tariff filing in a letter from A. M. Lombardo to Walter D'Haeseleer proposing to increase the late payment

charge from 1.5% to 1.63%.

22. Florida Regulatory Meeting - LPC/DCA dated June 9, 1999.


**NOTICE OF INTENT TO REQUEST  
CONFIDENTIAL CLASSIFICATION**

BellSouth hereby claims confidentiality of certain documents placed into the record. This Notice of Intent is being filed by BellSouth only. The Office of Public Counsel does not join in this Intent. The information contained in Item No. 22, listed above is proprietary and entails information that is clearly confidential and proprietary under Florida Statutes, Section 364.183. Because the response contains proprietary information, BellSouth is filing this Notice of Intent to Request Specified Confidential Classification, pursuant to Rule 25-22.006(3), Florida Administrative Code, in order to allow the Commission Staff to take possession of the document without delay. The original of this notice has been filed with the Division of Records and Reporting.

Respectfully submitted this 30<sup>th</sup> of May, 2001.

OFFICE OF PUBLIC COUNSEL

BELLSOUTH  
TELECOMMUNICATIONS, INC.

  
Charles J. Beck (LA)

c/o The Florida Legislature  
111 W. Madison Street  
Suite 812  
Tallahassee, FL 32399-1400  
Tel. No. (850) 488-9330

  
Nancy B. White (LA)

c/o Nancy H. Sims  
150 South Monroe Street  
Suite 400  
Tallahassee, FL 32301  
(305) 347-5558

367241

1. Order No. PSC-96-0012-FOF-TL, issued on Jan. 4, 1996  
(Non Basic Service Categories Order)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Investigation to ) DOCKET NO. 951159-TL  
determine categories of non- ) ORDER NO. PSC-96-0012-FOF-TL  
basic services provided by local ) ISSUED: January 4, 1996  
exchange telephone companies )  
pursuant to Chapter 364.051(6), )  
Florida Statutes. )  
\_\_\_\_\_)

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 PROPOSED AGENCY ACTION  
ORDER ADOPTING PROPOSAL

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

On September 27, 1995, we opened this docket to establish categories of non-basic services as described in Section 364.051(6)(a), Florida Statutes. Section 364.051(6)(a), Florida Statutes, provides in pertinent part:

Each company subject to this subsection shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, and may set or change, on 15 days' notice, the rate for

each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider providing local telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

A workshop was held on October 13, 1995, to address the following topics:

1. Identification of the categories of non-basic services and development of criteria by which non-basic services can be categorized.
2. Identification of issues to be addressed should a hearing be necessary.
3. The possibility of stipulating the issues in this proceeding.

Additional workshops were held on October 31, 1995 and November 27, 1995. On December 20, 1995, the attached proposal was filed with the Commission. The terms of the proposal are summarized below.

The parties have set forth service categories by function and have grouped similar services into these categories. They agree that the price increases for non-basic service categories should not be applicable on a company-wide basis. Further, in those exchanges where a Local Exchange Company (LEC) does not have another company providing local telecommunications services, the aggregate prices for all non-basic services in a category should not be increased more than 6% in a 12 month period. Likewise, in those exchanges where a LEC does have another provider of telecommunications services, the aggregate prices for all non-basic services in a category should not be increased more than 20% in a 12 month period.



ORDER NO. PSC-96-0012-FOF-TL  
DOCKET NO. 951159-TL  
PAGE 3

Section 364.051 (6)(a), Florida Statutes, provides that once there is another provider providing local telecommunications service in an exchange area, the price for any non-basic service category may be increased in an amount not to exceed 20% within a 12 month period. The parties agree that this issue should be dealt with at a later time.

When filing non-basic service tariffs, the parties agree that certain information, similar to what is currently required by the LECs, should continue to be provided. This information includes a transmittal letter to the Director of Communications, an executive summary, and copies of the tariff. The filings should also include an explanation of the proposed rate increase's effect on the Company's 6/20% cap.

The parties also agree that the non-recurring charges associated with the initiation of basic local telecommunications services should not be included in a non-basic service category. They state that these charges should be associated with their corresponding basic local telecommunications service and be capped pursuant to Section 364.051(2)(a), Florida Statutes.

Finally, the parties agree that the capped non-basic services, described in Section 364.051(6)(a) 1. and 2., Florida Statutes, should not be included in the respective non-basic service categories when computing the allowable increases to non-basic service categories.

Upon consideration, we find that the attached proposal is appropriate. It establishes the categories and descriptions of non-basic services. Moreover, the descriptions will act as a guideline to ensure that future services are placed in the appropriate categories.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the attached proposal is adopted and incorporated by reference into this Order. It is further

ORDER NO. PSC-96-0012-FOF-TL  
DOCKET NO. 951159-TL  
PAGE 4

ORDERED that the time available for filing a protest shall be 14 days from the issuance date of this Order. It is further

ORDERED that this Order shall become final and effective and this docket shall be closed unless a person whose substantial interests are affected files a protest pursuant to the requirements set forth below.

By ORDER of the Florida Public Service Commission, this 4th day of January, 1996.

BLANCA S. BAYÓ, Director  
Division of Records and Reporting

by: /s/ Kay Flynn  
Chief, Bureau of Records

This is a facsimile copy. A signed copy of the order may be obtained by calling 1-904-413-6770.

( S E A L )  
ATTACHMENT PAGES 5-12 ARE NOT AVAILABLE IN ELECTRONIC MEDIUM.  
MMB

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 action proposed herein is preliminary in nature and will not become effective or final, except as provided by Rule 25-22.029, Florida Administrative Code. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.029(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a) and (f), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 18, 1996.

In the absence of such a petition, this order shall become effective on the day subsequent to the above date as provided by Rule 25-22.029(6), Florida Administrative Code.

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 and effective on the date described above, any party substantially 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

ORDER NO. PSC-96-0012-FOF-TL  
DOCKET NO. 951159-TL  
PAGE 6

within thirty (30) days of the effective date of this order, 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.

7TH PAGE of Level 1 printed in FULL format.

In Re: Investigation to determine categories of non-basic services provided by local exchange telephone companies pursuant to Chapter 364.051(6), Florida Statutes

DOCKET NO. 951159-TL; ORDER NO. PSC-96-0012-FOF-TL

Florida Public Service Commission

1996 Fla. PUC LEXIS 15

OFFICIAL-CITE: 96 FPSC 1: 94

January 4, 1996

CORE TERMS: non-basic, telecommunications, tariff, provider, parties agree, aggregate, customer, capped, cap, month period, notice, non-recurring, miscellaneous, company-wide, residential, calculation, initiation, computing, allowable, switched, network, transmittal letter, services offered, credit card, single line, set forth, recitals, non-published, complementary, corresponding

PANEL:  
[\*1]

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

OPINION:  
NOTICE OF PROPOSED AGENCY ACTION ORDER ADOPTING PROPOSAL

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

On September 27, 1995, we opened this docket to establish categories of non-basic services as described in Section 364.051(6)(a), Florida Statutes. Section 364.051(6)(a), Florida Statutes, provides in pertinent part:

Each company subject to this subsection shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, and may set or change, on 15 days' notice, the rate for each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider providing local [\*2] telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

A workshop was held on October 13, 1995, to address the following topics:

1. Identification of the categories of non-basic services and development of

criteria by which non-basic services can be categorized.

2. Identification of issues to be addressed should a hearing be necessary.
3. The possibility of stipulating the issues in this proceeding.

Additional workshops were held on October 31, 1995 and November 27, 1995. On December 20, 1995, the attached proposal was filed with the Commission. The terms of the proposal are summarized below.

The parties have set forth service categories by function and have grouped similar services into these categories. They agree that the price increases for non-basic service categories should not be applicable on a company-wide basis. Further, in those exchanges where a Local Exchange Company (LEC) does not have another company providing local telecommunications services, the aggregate prices [\*3] for all non-basic services in a category should not be increased more than 6% in a 12 month period. Likewise, in those exchanges where a LEC does have another provider of telecommunications services, the aggregate prices for all non-basic services in a category should not be increased more than 20% in a 12 month period.

Section 364.051(6)(a), Florida Statutes, provides that once there is another provider providing local telecommunications service in an exchange area, the price for any non-basic service category may be increased in an amount not to exceed 20% within a 12 month period. The parties agree that this issue should be dealt with at a later time.

When filing non-basic service tariffs, the parties agree that certain information, similar to what is currently required by the LECs, should continue to be provided. This information includes a transmittal letter to the Director of Communications, an executive summary, and copies of the tariff. The filings should also include an explanation of the proposed rate increase's effect on the Company's 6/20% cap.

The parties also agree that the non-recurring charges associated with the initiation of basic local telecommunications [\*4] services should not be included in a non-basic service category. They state that these charges should be associated with their corresponding basic local telecommunications service and be capped pursuant to Section 364.051(2)(a), Florida Statutes.

Finally, the parties agree that the capped non-basic services, described in Section 364.051(6)(a) 1. and 2., Florida Statutes, should not be included in the respective non-basic service categories when computing the allowable increases to non-basic service categories.

Upon consideration, we find that the attached proposal is appropriate. It establishes the categories and descriptions of non-basic services. Moreover, the descriptions will act as a guideline to ensure that future services are placed in the appropriate categories.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the attached proposal is adopted and incorporated by reference into this Order. It is further

ORDERED that the time available for filing a protest shall be 14 days from the issuance date of this Order. It is further

ORDERED that this Order shall become final and effective and this docket shall be closed unless a person whose substantial [\*5] interests are affected files a protest pursuant to the requirements set forth below.

By ORDER of the Florida Public Service Commission, this 4th day of January, 1996.

ATTACHMENT

STIPULATION

THIS STIPULATION is entered into between the undersigned parties to this docket.

Recitals

1. During 1995, the Florida Legislature passed Chapter 95-403, Laws of Florida, which revised Chapter 364, Florida Statutes.

2. Chapter 95-403, Laws of Florida, created Section 364.051, Florida Statutes. That section addresses price regulation for local exchange telecommunications companies.

3. Section 364.051(6), Florida Statutes, addresses price regulation of non-basic services.

4. During the last half of 1995, the parties to this docket, the Staff of the Florida Public Service Commission, and others met informally to identify issues relating to the non-basic service categories referred to in Section 364.051(6), Florida Statutes. As a result of these meetings, the parties identified seven issues.

. In addition, the parties have stipulated to language that resolves the issues identified by the parties. The purpose of this Stipulation is to memorialize the stipulation of the parties.

[\*6] 6. It is the intent of the parties that the Florida Public Service Commission approve the stipulation set forth below, thereby eliminating the need for an administrative hearing on these issues.

Stipulation

The undersigned parties to this docket agree as follows:

1. The recitals set forth above are not a part of the agreement between the parties, but serve to explain the circumstances under which this Stipulation was reached.

2. This Stipulation shall become effective upon approval by the Florida Public Service Commission. If this Stipulation is not approved by the FPSC without modification, the whole Stipulation shall be void and shall have no force or effect.

3. The parties agree to the following issues and positions as set forth below:

ISSUE 1. For purposes of Section 364.051(6) (a), Florida Statutes, what are the non-basic service categories within which non-basic services should be placed?

Stipulation: See non-basic service categories list attached as Exhibit "A".

ISSUE 2. What criteria should determine in which non-basic service category a given LEC non-basic service should be included?

Stipulation: The functional service descriptions set forth in [\*7] the non-basic service categories list (Exhibit "A") should determine service placement.

ISSUE 3. For purposes of Section 364.051(6) (a), Florida Statutes, what constitutes having "another provider providing local telecommunications services?"

Stipulation: The parties agree that this issue need not be decided at this time.

ISSUE 4. If a LEC does not have ALECs operating in all of its exchange areas, should the price increases that result from Section 364.051(6) (a), Florida Statutes, be applicable on a company-wide basis?

Stipulation: The price increases should not be applicable on a company-wide basis. The price increases should be distinguished in the following manner:

Exchanges without another provider

In the aggregate, across all services in a category and all exchanges where there is not another company providing local telecommunications services, prices may not be increased more than 6% within a 12-month period.

Exchanges with another provider

In the aggregate, across all services in a category in the aggregate and all exchanges where there is another company providing local telecommunications services, prices may not be increased more [\*8] than 20% within a 12-month period.

ISSUE 5. What type of information should the LEC submit to the Commission with its non-basic service tariff filings?

Stipulation: Tariff filings should continue to have a transmittal letter to the Director of Communications stating the nature of the filing and what pages it involves, an executive summary of what it is they are doing and why, and copies of the tariff. Tariffs should provide an explanation and calculation of the proposed rate increase's effect on the Company's 6/20% cap (e.g., an



explanation that service X has been increased by 5.5%, accompanied by a price/units calculation to back it up and that the category service X falls in has not exceeded its cap (6/20%) within the 12-month period). If the price/units calculations are used, it should be based on the most current month's data available at the time of the company's initial tariff for the category. Subsequent tariff filings made by the company, for a specific category, would use the same month's data for the next 12 months. In addition to the general requirements, an incremental cost study should not be required; however, a study should be made available upon request by [\*9] the Commission staff on 5 working days notice.

ISSUE 6. Should non-recurring charges associated with the initiation of basic local telecommunications services be placed in a separate non-basic service category? If not, in which non-basic service category, if any, should they be placed?

Stipulation: No. The non-recurring charges associated with the initiation of basic local telecommunications services should not be included in a non-basic service category. These charges should be associated with their corresponding basic local telecommunications service and be capped pursuant to Section 364.051(2)(a), Florida Statutes.

ISSUE 7. Section 364.(6)(a)1. and 2., Florida Statutes, cap the rates for certain non-basic services. Should these capped services be included in the respective non-basic service categories when computing the allowable increases to non-basic service categories?

Stipulation: No, the capped non-basic services should not be included in the respective non-basic service categories when computing the allowable increases to non-basic service categories.

4. The non-basic service categories list referred to in issues 1 and 2, and attached to this [\*10] Stipulation as Exhibit A, is a part of this Stipulation as though fully set forth under issues 1 and 2. The list of examples attached to this stipulation as Exhibit "B" is included for illustrative purposes only and is not intended to alter the definitions of the categories shown in Exhibit "A."

5. This Stipulation and Agreement shall be interpreted under the laws of the State of Florida. If this Stipulation and Agreement is not approved by the Commission in its entirety without modification, the Stipulation and Agreement shall not be binding on the parties and shall have no force and effect.

6. Each of the persons signing below represents that he or she has complete actual authority to bind the party on whose behalf her or his signature is given.

#### EXHIBIT A

##### Non-Basic Service Categories Definitions

##### 1. Business Non-Basic Exchange Access

A service or family of services (excluding basic single line flat-rate business service) offered to business customers that provides access to, and usage of, the switched local exchange network.

## 2. Residence Non-Basic Exchange Access

A service or family of services (excluding basic single line flat-rate residence service) [\*11] offered to residence customers that provides access to, and usage of, the switched local exchange network.

## 3. Business Optional Services

A service or family of services offered to business customers that provides enhanced calling features or functions complementary to business basic or non-basic exchange access services.

## 4. Residential Optional Services

A service or family of services offered to residential customers that provides enhanced calling features or functions complementary to residential basic or non-basic local exchange access services.

## 5. Local Directory Assistance and Directory Services

Local directory assistance and local directory-based services, including, but not limited to, additional listings, miscellaneous listings, non-published and non-listed service.

## 6. Toll Services

A 1-dedicated service that provides non-basic extended local or long distance calling between locations using the public switched network, and toll directory assistance.

## 7. Operator Services

Local and toll services which utilize a live operator or automated equipment to assist end user-initiated calls. Such services would include, but are [\*12] not limited to, billing or completion of third-party, person-to-person, collect, or calling card or credit card calls, and conference services.

## 8. Transport Service

A service that provides a reserved path(s) between customer designated locations.

## 9. Public and Semi Public Telephone

Pay Telephone services provided by the company.

#### 10. Miscellaneous Services

Company-provided ancillary services other than those indicated in preceding categories. Examples of such services: provision of 911 and E911 equipment; equipment for the hearing impaired.

##### EXHIBIT B

##### Non-Basic Service Categories - Examples of Services

#### 1. Business Non-Basic Exchange Access

Measured Rate Service

Centrex Services

ESSEX Services

PBX Trunks \*

MARS •

Dormitory Service •

Centrex and ESSEX Line Charges \*

• Capped Services

#### 2. Residential Non-Basic Exchange Access

Measured Rate Service

#### 3. Business Optional Services

Custom Calling

AIN

ISDN

ACD Service

Dual Service

DID/100

Prestige

Remote Call Forwarding

Touchstar

Call Screening

Ringmaster

Hot Line

Warm Line

Toll Restriction

Optional Billing and Collection Services

SMDI

SMDR

4. Residential Optional [\*13] Services

Custom Calling

AIN

ISDN

ACD Service

Dual Service

DID/100

Prestige

Remote Call Forwarding

Touchstar

Call Screening

Ringmaster

Hot Line

Warm Line

Toll Restriction

Optional Billing and Collection Services

5. Local Directory Assistance and Directory Services

Local Directory Assistance

Additional Listings

Non-Published

Non-List

Miscellaneous

6. Toll Services

Two-Point Service

Calling Plans-Saver Service

Wide Area Telecommunications Service

Long Distance Directory Assistance

7. Operator Services

Credit Card, Third Number, Collect

Conference Services

Verification Service

8. Transport Services

TAS Facilities

Extension Service and Tie Lines

Foreign Exchange Service

Foreign Co Service

Area Communication Service

Pulselink

Accupulse

Flexserv

Data Transport

Megalink

Synchronet

Lightgate

Smartprim

Smartring

Private Line

9. Public and Semi-Public Telephone

Public Telephone Service

Semi-Public Telephone Service

10. Miscellaneous

Special Number Assignment

Apartment Door Answering

High Voltage Protection

Trouble Location Charge

911

2. Order 16014, issued April 18, 1986 (approving late payment charge)

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Southern Bell tariff filing ) DOCKET NO. 860172-TL  
 to institute a late payment charge. ) ORDER NO. 16014  
 ) ISSUED: 4-18-86

The following Commissioners participated in the disposition of this matter:

JOHN R. MARKS, III, Chairman  
 GERALD L. GONTER  
 KATIE NICHOLS  
 MICHAEL MCK. WILSON  
 JOHN T. BERNDON

NOTICE OF PROPOSED AGENCY ACTIONORDER APPROVING LATE PAYMENT CHARGE

## BY THE COMMISSION:

Notice is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for formal proceeding pursuant to Rule 25-22.29, Florida Administrative Code.

On February 3, 1986, Southern Bell Telephone and Telegraph Company (Southern Bell or Company) filed tariff revisions to institute a 1.5% late payment charge on outstanding balances existing at the next billing date. The purpose of this change is to place the costs associated with collection of late payments on those customers making late payments. Although we endorse the concept of delinquent customers bearing the costs of late payments rather than the general body of ratepayers, we do have concerns regarding implementation which are discussed further below.

Southern Bell estimates that it spent \$18,948,733 to treat late accounts on an annual basis. The Company expects the change to bring in \$14,588,199 in first year net revenues. The Company also believes that existence of a late payment charge will provide an incentive for more customers to pay their bills on time.

No investor owned utility subject to the jurisdiction of the Commission currently levies a late payment charge. Because of this fact, we wish to monitor Southern Bell's implementation of this tariff. This charge may be levied by Southern Bell for one year after the effective date of this Order. During this one-year period we direct Company personnel and Commission staff to review collection procedures, costs, the level of the rate and related information. Southern Bell may then wish to refile the tariff we approve today or a modified version based on experience. Southern Bell is also directed to establish a separate subaccount for the revenues derived from the late payment charge. It is, therefore,

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's tariff filing to levy a late payment charge of 1.5% is hereby approved for a period of one year to the extent discussed above. It is further

ORDERED that this docket be closed if no request for hearing is received.

APPROVED AND FORWARDED:  
 (Signature) DATE



ORDER NO. 16014  
DOCKET NO. 860172-TL  
Page Two

By ORDER of the Florida Public Service Commission, this 18th  
day of APRIL, 1986.

  
STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

RV

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes (1985), to notify parties of any administrative hearing or judicial review of Commission orders that may be available, as well as the procedures and time limits that apply to such further proceedings. This notice should not be construed as an endorsement by the Florida Public Service Commission of any request nor should it be construed as an indication that such request will be granted.

The action proposed herein is preliminary in nature and will not become effective or final, except as provided by Rule 25-22.29, Florida Administrative Code. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.29(4), Florida Administrative Code, in the form provided by Rule 25-22.36(7)(a) and (8), 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 32301, by the close of business on May 9, 1986. In the absence of such a petition, this order shall become effective May 10, 1986, as provided by Rule 25-22.29(6), Florida Administrative Code, and as reflected in a subsequent order.

If this order becomes final and effective on May 10, 1986, any party adversely affected may request judicial review by the Florida Supreme Court by the filing of a notice of appeal with the Director, Division of Records and Reporting and the filing of a copy of the notice and filing fee with the Supreme Court. This filing must be completed within 30 days of the effective date of this order, 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.

3. Staff Issue & Recommendation, Docket 870456 issued 5/28/87

#22

Walter King  
Bruce Abernethy  
to support  
present to  
position

MEMORANDUM

May 28, 1987

TO : DIRECTOR OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [RUSSO, BAILEY] *CPB*  
 DIVISION OF LEGAL SERVICES [VANDIVER] *4/20*

RE : DOCKET NO. - 870456-TL - REVIEW OF SOUTHERN BELL TELEPHONE  
 COMPANY'S LATE PAYMENT CHARGE.

AGENDA : PLEASE PLACE ON THE JUNE 9, 1987 AGENDA CONFERENCE AS A  
 CONTROVERSIAL ITEM - PARTIES MAY PARTICIPATE

PANEL : FULL COMMISSION

CRITICAL DATES: TARIFF WAS EFFECTIVE: JUNE 16, 1986  
 ONE YEAR PERIOD ENDS: JUNE 16, 1987

SPECIAL INSTRUCTIONS: PLEASE SCHEDULE IMMEDIATELY AFTER DOCKET NUMBER  
 870478-TL

ISSUE AND RECOMMENDATION SUMMARY

ISSUE 1: Should Southern Bell's experimental tariff charging a late payment charge (LPC) to residential and business customers be 1) amended to allow 30 days past the date of mailing before the assessment of the LPC occurs and 2) made permanent.

RECOMMENDATION: Yes. The charge as modified should be approved as a final tariff, providing that the company meet the following criteria:

1. The company proposes a large user bill format. Within eighteen months, the company should submit

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a proposal to address the billing needs of a medium-sized user. The company should specify in such proposals what constitutes medium and large users.

2. Where available, the company should provide residential customers the option of changing to any bill cycle other than the first bill cycle. The company should provide a bill insert with the August 1987 bill stating that customers may change their bill cycle. The insert should explain that a secondary service order charge and telephone number change charge will apply and the customer's phone number will change.
3. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
4. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

ISSUE 2: If the tariff is authorized to extend beyond the one year period, how should additional revenues be treated?

RECOMMENDATION: The revenues should be allowed with no offsetting reduction to other charges.

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ISSUE 3: Should other local exchange telephone companies be permitted to charge a late payment charge?

RECOMMENDATION: Yes, providing the petitioning company can meet the following criteria:

1. The company applies the charge as does Southern Bell or can adequately justify why the application will differ.
2. The company proposes a large user bill format with the filing. Within eighteen months of the filing, the company submits a proposal to address the billing needs of a medium-sized user. The company specifies in such proposals what constitutes medium and large users.
3. For those companies with more than one bill cycle and where available, the company provides residential customers the option of changing to any bill cycle other than the first bill cycle. A secondary service order charge and telephone number change charge will apply. The customer's phone number will change.
4. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
5. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

ISSUE 4: Should this docket be closed?

RECOMMENDATION: Yes, this docket should be closed.

CASE BACKGROUND

At the April 15, 1986 Agenda Conference, the Commission approved, with contingencies, Southern Bell's proposal to establish a late payment charge. The contingencies included a requirement that the charge and its impact be reviewed and that the charge be limited to a year's time. If, at the time of review, the Commission voted to approve the charge, it could extend beyond one year.

This requirement was imposed in an effort to review actual experience with the charge rather than to accept industry expectations about the impact of the charge. For the same reason, the contingencies also included a directive that no other telephone company establish the charge prior to the outcome of the review.

Over the course of the year, two small telephone companies attempted to establish the late payment charge in their territories. The first, Southland Telephone Company, filed a proposal on July 28, 1986. The Commission entertained the proposal believing that if Southland, a small company, could provide useful data about its experience with the charge, then that data could enhance the one year review. However, upon finding that Southland could provide no useful data, the Commission denied the request.

The second, St. Joseph Telephone Company, filed a proposal on

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February 23, 1987. Since the proposal was filed so close to the time of the Commission's review of Southern Bell's tariff, the Commission suspended the tariff with the understanding that the staff would return with a recommendation concerning the St. Joe proposal at an agenda conference following the resolution of this docket.

This recommendation deals with the review of Southern Bell's late payment charge. It also deals with the generic issues of whether or not the charge should be extended to other telephone companies and if so, the conditions under which the charge may be imposed.

DISCUSSION OF ISSUES

ISSUE 1: Should Southern Bell's experimental tariff charging a late payment charge (LPC) to residential and business customers be 1) amended to allow 30 days past the date of mailing before the assessment of the LPC occurs and 2) made permanent.

RECOMMENDATION: Yes. The charge as modified should be approved as a final tariff, providing that the company meet the following criteria:

1. The company proposes a large user bill format. Within eighteen months, the company should submit a proposal to address the billing needs of a medium-sized user. The company should specify in such proposals what constitutes medium and large users.
2. Where available, the company should provide residential customers the option of changing to any bill cycle other than the first bill cycle. The company should provide a bill insert with the August 1987 bill stating that customers may change their bill cycle. The insert should explain that a secondary service order charge and telephone number change charge will apply and the customer's phone number will change.
3. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
4. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."



STAFF ANALYSIS: The discussion of this issue involves several parts. First, a description of the current application of the charge and the company proposed application of the charge is given. Second, the intention of the charge is discussed and submitted data is analyzed to determine if the intention of the charge is being met. Third, the problems currently existing with the implementation of the charge are presented, and finally, staff gives its recommendations on the resolution of such problems.

The charge of 1.5% is applied to any outstanding balance existing as of the next bill date. The charge applies in the following way. If, by day 35 of the billing cycle, the company has not received payment for balances that were due on day 24, the customer is assessed a penalty charge. The penalty is 1.5% of all outstanding amounts shown on the bill that was due on day 24. Outstanding amounts include any charges for which Southern Bell bills, whether they are local charges, optional charges, intraLATA and interLATA long distance charges, or interstate charges.

Southern Bell has twenty billing cycles. Attachment A shows cycle one as it currently exists. Day 1 is the bill date. All metered or measured charges are billed in arrears and calculated and closed the day before the bill date. The bill date marks the beginning of the next local exchange service period. For example, in cycle-one the bill date of day 1 marks the

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beginning of the local exchange service period beginning on day 1 and ending on day 30. Day 3 is when comptrollers pull billing information and begin compiling bills. Day 9 is the bill release deadline or the final day for the company to mail out bills to customers. Day 12 is when most customers receive their bills in the mail. Day 24 (15 days after the bill release deadline) is the past due delinquent date. Remittance received on this day forward is considered late and counts as a late payment against a customer's credit rating.

Customers are rated according to how well they pay their bills. Generally, for those customers who have had service, Class A customers have paid their bills on time every month for the latest five years. Class B customers have paid their bills on time every month for the latest twelve months. Class C customers have paid their bills late one or two times during the latest twelve months. Class D customers have paid their bills late at least three times during the latest twelve months. The rating of new customers is at the company's discretion.

Day 24 (the 15-day discontinuance date) is the day that notices are sent to Class D customers whose bills exceed a given amount. The given amount is based on a set treatment amount in combination with the local service amount, balance due amount and the total amount due on the bill. The notice

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advises customers that payment not received within five days will result in service being disconnected. Day 25 is when similar notices are sent to Classes B and C customers whose bills also exceed a given amount. Class A customers are rarely sent such notices but instead are contacted by phone. Generally, day 42 is when class D customers who have not paid their outstanding balances are cut off. Generally, days 50 and 45, respectively, are when Classes B and C customers who have not paid their bills are cut off. Class A customers are rarely cut off before day 60. Prior to March 1986, the company included a second treatment step of calling Classes B and C customers before discontinuing service but this treatment step has been discontinued.

Day 35 (day 5 of the next billing cycle) is the day that comptrollers pull billing information and assess the late payment charge to any amounts still outstanding. Currently, the late payment charge is purposely applied after the 15 day delinquent date in order to assure that the local exchange service is fully "consumed" prior to the application of the charge (since payment for local service is in advance). The late payment charge will not have to be remitted until the next bill is due (on day 57). But in the meantime, all outstanding charges (not counting the late payment charge) must be paid by approximately days 50, 45 and 42 for Classes B, C and D customers, respectively, to avoid disconnection.

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It is important to note that Attachment A represents one typical bill cycle. Some cycles are shorter since the month is much shorter or because some days in the month fall on holidays. For those shorter cycles, the day on which the late payment charge is assessed may occur as early as day 30.

Due to the fact that these cycles may be shorter and due to the fact that large users have complained that they are not given thirty days past the bill release date before the assessment of the charge occurs, Southern Bell proposes to change the late payment assessment date. Specifically, as shown in Attachment B, the company proposes effective September 1, 1987 to change the assessment date to thirty days past the bill release date.

This change sounds beneficial to the customer but the implementation of this policy may confuse customers. Since thirty day period does not permit the company to note on monthly released bills whether or not payment has been received and, thus, whether a late payment charge applies the LPC cannot be shown on the current bill. In other words, the company proposes to skip a month before the late payment charge is shown on bills. Attachment C illustrates the proposal.

Attachment C shows that for the bill released on day 9, no late payment charge would be assessed until day 40 in all cases except where day 40 falls on a weekend. However, the customer would not see the late payment

charge amount he owes until he receives the bill that is released on day 70. (The bill that is released on day 39 cannot show the charge because the business office does not assess the charge until day 40 and therefore cannot show the charge on the bill that is released on the day 39).

We have some concerns that this procedure will confuse customers but we believe that the benefits of giving the customer a longer time in which to pay override our concerns. Therefore, we recommend approval of the amended tariff.

In its original proposal, Southern Bell laid out its perception of the intent of the charge. The company stated that the purpose of the charge was first, to offset those expenses resulting from the late payment of customers' bills. The company also stated that they believed the charge could correct an inequity caused by customers who pay late, explaining that the inequity occurs when the whole subscriber base bears the additional expense caused by the late payers. Finally, the company suggested that the charge may encourage prompt payment, thereby allowing the company to avoid some of the expense that results from late payment. Staff agrees with Southern Bell's perception of the intent of the charge. We also believe these intentions are beneficial to the general body of ratepayers. It is desirable that individuals who cause avoidable costs pay directly for them. Otherwise, the

general body of ratepayers will most likely pay for those costs either through general rates or through reduced service quality.

It appears that the late payment charge, conceptually is an appropriate tool to meet any of these goals. However, actual experience indicates that the current charge, structured as 1.5% of outstanding amounts, approaches meeting the first two stated purposes but does not meet the third.

★ Regarding the first intention, the expenses resulting from the late payment of customers' bills amounted to \$16,200,989 for the nine month period of July 1986 through March 1987. These are expenses specifically incurred by treating delinquent accounts. These expenses are generated by activities such as the business office making and receiving calls to delinquent customers. They do not consider the costs to prepare and send late notices.

The revenues generated from the application of the late payment charge amounted to \$8,626,766 for the same time period. Entire developmental implementation and ongoing expenses to date associated with the charge lower the revenue amount by about \$543,175. Clearly, the intention of the late payment charge to offset those expenses resulting from the late payment of customers' bills was not met by actual experience, though the charge contributed toward expenses.

As to the second intention, it may be that customers agree that the

late payment charge corrects an inequity. While we do not have any survey results as to customers' feelings, the surprisingly few number of complaints we have received as to the concept of the charge may indicate that customers are not opposed, in concept, to the late payment charge. (Unfortunately, it may also indicate that customers are not knowledgeable about the existence of our Consumers Affairs 800 number to make known their opposition.)

As to the third intention, while the company was unable to provide an accounts receivable aging schedule, it did provide an alternative study to indicate the impact of the charge on payment habits. The study compares those balances existing as of the next bill date prior to the implementation of the late payment charge with balances existing as of the next bill date after the implementation of the charge. The study looks at four sample billing cycles beginning on days 29, 1, 2, and 4. Our analysis considers the months of June 1986 (before the charge) and October 1987 (after the charge).

The study indicates that for the billing periods chosen, none of the periods showed any improvement in the percentage of residence accounts with amounts outstanding as of the next bill date. In fact, the performance was worse with 14.06%, 14.36%, 18.79% and 19.86% changing to 15.66%, 15.25%, 19.49% and 24.26%, respectively. This study further indicates that for the billing periods chosen, only two of the four periods showed any improvement in

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the percentage of business accounts with amounts outstanding as of the next bill date. The performance was inconsistent with 20.09%, 22.34%, 23.69% and 28.60% changing to 23.21%, 20.91%, 24.64% and 33.90%, respectively.

In its final quarterly report, Southern Bell presented a study to show that for the 303,913 residence accounts randomly selected, there was a total of 3 more occurrences of carrying a balance due in a three month period of January-March 1987 after the late payment charge implementation than in the three month baseline period of April-June 1986. This indicates that residence account collections did not improve and even became slightly worse. For the 106,803 randomly selected business accounts there was a total of 482 fewer occurrences of carrying a balance due past late payment charge. This indicates that business account collections only very modestly improved. The study results for business and residence accounts together indicate that the charge did not encourage prompt payment.

Another piece of information that indicates the charge did not encourage prompt payment is the change in the average collection period for the month of May 1986 from 31.78 days to the average collection period for the month of April 1987 of 31.95 days. Even though the average collection period for the year of 1987 did improve slightly over that of 1986 and it may be better to look at year long trends instead of monthly figures, this monthly



figure may be further indication that the charge did not encourage prompt payment.

We would conclude that the data indicates while the charge contributes toward expenses it does not offset expenses resulting from the late payment of customer's bills. The data also indicates the charge does not encourage prompt payment and does not allow the company to avoid some of the expenses that result from late payment.

Staff does not have problems with the fact that the revenues gained are less than the treatment costs. If the Commission determined that revenues must exactly match costs, the rate charged based on the experience thus far would need to be increased to 2.3%.

We would not like to see an increase at this time. Customers are now accustomed to a 1.5% charge. If the charge was tied to annual collection expenses, it could vary yearly since costs will vary annually. Furthermore, as can be seen in Attachment D, most states having a late payment charge have approved the 1.5% rate.

Regarding the fact that the charge did not encourage prompt payment, staff believes that the average charge of \$.88 by residential customers per late pay is too low to encourage prompt payment. In fact, it may discourage prompt payment since it may be viewed as a way to buy extra time. It appears

to staff that, in order to effectively encourage prompt payment, the charge would need to be structured as 1.5% of outstanding amounts or \$10, whichever is greater.

We do not recommend such a structure, however, since we believe that \$10 represents an unacceptable amount in proportion to the total bill. Therefore, we suggest that the prompt payment aspect be deemphasized as the charge will remain ineffective as a way to encourage residential customers to timely pay.

Staff had considered recommending the elimination of the residential charge since it does not impact payment habits, but we believe that residential customers should continue to pay the current charge. As of March 1987 residential accounts comprised 86% of total accounts and generated a comparable percentage (81%) of collection expenses. Since we believe it is appropriate that the costs of the collection effort be born by the customer who causes them, we recommend that the residential customer continue to pay the charge.

We would like to describe the late payer. Another study conducted by the company indicates that the late payer is not habitual but rather incurs one or two late pays a year. Results of the study are shown in Attachment E. The Attachment shows the number and percentage of customers who have been late

payers and a distribution of the late payers as to how many times the delinquencies occur. As can be figured, about 18% of residential customers and 19% of business customers pay late only once in a nine-month period. Only 1% of residence accounts and 1% of business accounts pay late every month. 41% of residential and 54% of business customers (excluding coin) never pay late.

The average late payment charge paid by a residential customer in March 1987 was \$.88. The average late payment charge paid by a business customer for the same period was \$6.55.

A distribution by size, of the number and percentage of customers who pay the charge is shown in Attachment F. As can be seen, since most accounts are small it is the small residential customers with account balances of less than \$50.00 who generate most of the revenue. We again point out, however, that it is these customers who also generate the most expenses resulting from the business office receiving calls from and calling to delinquent customers, because there are so many. Attachment G presents a summary table of the late payment revenues and size of the late payment charge.

Several problems currently exist with the implementation of the charge. First, large users, defined by Southern Bell as those generating business above \$80,000 per year, are faced with the charge if they fail to pay

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timely. These large users have difficulty deciphering bills that are not specifically formatted for them. Therefore, the large user is often faced with a decision to either pay the bill in full and expect a credit if a problem with the bill is found later or to incur the late payment charge. We do not believe these are viable options.

We believe it is essential that a customer always be able to avoid the late payment charge. Otherwise the charge is merely a thinly disguised rate increase.

In this case, however, we are comforted by the recent filing of the Customized Large User Bill (C.L.U.B.) tariff. With this tariff proposal, Southern Bell attempts to solve the bill formatting problem and thus gives the customer a viable way to handle bills in a reasonable manner, expedite payment and thus avoid the LPC. The tariff presents an improved generic bill design for large users at no charge and presents customized billing options at various charges. We believe that the implementation of this tariff, which will be presented at this agenda conference, will mitigate our large user billing concerns.

We also believe that customers generating less than \$80,000 per year could be assisted by a changed bill format. We are therefore also recommending that the company address the billing concerns of medium sized users within eighteen months.

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Along the same vein, some residential customers may not have a viable way to avoid the late payment charge. The customers of concern are social security recipients or fixed income recipients. At the April 15, 1986 Agenda Conference it was represented to the Commission that such customers who receive checks on a given day of the month that conflicts with their due date and, as a result, may have a preferred payment date, would not be impacted by the late payment charge. We do not believe this is the case. While we have received few complaints from such customers it is our understanding that there is no non-discriminatory policy available to a customer who needs to change his bill date. Company personnel have explained that if a customer repeatedly calls the business office and expresses concern over meeting his payment date, the customer service representative may, at his discretion, offer two options. The first is a change in telephone number in the same central office (since the NNX is associated with a bill cycle). The second is a change to a dummy number for those instances in which only one NNX exists.

Staff believes this discretionary treatment of a customer who attempts to pay timely and can pay timely if given a bill date that lays down with the receipt of his check is unacceptable. We therefore recommend that the customer be given the option, for a secondary service order charge (i.e. \$9.00), and a telephone number change charge (i.e. \$11.50), to change his bill date. Since the easiest way this can be done is by changing the NNX of the

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customer to an NNX that is associated with a different bill date, we suggest that the customer be permitted to change to a different telephone number for the purpose of changing his bill date. We do caution that this option may not be available in all central offices. For example, if only one billing cycle exists this option will not be available.

In Docket No. 850046-TL, Southern Bell expressed concern that the company could not administer such a policy because of its belief that most customers, if given an option, would change to the first bill period of the month. To mitigate this concern, we recommend a bill insert be included with the August 1987 bill that states customers may change their bill cycle to any cycle other than the first cycle with the explanation that a secondary service order charge and telephone number change charge will apply and a number change will be required.

Another problem that currently exists with the implementation of the charge deals with the application of the charge to governmental entities. It is our understanding that the charge is applied to the federal government, but is not applied to state and local governments. Southern Bell's rationale for this differing treatment is that state and local governments have the ability to quickly enact legislation that would override Southern Bell's tariff authority to exact the charge.

Our legal staff believes that it is appropriate that Southern Bell

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enforce its tariff. The tariff currently states that late payment charges to governmental entities shall be the maximum allowable by law but no more than 1.5% per month.

According to our legal staff, Governmental entities may not be lumped into one convenient category for purposes of the late payment charge assessed by Southern Bell. This is due to differing statutory and case law requirements. The federal government is subject to the Prompt Payment Act, 39 USCS §3901-06 (1985). This law has been interpreted to require federal agency adherence to the terms of the tariff of 1.5% on outstanding balances (63 Comp. Gen. 517 (1984)). State government entities are subject to the provisions of Section 215.422, Florida Statutes, with regard to late payment charges. This statute provides for a 1% charge forty-five days after presentation of the bill. An Attorney General opinion (AG 082-19) and the practice of the State Comptroller's Office have treated the statutory provision as the exclusive remedy. Thus, the State of Florida will pay only 1% on past due balances pursuant to statute rather than the 1.5% provided by the tariff. Local governments (counties and municipalities) could enact ordinances to either opt in or opt out of the late payment charge.

County governments are generally not subject to interest on their obligation, but could waive such immunity if they chose to do so (Duval County

v. Charleston Engineering and Contracting Co., 134 So. 509 (Fla. 1931). Municipalities are generally liable for interest on its obligations, but could pass an ordinance to avoid the charge (City of Miami v. Canter, 105 So. 2d 5 (Fla. 1958); Chapter 166, Florida Statutes.

Therefore, if the tariff is properly applied as interpreted by our legal staff, the federal government will pay 1.5% after 30 days, the state government will pay 1% after 45 days and local governments will pay 1.5% after 30 days providing they have no ordinance that allows them to opt out of the charge. We recommend the tariff be properly applied.

A final problem deals with the lack of specificity on the bill as to when the late payment charge applies. Presently, the bill reads that, "Current charges are past due on [September 24, 1987]. A 1.5% late payment charge will apply on any unpaid balance." This statement is not clear. The delinquent date and the day the late payment charge is assessed are two different dates. We believe the current statement confuses the customer. It is inappropriate to confuse the customer into thinking he must pay his bill by the delinquent date in order to avoid a late payment charge. Therefore, we recommend that the statement be revised to clearly inform the customer. We suggest that the bill language be revised to state that, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment



should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

In conclusion, staff continues to support a late payment charge. We do, however, believe some flaws in its implementation currently exist and urge the Commission to use this opportunity to correct those flaws. Therefore, we recommend that the charge should be approved as a permanent tariff providing that the company meet the following criteria:

1. The company proposes a large user bill format. Within eighteen months, the company should submit a proposal to address the billing needs of a medium-sized user. The company should specify in such proposals what constitutes medium and large users.
2. Where available, the company should provide residential customers the option of changing to any bill cycle other than the first bill cycle. The company should provide a bill insert with the August 1987 bill stating that customers may change their bill cycle. The insert should explain that a secondary service order charge and telephone number change charge will apply and the customer's phone number will change.
3. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
4. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

ISSUE 2: If the tariff is authorized to extend beyond the one year period, how should additional revenues be treated?

RECOMMENDATION: The revenues should be allowed with no offsetting reduction to other charges.

STAFF ANALYSIS: When the tariff was authorized at the April 15, 1986 agenda conference, the Commission voted to authorize the charge with no offsetting reduction. We continue to believe that this is the correct approach. It is the correct approach because again we stress that the revenues should be used to cover the costs created by the cost causer. We believe it is appropriate that the revenues be used to offset the costs of collection that are generated by the need to treat delinquent accounts. As stated in Issue 1, the expenses resulting from late payment of customers' bills exceed the revenue generated from the application of the late payment charges. Therefore, we believe it is unnecessary to reduce other charges.

We understand, of course, that current rates already cover these expenses since such costs were included in the last rate proceeding. Our discussion really anticipates the next rate proceeding in which the LPC revenues will be used, in lieu of rate increases, to cover general costs.

In the meantime, since we are not explicitly offsetting this revenue flow, the recent stipulation approved in Docket No. 861362 which includes an

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agreement that Southern Bell would refund all amounts that exceed a rate of return on equity ceiling of 15% protects the ratepayer. Staff has done an analysis of the financial impact of the tariff on the company's return on equity and shows that the amount generated this year by the charge does not place Southern Bell over this ceiling. Specifically, return on equity increased 38 basis points as a result of the late payment fee. While there may be a possibility that the revenue flow from the late payment fee will increase, no calculation has been made for revenue growth. ATT-C is billing more of their own customers and the late payment base may decline. Therefore, it is possible the revenue flow will also decrease equally. Alternatively, the base may increase due to toll stimulation and increase in revenue from the subscriber line charge increase. Recognizing the uncertainty in the future revenue flow, staff has assumed the revenue flow will remain constant.

ISSUE 3: Should other local exchange telephone companies be permitted to charge a late payment charge?

RECOMMENDATION: Yes, providing the petitioning company can meet the following criteria:

1. The company applies the charge as does Southern Bell or can adequately justify why the application will differ.
2. The company proposes a large user bill format with the filing. Within eighteen months of the filing, the company submits a proposal to address the billing needs of a medium-sized user. The company specifies in such proposals what constitutes medium and large users.
3. For those companies with more than one bill cycle and where available, the company provides residential customers the option of changing to any bill cycle other than the first bill cycle. A secondary service order charge and telephone number change charge will apply. The customer's phone number will change.
4. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
5. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

STAFF ANALYSIS: As we have stated, we continue to support the concept of a late payment charge. We believe it is appropriate that late payers, rather than the general body of ratepayers, bear the costs of account treatment. Therefore, we recommend that all companies be encouraged to propose the charge. (We do not recommend they be required to propose the charge since some companies, for example, those with very low penetration rates, may not desire the charge).

However, we have also pointed out what we believe to be problems with Southern Bell's current application. Therefore in keeping with our recommendation that these problems be addressed, we recommend that petitioning companies who desire to implement the the charge meet the following criteria:

1. The company applies the charge as does Southern Bell or can adequately justify why the application will differ.
2. The company proposes a large user bill format with the filing. Within eighteen months of the filing, the company submits a proposal to address the billing needs of a medium-sized user. The company specifies in such proposals what constitutes medium and large users.
3. For those companies with more than one bill cycle and where available, the company provides residential customers the option of changing to any bill cycle other than the first bill cycle. A secondary service order charge and telephone number change charge will apply. The customer's phone number will change.

DOCKET NO. 870456-TL  
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4. The company applies the charge such that governmental entities are required to pay the maximum late payment charge allowed by law, not to exceed the tariffed amount.
5. The company includes bill language that reads, "Current charges are past due on [September 24, 1987]. To maintain your credit standing, payment should be received by [September 24, 1987]. To avoid a late payment charge, payment should be received by [October 9, 1987]."

DOCKET NO. 870456-TL  
MAY 28, 1987

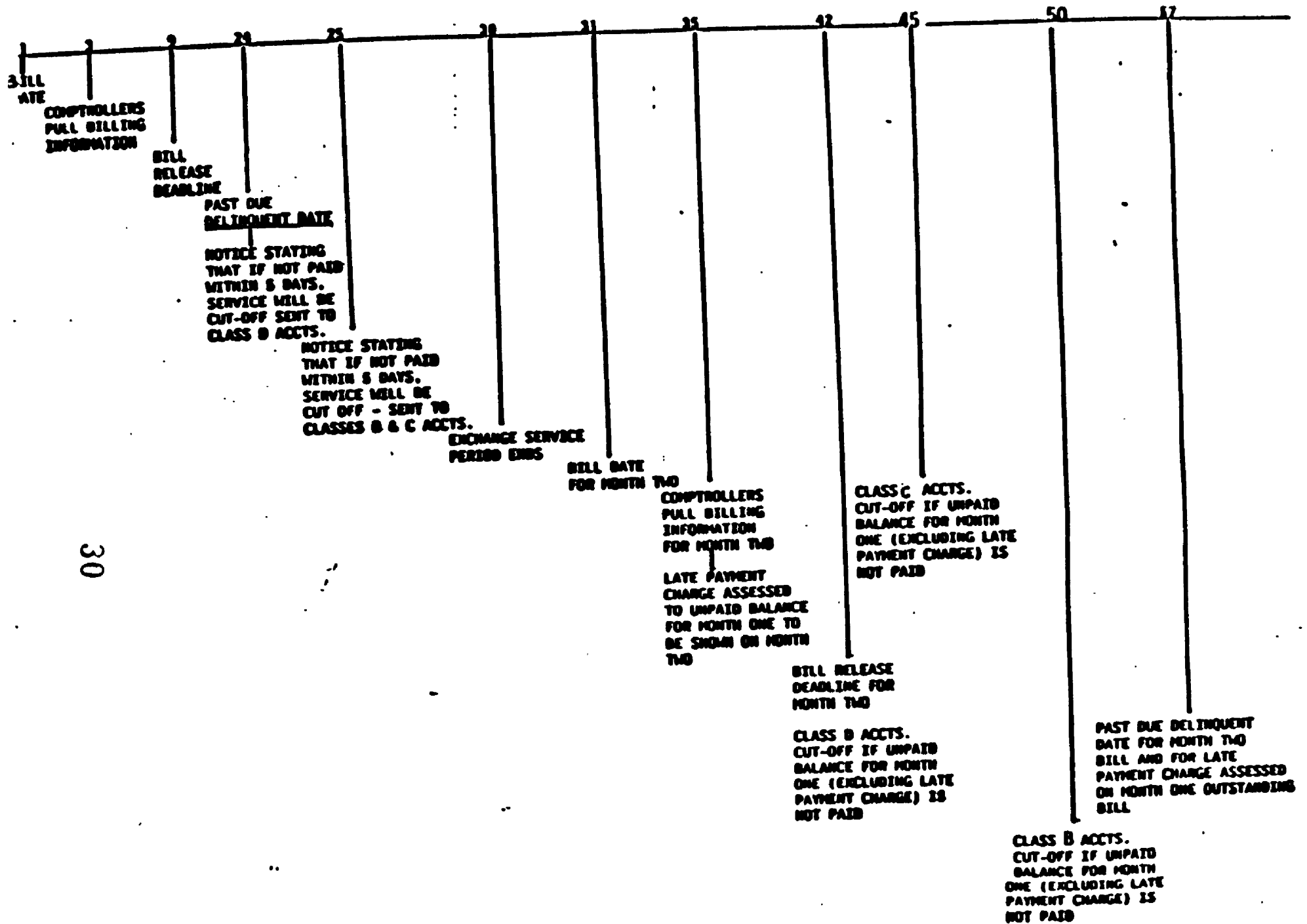
ISSUE 4: Should this docket be closed?

RECOMMENDATION: Yes, this docket should be closed.

STAFF ANALYSIS: With the approval of staff's recommendations for Issues 1, 2 and 3, this docket may be closed.

(0824C/lem)

**SOUTHERN BELL COLLECTION POLICY AFTER IMPLEMENTATION OF A LATE PAYMENT CHARGE**





SOUTHERN BELL TELEPHONE  
AND TELEGRAPH COMPANY  
FLORIDA  
ISSUED: June 9, 1987  
BY: Vice President  
Miami, Florida

**GENERAL SUBSCRIBER SERVICE TARIFF**

Second Revised Page 14  
Cancels First Revised Page 14

EFFECTIVE: September 1, 1987

**A2. GENERAL REGULATIONS**

**A2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**A2.4.2 Credit and Deposits for Applicants (Cont'd)**

**F. Responsibility For Payment**

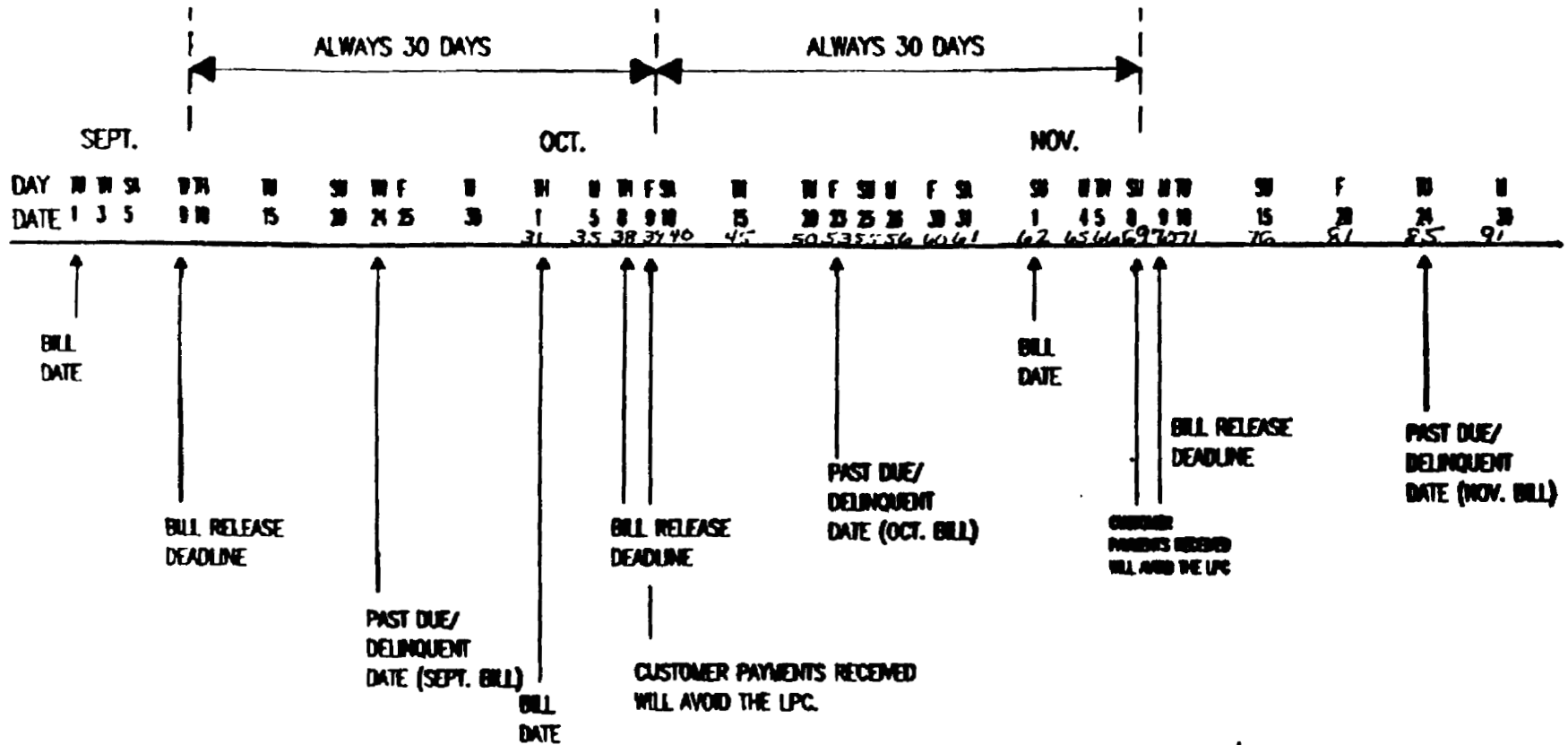
The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due for service rendered.

**A2.4.3 Payment for Service**

- A. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.
- B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
  - 1. Effective November 10, 1982, a charge of \$10.00 will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.<sup>1</sup>
- C. A Late Payment Charge of one and a half percent (1.5%) will be applied to each customer's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) that is not paid in full within 30 days from the bill release date. Late payment charges to governmental entities shall be the maximum allowed by law but no more than 1.5% per month. (C)
- D. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4. of this Tariff.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- G. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company. However, the company may demand immediate payment under the following circumstances:
  - 1. Where service is terminated or abandoned.
  - 2. Where toll service is two times greater than the subscriber's average usage as reflected on the monthly bills for the three months prior to the current bill or, in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.

**Note 1:** Nonpayment of the charge in 1. above will not constitute sufficient cause for interruption or cancellation of service.

# FLORIDA LATE PAYMENT CHARGE (LPC) BILLING CYCLE



ATTACHMENT C

**NOTE: LPC APPEARS ON NOV. BILLS FOR THOSE CUSTOMERS WHO WERE LATE IN SEPT. AND DID NOT PAY BY OCT. 30.**

FLORIDA LATE PAYMENT CHARGE (LPC) BILLING CYCLE

# Late Payment Charges

## A Survey of State Policies

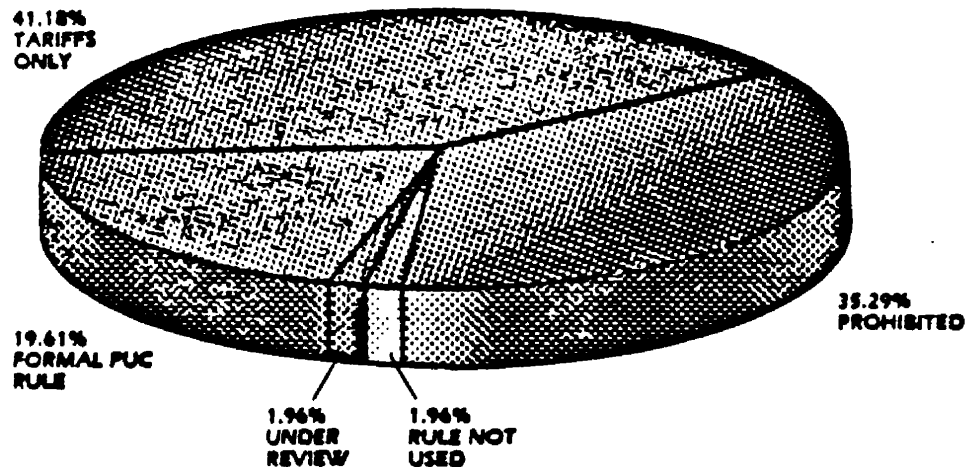


FIGURE 1 SUMMARY OF LPC RULES NATIONWIDE

KIM ROBERT SCOVILL

A LATE payment charge is a fee added to a delinquent subscriber's telephone bill to encourage prompt payment or to defray additional collection costs.

A survey initiated last September by Cincinnati Bell Telephone Co. compiled the status of state regulatory commission or LEC policies regarding LPCs. Fifty states and the District of Columbia were sampled and all responded. Many states were asked to verify the evaluation of their state's policy. Some telephone interviews also were conducted.

The study revealed that a slight majority of jurisdictions have either a formal rule giving regulatory sanction

to LPCs, or LECs include such a policy in their tariff filings (Figure 1). In Arkansas, the state commission allows LPCs, but no telco currently applies the policy. A significant minority of states expressly prohibit the practice. Delaware and Kansas have the issue under investigation.

Most regulatory jurisdictions which prohibit LPCs are east of the Mississippi (Figure 2). The majority of these are in the Northeast. Organized by regions, the number of jurisdictions which allow or deny LPCs are outlined in Figure 3.

LPCs can vary from a percentage of the total bill to a flat fee—or some combination of both. They often ap-

pear as part of the total balance on the next bill. Of those states that have an LPC, most use 1.5% of the past due balance as the standard.

The remaining states that use percentages vary this amount from a low of 1% (North Carolina and Hawaii) to a high of 10% (Kentucky and Oklahoma). The second most popular form of LPC is a flat fee. Five states allow rates to vary among different companies within their jurisdictions (Kentucky, New Mexico, Oklahoma, Utah and Virginia).

An interesting new approach to the  
*Continued on page 56*

Kim Robert Scovill is a Staff Supervisor, External Affairs Division of Cincinnati Bell Telephone Co.

late payment question is being tried by Anchorage Telephone Utility, which last September proposed a tariff with a two-tier LPC. The tariff combined a one-time LPC, followed by a finance charge. A one-time charge of \$6.15 is based on the actual administrative cost to the telco for sending out the late payment notices. A finance charge of 10.5% each year on the delinquent amount represents Anchorage Telephone Utility's cost of capital as set by the Alaska regulatory commission.

Almost 50% of the 32 states that allow LPCs apply them if a customer's bill remains unpaid at its due date. A smaller number of these states delay application until the next month's bill is readied. At the extreme, Hawaii delays the LPC until a past due bill is more than 60 days old.

As a general rule, if a late payment charge applies, it encompasses the customer's entire bill. Most states with LPCs follow this approach. Indiana, Maine, Oklahoma, South Dakota and Texas apply LPCs to local service and intrastate toll, but not to interstate toll. Pennsylvania applies its LPC only to local service charges.

Most states with an LPC policy do not have a minimum billing policy. Of those states' telcos that deduct a minimum balance, a deduction between \$10 and \$20 is typical. However, the minimum balance runs as high as \$99, as it is in West Virginia.

LPCs appear to be a relatively recent development for telcos. Of the 32 states with LPCs, our survey contained starting dates for 21. The earliest enacted policy is North Carolina's, which was initiated in November 1972.

However, no telco filed a tariff under the North Carolina rule until 1983. Most states or telcos with LPC policies did not enact them until after 1983. Two were enacted that year, three in 1984, four in 1985, and five policies became effective before November 1986.

In summary, LECs are aware that good credit management is more than just good business: It keeps common costs down to the benefit of all customers. LPCs are now a fact of life in 60% of the states, and are one part of this credit management strategy. □

FIGURE 2. LPC RULES BY STATE

Alabama	Y 2	Montana	N
Alaska	Y 2	Nebraska	Y 1
Arizona	Y 2	Nevada	Y 2
Arkansas	Y NC	New Hampshire	N
California	Y 2	New Jersey	N
Colorado	N	New Mexico	Y 2
Connecticut	N	New York	Y 2
Delaware	I	North Carolina	Y 1
Dist. of Columbia	N	North Dakota	Y 2
Florida	Y 2	Ohio	Y 2
Georgia	N	Oklahoma	Y 2
Hawaii	Y 2	Oregon	Y 1
Idaho	N	Pennsylvania	Y 1
Illinois	Y 2	Rhode Island	N
Indiana	Y 1	South Carolina	Y 1
Iowa	Y 1	South Dakota	Y 2
Kansas	N/I	Tennessee	N
Kentucky	Y 2	Texas	Y 2
Louisiana	Y 1	Utah	Y 2
Maine	Y 1	Vermont	N
Maryland	N	Virginia	Y 2
Massachusetts	N	Washington	N
Michigan	N	West Virginia	Y 2
Minnesota	Y 2	Wisconsin	N
Mississippi	N	Wyoming	Y 2
Missouri	Y 1		

Y 1 = Formal PUC rule exists allowing late payment charges.  
Y 2 = Late payment charge policy in company tariffs only.  
I = Issue under investigation.  
Y NC = Formal PUC rule exists, but no company currently charges.  
N = No company may charge for late payment.

FIGURE 3. REGIONS WITH LPC RULES

	Adopted	Early	Investigating	Total
Northeast	3	7	1	11*
South	2	3	0	5
Midwest	2	2	1	5
Mountain	3	3	0	6
Southwest	4	0	0	4
Pacific	5	1	0	6
<b>TOTALS</b>	<b>19</b>	<b>16</b>	<b>2</b>	<b>37</b>

\* Includes the District of Columbia

**RESPONSE: FLORIDA LATE PAYMENT CHARGE STUDY**

**NUMBER MONTHS LATE\* JULY 1986 - MARCH 1987**

	<u>ONE</u>	<u>TWO</u>	<u>THREE</u>	<u>FOUR</u>	<u>FIVE</u>	<u>SIX</u>	<u>SEVEN</u>	<u>EIGHT</u>	<u>NINE</u>	<u>TOTAL ACCOUNTS</u>
<b><u>BUSINESS ACCT'S</u> ‡</b>										
<b>TOTAL</b>	84,048	47,755	34,404	25,986	19,302	14,857	12,383	13,352	5,597	257,684
<b>%</b>	32.6	18.5	13.4	10.1	7.5	5.8	4.8	5.2	2.2	
<b><u>RESIDENCE ACCT'S</u></b>										
<b>TOTAL</b>	478,439	233,988	155,073	114,991	87,974	67,761	50,681	40,159	16,333	1,245,399
<b>%</b>	38.4	18.8	12.5	9.2	7.1	5.4	4.1	3.2	1.3	

\* Based On Gross Applications of Late Payment Charge  
 ‡ Excludes Open Accounts

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Orders No. 16014 and 16100  
 Late Payment Charge/Ord. Report  
 First Quarter, 1987  
 April 30, 1987  
 Item No. 15  
 Page 2 of 2

**RESPONSE: FLORIDA LATE PAYMENT CHECK STUDY**

**ACCOUNTS WITH LATE CHARGE BY BILL AMOUNT\***

<u>RESIDENCE</u>	<u>'86 JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>	<u>OCTOBER</u>	<u>NOVEMBER</u>
\$0-50	210,426	240,691	247,577	244,766	241,498
\$51-100	50,083	105,154	111,776	111,838	106,640
\$101-150	13,908	27,443	29,984	30,912	27,811
\$151-300	7,195	14,099	14,761	15,312	14,445
\$301-500	993	1,790	1,821	1,960	1,847
\$501-1000	243	402	422	495	492
\$1001-2500	29	51	49	68	76
\$2501-5000	4	11	8	10	11
\$5001-10000	1	8	9	7	3
\$10001+	0	3	3	4	2
<b>TOTAL</b>	<b>182,882</b>	<b>389,652</b>	<b>406,410</b>	<b>405,372</b>	<b>392,825</b>

<u>BUSINESS ‡</u>	<u>'86 JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>	<u>OCTOBER</u>	<u>NOVEMBER</u>
\$0-50	9,149	20,100	20,406	19,583	19,803
\$51-100	7,355	15,452	15,687	15,552	15,087
\$101-150	5,244	11,315	11,291	11,281	10,909
\$151-300	8,962	19,616	19,872	20,096	19,193
\$301-500	4,655	10,903	10,910	10,594	10,300
\$501-1000	3,381	8,018	7,621	7,652	7,603
\$1001-2500	1,762	4,250	3,838	3,803	3,777
\$2501-5000	496	1,176	1,077	1,057	1,041
\$5001-10000	222	543	436	430	424
\$10001+	139	431	330	338	312
<b>TOTAL</b>	<b>41,365</b>	<b>91,804</b>	<b>91,468</b>	<b>90,386</b>	<b>88,449</b>

\* Gross Late Charge Application  
 ‡ Excludes Coin Accounts

000116/jcs:ec/1

36

PFSC Doclet No. 860172-1P  
 Orders No. 16014 and 16100  
 Late Payment Charge/Ord. Report  
 First Quarter, 1987  
 April 30, 1987  
 Item No. 14  
 Page 2 of 3

PAGE 1 OF 2

RESPONSE: FLORIDA LATE PAYMENT CHARGE STUDY

ACCOUNTS WITH LATE CHARGE BY BILL AMOUNT+

<u>RESIDENCE</u>	'86				LATE	<u>MAR '87 ACCOUNTS WITHOUT LATE CHARGE</u>
	<u>DECEMBER</u>	<u>JANUARY</u>	<u>FEBRUARY</u>	<u>MARCH</u>	<u>AUG-MAR AVG PCT</u>	
\$0-50	266,430	259,740	244,131	261,626	59.73	1,686,641
\$51-100	123,177	129,890	121,819	127,543	27.92	456,018
\$101-150	33,777	37,226	34,128	36,235	7.67	114,424
\$151-300	17,485	19,712	18,216	19,875	3.99	66,420
\$301-500	2,532	2,782	2,707	2,810	0.54	10,756
\$501-1000	611	659	732	767	0.14	3,111
\$1001-2500	96	102	94	114	0.02	442
\$2501-5000	12	10	6	11	0.00	27
\$5001-10000	3	4	1	3	0.00	10
\$10001+	1	0	0	2	0.00	2
<b>TOTAL</b>	<b>444,124</b>	<b>450,125</b>	<b>421,834</b>	<b>448,986</b>		<b>2,337,851</b>

<u>BUSINESS RESIDENCE</u>	'86				LATE	<u>MAR '87 ACCOUNTS WITHOUT LATE CHARGE</u>
	<u>DECEMBER</u>	<u>JANUARY</u>	<u>FEBRUARY</u>	<u>MARCH</u>	<u>AUG-MAR AVG PCT</u>	
\$0-50	22,447	23,225	21,403	23,004	21.97	88,309
\$51-100	17,493	17,553	16,693	17,087	16.88	64,014
\$101-150	22,335	12,679	11,792	12,530	12.17	38,604
\$151-300	22,631	22,755	21,066	22,384	21.66	65,252
\$301-500	12,639	12,874	11,534	12,934	11.98	35,272
\$501-1000	9,460	9,628	8,528	9,529	8.79	26,233
\$1001-2500	4,899	4,872	4,310	4,740	4.46	11,952
\$2501-5000	1,271	1,380	1,116	1,252	1.21	2,519
\$5001-10000	528	567	506	559	0.52	898
\$10001+	350	391	336	344	0.37	609
<b>TOTAL</b>	<b>104,053</b>	<b>105,924</b>	<b>97,384</b>	<b>104,363</b>		<b>333,662</b>

+ Gross Late Charge Application  
\* Excludes Coin Accounts

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FLORIDA  
 LATE PAYMENT CHARGE

AREA: FLORIDA 1987

RESIDENCE	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/DLB.	2750100	2768246	2700225										
2. ACCOUNTS/DAL.	592968	559077	501681										1733726
3. ACCOUNTS/LPC	463643	419026	448259										1331728
4. LPC BILLED	8422,801	8366,086	8393,157										81,182,044
5. CUM. LPC W/O ADJ.	8422,801	8788,887	81,182,044										81,182,044
6. AVG. LPC	80.91	80.87	80.88										80.89
<hr/>													
BUSINESS	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/DLB.	434427	438041	439375										
2. ACCOUNTS/DAL.	140803	136648	136644										407493
3. ACCOUNTS/LPC	109053	97057	104465										310577
4. LPC BILLED	8771,117	8644,292	8484,465										82,099,874
5. CUM. LPC W/O ADJ.	8771,117	81,415,409	82,099,874										82,099,874
6. AVG. LPC	87.87	86.64	86.55										86.76
<hr/>													
COIN	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/DLB.	10191	10585	11031										
2. ACCOUNTS/DAL.	3936	4032	4266										812,234
3. ACCOUNTS/LPC	3122	3104	3464										89,690
4. LPC BILLED	86,603	88,215	89,683										824,501
5. CUM. LPC W/O ADJ.	86,603	814,818	824,501										824,501
6. AVG. LPC	82.11	82.65	82.80										2.33
<hr/>													
LPC ADJUSTMENTS	849,882	854,007	838,750										8142,639
NET LPC	81,150,639	8964,586	81,048,535										83,163,780
CUM. NET LPC	81,150,639	82,115,225	83,163,780										83,163,780

ATTACHMENT G  
 PAGE 1 of 2



FLORIDA AREA FLORIDA  
 LATE PAYMENT CHARGE

RESIDENCE	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/BAL.							274786	349767	344359	370083	349800	392785	3083580
2. ACCOUNTS/LPC							202407	397280	403309	418392	406476	461330	2209354
3. LPC BILLED							8173,717	8331,910	8342,753	8339,851	8343,929	8402,737	81,934,099
4. CUM. LPC N/0 ADJ.							8173,717	8505,627	8848,382	81,207,433	81,551,362	81,934,099	81,934,099
5. AVG. LPC							80.86	80.84	80.85	80.86	80.85	80.87	80.85
<hr/>													
BUSINESS	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/BAL.							55873	121453	120590	126854	120838	137613	683171
2. ACCOUNTS/LPC							45398	92844	94370	97390	91581	107339	520922
3. LPC BILLED							8286,976	8649,129	8667,375	8706,118	8612,219	8715,318	83,637,135
4. CUM. LPC N/0 ADJ.							8286,976	8936,105	81,403,400	82,309,598	82,921,817	83,637,135	83,637,135
5. AVG. LPC							86.32	86.99	87.07	87.25	86.69	86.66	86.88
<hr/>													
COMM	JAN.	FEB.	MAR.	APR.	MAY.	JUNE.	JULY.	AUG.	SEPT.	OCT.	NOV.	DEC.	YR. TOT.
1. ACCOUNTS/BAL.							1368	2660	2645	3022	3201	3564	16460
2. ACCOUNTS/LPC							1065	1981	1940	2231	2352	2843	12412
3. LPC BILLED							81,180	82,313	85,182	82,961	83,601	85,026	820,183
4. CUM. LPC N/0 ADJ.							81,180	83,493	88,593	811,356	815,157	820,183	820,183
5. AVG. LPC							81.81	81.17	82.63	81.33	81.53	81.77	81.63
<hr/>													
LPC ADJUSTMENTS							317	13725	31139	38535	37443	27262	148431
NET LPC							8461,356	8969,617	8901,093	81,829,593	8922,306	81,093,819	83,462,986
CUM. NET LPC							8461,356	81,431,173	82,415,266	83,444,861	84,367,167	85,462,986	83,462,986

RE

4. 1986 Cost Study filed in Docket 870456

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REC'D

FILED PSC 2-3-86

# 156

**Southern Bell**666 N W 79th Avenue - Room 662  
Miami, Florida 33126  
Phone (305) 263-3744Joe M. Anderson, Jr.  
Assistant Vice President - Regulatory Relations

February 3, 1986

Mr. Walter D'Haeseleer  
Director, Communications Department  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32301

Dear Mr. D'Haeseleer:

Pursuant to Florida Statute 364.05, we are filing herewith revisions to our General Subscriber Service Tariff and Private Line Service Tariff. Following is a list of the pages affected:

General Subscriber Service Tariff

Section A2 - First Revised Page 14

Private Line Service TariffSection B2 - Contents - Third Revised Page 1  
First Revised Page 7  
Original Page 7.1

The purpose of these tariff revisions is to establish a Late Payment Charge to offset those expenses resulting from the late payment of customers' bills. A Late Payment Charge is an additional charge added to a customer's bill following failure to pay in full within a specified time.

In these tariff revisions, a 1.5% Late Payment Charge is applied on the accounts when the unpaid balance has not been paid by the next billing date. This charge will recover most of the costs from the customers who cause them rather than from the general body of rate payers.

The following attachments provide supporting and explanatory information about the proposed tariff revisions. These attachments constitute a comprehensive package that fulfills the basic requirements for supporting data specified in Rule 25-9.05.

February 3, 1986  
Walter D'Haeseleer  
Page 2

Attachment A - Executive Summary  
Attachment B - Customer Effects  
Attachment C - Revenue Information  
Attachment D - Cost Information

Acknowledgement, date of receipt and authority number of this filing are requested. A duplicate letter of transmittal is attached for this purpose.

Your consideration and approval will be appreciated.

Yours very truly,

Assistant Vice President

Attachments

Southern Bell - Florida  
Attachment A  
Page 1 of 2

## EXECUTIVE SUMMARY

### Introduction

The purpose of these tariff revisions is to establish a Late Payment Charge to offset those expenses resulting from the late payment of subscribers' bills. This is also an attempt to correct an inequity caused by customers who pay late. The inequity is that presently the whole subscriber base bears the additional expense caused by the late payers. The implementation of a Late Payment Charge should encourage prompt payment, allowing us to avoid some of the expense that results from late payment. Thusly, more of the added expense will be placed on the customers who cause it. The Late Payment Charge is just one of the ways we are attempting to control our expenses in order to keep the price of basic telephone service as low as possible.

### Description of Present Tariff

The present tariff does not address a Late Payment Charge on past due balances.

### Description of Proposed Tariff

The proposed tariff applies a 1.5% Late Payment Charge to all Business and Residence telephone accounts when any unpaid balance on the previous month's bill has not been paid by the next billing date.

### Revenue Information

#### Revenue Estimate from Late Payment Charges (LPC):

The estimated annual revenue increase after implementation of the Late Payment Charge Tariff is \$15,316,955 (See attachment C page 1). This estimated revenue total partially offsets the current \$18,948,733 (See attachment D page 10) cost associated with treatment.

Additional revenue information is included in Attachment C.

Southern Bell - Florida  
Attachment A  
Page 2 of 2

### Cost Information

Resource Cost Methodology was used in the cost study submitted with this filing.

Implementation costs are \$342,267 (See attachment C page 1) and will include the following:

- Research and Development
- Mechanization
- Training Development
- Training

Annual ongoing expenses are \$386,489 (See attachment C page 1) and will come from the following areas:

- Bad Debt
- RSC/BSC
- Treatment Expense
- Interest Expense
- Comptrollers

Additional cost information is included in Attachment D.

### Net Annual Revenue

\$14,588,199 for the 1st year  
\$14,930,466 for the 2nd year\*

### Conclusion

This filing will allow Southern Bell to apply a 1.5% Late Payment Charge on the unpaid balances on customers' bills. Approval of this tariff will enable Southern Bell to cover most of the costs associated with late payments. It will also benefit the general body of rate payers since the Late Payment Charge will be applied to the cost causers.

\* The Late Payment Charge revenues and expenses are expected to reduce approximately 50% when AT&T Communications (AT&T-C) takes over the billing of its own services during 1987.

Southern Bell - Florida  
Attachment B  
Page 1 of 1

CUSTOMER EFFECTS

The 1.5% Late Payment Charge will be applied to those accounts that have balances which have not been paid by the billing date.

The general body of rate payers will benefit from the Late Payment Charge since the charge is one attempt to keep the price of basic telephone service as low as possible.

The Late Payment Charge should encourage customers to pay the full amount of their bills on a timely basis.

Methods of customer notification prior to Implementation:

- Bill inserts (For Your Information - F.Y.I.) will be mailed out during the month the Late Payment Charge Tariff is effective. The bill inserts will define what Late Payment Charges are, and explain when they are applicable.
- During the following month after the effective date of the tariff, an advisory notice will be printed on customers' bills to remind them that Late Payment Charges will be assessed on those bills that are not paid in full by the next billing date.

Following the effective date of the tariff, customers will receive two bills before the Late Payment Charges actually begin appearing on their bills.

Southern Bell - Florida  
Attachment C  
Page 1 of 1

REVENUE ESTIMATE

The estimated annual revenue total resulting from the Late Payment Charge (LPC) Tariff is listed below:

Revenue

\$ 1,069,918,630	*Unpaid Live (Dec. '84 - Nov. '85)
<u>      - 4.56%</u>	**Reduction in Unpaid Live
\$ 1,021,130,341	Unpaid Live After LPC
<u>      x 1.5%</u>	LPC
\$ 15,316,955	Revenue from LPC

Cost

(\$ 342,267)	Developmental and Implementation Expenses (see attachment D page 2)
(\$ 386,489)	Ongoing Annual Expenses (Annual) (See attachment D page 2)
<u>(\$ 728,756)</u>	Total Cost
<u>\$ 14,588,199</u>	***Net Annual Revenue

- \* The total amount of dollars remaining uncollected from bills and carried over in subsequent billing periods.
- \*\* Estimated reduction as a result of the implementation of the LPC.
- \*\*\* This revenue total partially offsets the current \$18,948,733 (see attachment D page 10) cost associated with treatment.



Southern Bell-Florida  
Attachment D  
Page 1 of 13

COST INFORMATION

Resource costs are the direct, forward-looking incremental costs associated with the provision of a particular service or rate element. The level of the cost may vary with the quantity of the service and the period under study. They include the direct costs of material and labor, the capital costs and directly assignable overhead costs. Cross-elastic effects are not included nor is any arbitrary allocation of common costs. In the 1983 Embedded Direct Analysis (EDA), common costs are about 5% of total costs.

The following pages provide additional detail of cost development.

Southern Bell - Florida  
Attachment D  
Page 2 of 13

LATE PAYMENT CHARGE - FLORIDA

COST SUMMARY

Development And Implementation Expenses

RSC/BSC	\$220,690
Comptrollers	\$120,952
ISS	<u>\$625</u>

Total Non-recurring Expenses \$342,267 (See attachment D page 5)

Ongoing Expenses (Annual)

Bad Debt	\$339,620	(See attachment D page 9)
RSC/BSC	\$281,107	( " " " pages 11 & 13)
Treatment Expense	(\$189,488)	( " " " page 10)
Interest Expense	(\$130,102)	( " " " page 9)
Comptrollers	<u>\$ 85,352</u>	( " " " page 13)

Total \$386,489

Southern Bell - Florida  
Attachment D  
Page 3 of 13

**ASSUMPTIONS**

1. 4.56% Decrease in unpaid live
2. 1 day lag reduction
3. 8% cost of funds (short term)
4. 1% reduction in treatment expense
5. 1.5% Increase in bad debt expense

Southern Bell - Florida  
Attachment D  
Page 4 of 13

**Development & Implementation Expenses:**

**RSC/BSC**

R & D Procedures (prorated)	\$ 16,120
Mech Design "	2,529
Training Design "	5,058
Training Cost "	94,023
Printing & Distrib. of Materials	1,200
Additional contacts during negotiation	40,704
Additional contacts during implementation	<u>61,056</u>
Total RSC/BSC Development	\$220,690

Comptrollers (Programming)	\$ 2,008
(Bill Inserts)	<u>\$118,944</u>
Total Comptrollers	\$120,952

ISS (Tracking Program)	\$ 625
------------------------	--------

Total Development & Implementation Expenses	\$342,267
---------------------------------------------	-----------

Southern Bell - Florida  
Attachment D  
Page 5 of 13

**RSC/BSC IMPLEMENTATION COSTS:**

1. Research & Development	=	\$16,120
2. Mech. Design	=	\$ 2,529
3. Training development	=	\$ 5,058
4. Training costs -		

A. 1352 Non-Mgmt Empls. (1,074 RSC & 278 BSC)  
x 2 hrs. training = 1,074 x 2 x \$29.15 = \$62,614  
= 278 x 2 x \$27.58 = \$15,334  
\$77,948

B. 41 Mgrs. x 2 hrs. training = 41 x 2 x \$39.07 = \$ 3,204  
186 Asst. Mgrs. x 2 hrs. Training = 186 x 2 x \$34.60 = \$12,871

Southern Bell - Florida  
Attachment D  
Page 6 of 13

**Additional Business Office Negotiation Time During  
Customer Notification (1 Month):**

Average length of contact = 3 min. (.05 hrs.)  
Add'l contacts = 15% of normal accts.  
Current Billing contacts per month:

Res.	149,569
Bus.	<u>38,613</u>
Total	188,182

**Residence**

149,569 x 15%	=	22,435	Additional contacts
		<u>x .05</u>	Hrs./contact
		1122	Hrs.
	x	<u>\$ 29.15</u>	Res. Svc. Rep. Rate/Hr.
		\$32,706	

**Business**

38,613 x 15%	=	5,792	Add'l contacts
		<u>x .05</u>	Hrs./contact
		290	Hrs.
	x	<u>\$ 27.58</u>	Bus. Svc. Rep. Rate/Hr.
		\$ 7,998	

Southern Bell - Florida  
Attachment D  
Page 7 of 13

**Additional Business Office Negotiation Time  
During Implementation (3 months):**

Average length of contact = 3 minutes (.05 Hrs.)  
Additional contacts = 7.5% of normal accounts.  
Billing contacts per month:

Residence	149,569
Business	<u>38,613</u>
Total	188,182

Residence

149,569 x 7.5%	=	11,218	Additional contacts
		<u>x .05</u>	Hrs./contact
		561	Hrs.
		<u>x \$ 29.15</u>	Res. Svc. Rep. Rate/Hr.
		\$16,353	Per month
		<u>x 3</u>	Months
		\$49,059	

Business

38,613 x 7.5%	=	2,896	Additional contacts
		<u>x .05</u>	Hrs./contact
		145	Hrs.
		<u>x \$ 27.58</u>	Bus. Svc. Rep. Rate/Hr.
		\$ 3,999	Per month
		<u>x 3</u>	Months
		\$11,997	

Southern Bell - Florida  
Attachment D  
Page 9 of 13

**Net Bad Debt Increase:**

\$ 22,641,332  
        x 1.5%  
\$ 339,620

Net bad debt (Dec. '84 - Nov. '85)  
Increase due to L.P.C.  
Increase in net bad debt

**Interest Expense Decrease:**

\$1,069,918,630	Annual unpaid live + 12 mos. = \$89,159,886 monthly
\$ 89,159,886	Monthly unpaid live
<u>        x 4.56%</u>	Reduction due to L.P.C.
\$ 4,065,691	Monthly reduction in unpaid live
<u>                30</u>	Days per month
\$ 135,523	Daily reduction in unpaid live
<u>                x 1</u>	Day - Lag reduction (Accel. Payment)
\$ 135,523	Monthly reduction in borrowed funds
<u>                x 12</u>	Months
\$ 1,626,276	Annual reduction - borrowed funds
<u>                x 8%</u>	Cost of funds (short term)
\$ 130,102	Annual reduced interest



Southern Bell - Florida  
Attachment D  
Page 8 of 13

**Comptrollers Expense (Implementation):**

Programming	=	\$2,008
Customer Bill Inserts	=	4,248,000
- For Your Information (F.Y.I.)		<u>x \$.028/Insert</u>
		\$ 118,944
<b>Total Comptrollers Implementation Expense</b>	<b>= \$</b>	<b>120,952</b>
Printing And Distribution of Training Material	= \$	1,200

Southern Bell - Florida  
Attachment D  
Page 10 of 13

Treatment Expense Reduction:

Current Expenses:

4,406,682  
x \$ 4.30  
18,948,733

Accounts treated annually  
Treatment cost per account  
Total current annual treatment costs

Proposed LPC Treatment Reduction

4,406,682  
x 1%  
44,067  
x \$4.30  
\$ 189,488

Accounts treated annually  
Decrease in accounts treated  
Treatment Cost per account  
Reduction in annual treatment expense

Southern Bell - Florida  
Attachment D  
Page 11 of 13

**Additional Inquiry Contacts (After Implementation):**

1. Assume number of contacts will fall to 33 1/3% of level during Implementation (7.5%) or 2.5%
2. Average length of contact = 3 minutes (.05 hrs.)
3. Use same number of billing contacts per month

**Residence**

149,569 x 2.5%	=	3,739
	x	<u>.05</u>
		187
	x \$	<u>29.15</u>
		\$ 5,451
	x	<u>12</u>
		\$65,412

Additional contacts
Hours/contact
Hours
Res. Svc. Rep. Rate/Hr.
Months

**Business**

38,613 x 2.5%	=	965
	x	<u>.05</u>
		48
	x \$	<u>27.58</u>
		\$ 1,324
	x	<u>12</u>
		\$15,888

Additional contacts
Hours/contact
Hours
Bus. Svc. Rep. rate/Hr.
Months

Southern Bell - Florida  
Attachment D  
Page 12 of 13

### Additional Adjustments

1. Assume 20% increase in adjustments (1st 6 mos., 5% thereafter)
2. Assume 8 minutes per call
3. Assume 3000 corrected bills each month in addition to item 1 above.
4. Assume comptrollers time of 3 1/2 minutes per adjustment and 1/2 minute per corrected bill.
5. Assume Svc. Reps. are involved on adjustments only, not corrected bills.

34,667 Adj/Mo. (estimated) x 20% Incr. =	6933	Adj/Mo. (1st 6 Mos.)
	<u>+3000</u>	Corr. Bill/Mo. (6 mos.)
	9933	Total Adj./Mo.
	<u>    </u>	Mos.
	59,598	Total Adj. (1st 6 mos.)

34,667 Adj/Mo. (estimated) x 5% Incr. =	1733	Adj/Mo. (2nd 6 mos.)
	<u>+3000</u>	Corr. Bill/Mo. (6 mos.)
	4733	Total Adj./Mo.
	<u>    </u>	Mos.
	28,398	Total Adj. (2nd 6 mos.)

Total Annual Adjustments = 51,996

Total Annual corrected bills = 36,000

Comptrollers Loaded Labor Rate = \$25.63/Hr.  
Svc. Rep. (Res.) Loaded Labor Rate = \$29.15/Hr.  
Svc. Rep. (Bus.) Loaded Labor Rate = \$27.58/Hr.

Southern Bell - Florida  
Attachment D  
Page 13 of 13

**Comptrollers Expense (Annual):**

51,996 Adj.	x	.0583 Hrs. (3 1/2 min.)	x	\$25.63	=	\$77,694
36,000 Corr. Bills	x	.0083 Hrs. (1/2 min.)	x	\$25.63	=	<u>\$ 7,658</u>
					Total	= \$85,352

**RSC/BSC Expense (Annual)**

51,996 Adj. (41,326 Res. + 10,670 Bus.)

41,326	x	.1333 Hrs. (8 min.)	x	\$29.15	=	\$160,580
10,670	x	.1333 Hrs. (8 min.)	x	\$27.58	=	<u>\$ 39,227</u>
						\$199,807

SOUTHERN BELL TELEPHONE  
AND TELEGRAPH COMPANY  
FLORIDA  
ISSUED February 3, 1986  
BY W. H. Alford, Vice President  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

First Revised Page 14  
Cancels Original Page 14

EFFECTIVE: April 4, 1986

**A2. GENERAL REGULATIONS**

**A2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**A2.4.2 Credit and Deposits for Applicants (Cont'd)**

**F. Responsibility For Payment**

The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due for service rendered.

**A2.4.3 Payment for Service**

- A. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.
- B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.
1. Effective November 10, 1982, a charge of \$10.00 will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.<sup>1</sup>
- C. A Late Payment Charge of 1 1/2% applies to each customer's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) when the previous month's bill has not been paid in full prior to the next billing date. The 1 1/2% charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. (N)
- D. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4. of this Tariff. (T)
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff. (T)
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account. (T)
- G. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company. However, the company may demand immediate payment under the following circumstances: (T)
1. Where service is terminated or abandoned.
  2. Where toll service is two times greater than the subscriber's average usage as reflected on the monthly bills for the three months prior to the current bill or, in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.
  3. Where the Company has reason to believe that a business subscriber is about to go out of business or that bankruptcy is imminent for that subscriber.

Note 1: Nonpayment of the charge in 1. above will not constitute sufficient cause for interruption or cancellation of service.

SOUTHERN BELL TELEPHONE  
AND TELEGRAPH COMPANY  
FLORIDA

PRIVATE LINE SERVICE TARIFF Third Revised Page 1  
Cancels Second Revised Page 1

ISSUED: February 3, 1986  
BY: Vice President  
Miami, Florida

EFFECTIVE: April 4, 1986

## B2. REGULATIONS

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SOUTHERN BELL TELEPHONE  
AND TELEGRAPH COMPANY  
FLORIDA  
ISSUED: February 3, 1986  
BY: W. H. Alford, Vice President  
Miami, Florida

PRIVATE LINE SERVICE TARIFF

First Revised Page 7  
Cancels Original Page 7

EFFECTIVE: April 4, 1986

**B2. REGULATIONS**

**B2.3 Obligations of the Customer (Cont'd)**

**B2.3.3 Transfer of Service**

Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation or in case of abandonment, provided there is no lapse in service. Transfer of service charges<sup>1</sup> are appropriate as set forth in A2. of the General Subscriber Service Tariff.

**B2.4 Payment Arrangements and Credit Allowances**

**B2.4.1 Payment of Charges and Deposits**

- A. The customer is responsible for payment of all charges for services furnished the customer in accordance with the Company's regular billing and collection practice.
- B. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time an application for service is placed with the Company, equal to the service connection or installation charges, if applicable, and at least one month's charges for the service provided. In addition, where the furnishing of service involves an unusual investment, applicants may be required to make payment in advance of such portion of the estimated cost of the installation or construction as is to be borne by them. The amount of the advance payment is credited to the customer's account as applying to any indebtedness of the customer for the service furnished.
- C. The Company may, in order to safeguard its interests, require an applicant or customer to make such deposit as the Company deems suitable to be held by the Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments or the prompt payment of bills on presentation. At such time as the service is terminated the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Company such a deposit may be refunded in all or part or credited to the customer at any time prior to the termination of the service. In case of a cash deposit, interest is paid at the rate of 6% per annum to begin and run from the date said deposit is made except that, no interest shall apply on a deposit unless the deposit and the service have been in existence for a continuous period of six months.
- D. The Company reserves the right to increase the deposit requirement when in its judgment the conditions justify such action.
- E. Effective November 10, 1982, a charge of \$10.00 will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.<sup>2</sup>
- F. A Late Payment Charge of 1 1/2% applies to each customer's bill when the previous month's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) has not been paid in full prior to the next billing date. The 1 1/2% charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

(N)

**B2.4.2 Cancellation for Cause**

- A. The Company by written notice to the customer may immediately discontinue the furnishing of private line service without incurring any liability upon:
  1. Non-payment of any sum due the Company, or,
  2. A violation of any condition governing the furnishing of service.

**Note 1:** Above charge does not apply if transfer of service or reconnection of left in facilities is made coincident with transfer or connection of left-in exchange service for which service charges apply.

**Note 2:** Nonpayment of the charge in E. above will not constitute sufficient cause for interruption or cancellation of service.



SOUTHERN BELL TELEPHONE  
AND TELEGRAPH COMPANY  
FLORIDA

ISSUED: February 3, 1986

BY: W. H. Alford, Vice President  
Miami, Florida

**PRIVATE LINE SERVICE TARIFF**

Original Page 71

EFFECTIVE: April 4, 1986

**B2. REGULATIONS**

**B2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**B2.4.3 Minimum Service Period and Fractional Rates and Charges**

- A. The minimum period for which service is furnished is one month unless otherwise specified, except when the cost of special construction is such as to necessitate a longer contract period or where basic termination charges apply.

(M)

(M)

Material appearing on this page previously appeared on page 7 of this section

5. Order No. 17915, Issued 7/27/87 (approving late payment charge)

9TH CASE of Level 1 printed in FULL format.

In re: Review of Southern Bell Telephone and Telegraph  
Company's Late Payment Charge

DOCKET NO. 870456-TL; ORDER NO. 17915

Florida Public Service Commission

1987 Fla. PUC LEXIS 709; 87-7 FPSC 300

1987 Fla. PUC LEXIS 709; 87-7 FPSC 300

July 27, 1987

PANEL:

[\*1]

The following Commissioners participated in the disposition of this matter:  
~~THOMAS M. BEARD~~; GERALD L. GUNTER; JOHN T. HERNDON; MICHAEL MCK. WILSON

OPINION:

ORDER APPROVING LATE PAYMENT CHARGE

BY THE COMMISSION:

BACKGROUND

By tariff filed February 3, 1986, Southern Bell Telephone and Telegraph Company (Southern Bell or company) sought to impose a 1.5% late payment charge (LPC) on outstanding balances existing at the next billing date. Because a late payment charge had not been levied by any other investor-owned utility in Florida, we approved the tariff on an experimental basis for a one-year period to study its effects. See Order No. 15100, issued May 12, 1986. The charge took effect on June 16, 1986, and was scheduled to expire on June 16, 1987.

We re-examined this tariff at our June 9, 1987, Agenda Conference. Because certain customer and company impact information which we viewed as essential to an informed decision was not immediately available at that time, we found it appropriate to extend the expiration date of the tariff until September 1, 1987.

The matter came before the Commission again at the July 7, 1987, Agenda Conference at which Southern Bell provided the requested [\*2] information. Based upon the information before us, we find the tariff to be in the public interest and approve same for the reasons discussed below.

DISCUSSION

Late payment by some customers results in increased expenses to the company. Annualized expenses in treating customer accounts amounted to \$22,596,049 for July 1986 through March 1987. This Commission has consistently taken action to place costs on the cost-causer rather than the general body of ratepayers. We see no reason for the general body of ratepayers to support late-paying customers. Although the revenue (\$12,178,964) generated by the late payment charge does not fully cover expenses, it does contribute towards those costs. The Commission may revisit the level of charge at some point in the future as more experience with the charge is gained.

Southern Bell's bills should clearly delineate the delinquent date of the bill and the date by which a late payment charge can be avoided. Southern Bell proposed to change the assessment date of the late payment charge from the next billing date to thirty days past the original bill date. Even though the proposal was for business and residential customers, this proposal [\*3] was to address the concerns of the large user who desired more time between receipt of the bill and the assessment date of the LPC. However, we believe that the implementation of this proposal, which will not allow the charge to be placed on the next bill, will confuse the customer. We believe that any LPC assessed should appear on the customer's next bill to avoid customer confusion. This will prevent a customer paying late one month, getting a regular bill the next month and then the LPC appearing on the following bill.

Several implementation issues warrant discussion. Large users, defined by Southern Bell as those generating business above \$80,000 per year, have difficulty deciphering bills which are not specifically formatted for them. A large user may be faced with the choice of paying the bill in full and getting a later credit if problems or errors occur or to incur the LPC. The recently approved customized Large User Bill tariff should give large customers the ability to accurately check the bill, remit payment and avoid the late payment charge. We also require that Southern Bell implement a bill format to address the needs of the medium sized user within eighteen [\*4] months of the date of this order.

Some residential customers, such as those on fixed incomes, may also not be able to avoid the LPC because of timing differences between telephone bills and income checks. We believe that customers should be given the option of changing their bill cycle to any other cycle than the first cycle of the month. Customers choosing this option will be assessed a secondary service order charge and telephone number change charge. They will also be required to change their telephone number. The company must provide a bill insert notifying customers of this opportunity. The insert should explain that a secondary service order charge and telephone number change charge will apply and the customer's phone number will change. ]

Another implementation issue concerns the application of the LPC to governmental entities. State governmental entities are subject to Section 215.422, Florida Statutes, which provides for a 1% late charge forty-five days after presentation of the bill. Thus state agencies will be governed by the statute rather than the tariff. The federal government is subject to the terms of the Prompt Payment Act, 39 USC @ 3901-06 (1985), which has [\*5] been interpreted to require adherence to the terms of the tariff. See 63 Comp. Gen. 517 (1984). County and municipal governments are more problematic in that these entities may enact ordinances to alter liability for the LPC. Because of the administrative burden of constantly determining which local entity had an ordinance and which did not, we believe it appropriate to exempt county and municipal governmental entities from the LPC.

We approve this tariff without an offsetting reduction in revenue. The costs of collection exceed the revenues from the LPC. Projections on the amount generated here are not expected to place Southern Bell over its authorized return on equity. In the company's next rate case, these revenues can be used to cover general costs in lieu of rate increases.

Other companies may file tariffs to charge a late payment charge. We will address each tariff on a case-by-case basis. The requirements we have placed on Southern Bell will apply to petitioning companies. Such companies shall implement the LPC as does Southern Bell or adequately justify differing treatment. Therefore, based on the foregoing, it is

ORDERED by the Florida Public Service Commission [\*6] that Southern Bell Telephone and Telegraph Company's tariff to implement a late payment charge is approved upon the terms and conditions stated in the body of this Order. It is further

ORDERED that this docket be closed.

By ORDER of the Florida Public Service Commission, this 27th day of July, 1987.

6. Staff Recommendation in Docket No. 000733-TL issued June 29, 2000

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

FILE COPY - M-E-M-O-R-A-N-D-U-M-

DATE: JUNE 29, 2000

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYÓ)

FROM: DIVISION OF COMPETITIVE SERVICES (ADDU, SIMMONS) *SAS*  
DIVISION OF LEGAL SERVICES (B. KEATING) *AK*

RE: DOCKET NO. 000733-TL - INVESTIGATION TO DETERMINE WHETHER BELLSOUTH TELECOMMUNICATIONS, INC.'S TARIFF FILING TO RESTRUCTURE ITS LATE PAYMENT CHARGE IS IN VIOLATION OF SECTION 364.051, F.S.

AGENDA: 07/11/2000 - REGULAR AGENDA - TARIFF FILING - ALL INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\000733.RCM

CASE BACKGROUND

On July 9, 1999, BellSouth Telecommunications, Inc. (BST or the Company) filed a tariff with this Commission revising its Late Payment Charge (LPC) in Section A2 of its General Services Tariff (GST). Under this tariff filing, BST applies a LPC of \$1.50 for residential customers and \$9.00 for business customers plus an interest charge of 1.50% on unpaid balances in excess of \$6.00. Prior to this filing, BST applied a LPC of 1.50% to any unpaid balance greater than \$1.00.

BST's filing is presumptively valid, pursuant to Section 364.051 (6) (a), and the tariff filing became effective July 24, 1999. However, the actual tariff provisions became effective August 28, 1999.

DOCUMENT NUMBER-DATE

07928 JUN 29 8

FPSC-RECORDS/REPORTING

DOCKET NO. 000733-TL  
DATE: JUNE 29, 2000

In August 1999, staff first expressed concerns to BST about its LPC tariff filing regarding possible statute violations. Staff was made aware of ongoing discussions between BST and the Office of Public Counsel (OPC) on this same filing. In view of the ongoing discussions between BST and OPC, BST requested that staff allow the negotiations to continue in an effort to resolve the matter. BST furnished staff with a letter stating that BST will provide refunds to affected customers if the LPC is ultimately found to be unlawful. Staff has not been informed of the results, if any, of the negotiations between BST and OPC.

On May 8, 2000, staff received a customer complaint regarding BellSouth's Late Payment Charge. After the receipt of this complaint, staff determined that a Commission decision on this tariff filing is appropriate, since the negotiations between OPC and BST have apparently not yielded any resolution.



DISCUSSION OF ISSUES

ISSUE 1: Should the Commission find that BST's GST filing of July 9, 1999, to restructure its late payment penalties is in violation of Section 364.051(6)(a), Florida Statutes?

RECOMMENDATION: Yes. The Commission should find that BST's GST filing of July 9, 1999, to restructure its late payment penalties is in violation of Section 364.051(6)(a), Florida Statutes, and should therefore be canceled immediately. Also, the Commission should require BST to provide refunds to all affected customers within 90 days of the issuance of the Consummating Order. Further, staff recommends that BST should file a report with the Commission upon completion of this refund showing monies that were collected from and refunded to customers. (AUDU, SIMMONS)

STAFF ANALYSIS:

On July 9, 1999, BST filed a tariff with this Commission to restructure its LPC in its GST. Under this tariff filing, BST applies a LPC of \$1.50 for residential customers and \$9.00 for business customers, plus an interest charge of 1.50% on any unpaid balances in excess of \$6.00. Prior to this filing, BST applied a LPC of 1.50% to any unpaid balance greater than \$1.00.

Since price-regulated LECs' non-basic services filings are presumptively valid and may go into effect fifteen (15) days after the filing, BST's filing became effective July 24, 1999, in accordance with Section 364.051(6)(a), F.S. The tariff provisions became effective August 28, 1999.

Chapter 364, Florida Statutes, allows local exchange companies to elect price regulation effective January 1, 1996. With the election of price regulation, the LEC is subject to certain guidelines, one of which pertains to the pricing of non-basic services. Section 364.051(6)(a), Florida Statutes, reads:

Each company subject to this section shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, and set or change, on 15 days' notice, the rate for each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider

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providing local telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

BST has been a price-regulated local exchange company since January 1, 1996; therefore, BST is subject to Section 364.051, Florida Statutes. Until this filing, BST charged both residential and business customers a LPC of 1.50% on any unpaid balance greater than \$1.00. With this filing, BST has attempted to differentiate the two proposed late payment penalties for the purposes of the Miscellaneous Non-Basic Services basket. BST argues that the only portion of this late payment penalty that is subject to the Non-Basic Services Basket evaluation is the fixed rate of \$1.50 and \$9.00 for residential and business customers, respectively. BST contends that the 1.50% interest charge applicable to any unpaid balances in excess of \$6.00 is not subject to the Non-Basic Services monitoring. BST argues that either the 1.50% interest charge is a new service and should not be construed as a price increase, or that the interest charge is a "fee" and thus does not amount to a service. In either case, BST concludes that the revenue derived from the interest charge should not be included in the basket calculation.

#### Structure of BellSouth's LPC Tariff Filing

	Present Tariff	Proposed Tariff
<b>Residential:</b>		
-- Flat fee	0	\$1.50
-- % charge	1.50% (on unpaid balance greater than \$1.00)	1.50% (on unpaid balances greater than \$6.00)
<b>Business:</b>		
-- Flat fee	0	\$9.00
-- % charge	1.50% (on unpaid balance greater than \$1.00)	1.50% (on unpaid balances greater than \$6.00)

Upon review, staff believes that BST's tariff filing of July 9, 1999, is a price increase pursuant to Section 364.051(6)(a), Florida Statutes, and Order No. PSC-96-0012-FOF-TL issued on

January 4, 1996 in Docket No. 951159-TL, Investigation to determine categories of non-basic services provided by local exchange telephone companies. BST has assessed a 1.50% late payment penalty in the past, which has been termed a Charge. (See Order No. 17915, Docket No. 870456-TL) Now, BST is restructuring this late payment penalty into a "fixed-dollar" late payment penalty called a Late Payment Charge, and a "fixed-interest" late payment penalty called an interest charge. Staff does not believe that either of these rate elements constitutes a new service; instead, BST has merely introduced a new method of charging for late payments. BST alleges that the original 1.50% LPC was designed to recover a different set of costs. While it appears that BST did not fully recover the carrying costs resulting from customers who continue to pay late, staff cannot confirm what the original 1.50% LPC in Order No. 17915, issued on July 27, 1987, in Docket No. 870456-TL, was designed to recover or include.

In Order No. 17915, issued on July 27, 1987 in Docket No. 870456-TL, Review of Southern Bell Telephone and Telegraph Company's Late Payment Charge, this Commission approved a 1.50% LPC. In that proceeding, BST stated that the LPC was designed to offset those expenses resulting from late payments. The company supplied an analysis showing the estimated incremental revenue and estimated incremental expense associated with the late payment fee. BST indicated that there were incremental effects on five types of expenses. BST's analysis showed increases in bad debt, business office and comptrollers expenses, and reductions in processing and interest expenses. BST asserted that the LPC would enable BST to cover some of the costs associated with late payments. After reviewing the cost study, staff believes the LPC did not recover the interest expense associated with subscribers who continued to pay late. In the final analysis, however, staff does not believe the nature of the cost is germane. The key point from staff's perspective is that per BST's tariff, the old and new charges are for late payment of subscribers' telecommunications services.

Using BST's calculations in this filing, staff observes that the revenue impact of the "fixed-dollar" late payment penalty (i.e., \$1.50 LPC for residential and \$9.00 LPC for business customers) increases the Miscellaneous Services Basket by 5.01%. Staff notes that the revenue impact of the 1.50% interest charge (that BST argues should not be included in the Basket calculation) is approximately 10 times the fixed dollar LPC penalty. At this rate, staff believes that the effective price increase for the Miscellaneous Services Basket is in excess of 50%. Staff contends that absent the separation of these penalties as BST contends is appropriate, BST is clearly in violation of Section 364.051(6)(a),

Florida Statutes, and Order No. PSC-96-0012-FOF-TL, issued on January 4, 1996.

**Revenue Impact of BST's LPC Tariff Filing**

	Current Revenue (million)	Proposed Revenue (million)	Change in Revenue (million)
<b>Rate Element</b>			
1.50% LPC (applied to unpaid balance greater than \$1.00)	\$30.26	0	(\$30.26)
Flat Fee LPC (Res. & Bus.)	0	32.50	32.50
Sub-Total (per BST)			\$2.24
1.50% Interest Charge (applied to unpaid balance greater than \$6.00)	0	23.64	23.64
<b>Grand Total</b>	<b>\$30.26</b>	<b>\$56.14</b>	<b>\$25.88</b>

Staff agrees with BST that the revenue from new services is not initially included for purposes of basket monitoring. Further, it appears that BST did not fully recover the carrying costs resulting from customers who continue to pay late. BST indicates that this restructuring is intended to directly recover these costs from the cost causers. However, staff disagrees with BST that the purported interest charge is not a service, but rather a fee, for the purposes of the basket calculations. Staff believes that the 1.50% interest charge is financial compensation that BST receives from its late paying customers for carrying the customers' late payments resulting from subscribed telecommunications services. As such, staff believes that LPC is a derivative telecommunications service, since interest charges are assessed on subscribers' usage of telecommunication services. Section 364.02(11), Florida Statutes, states that "[S]ervice is to be construed in its broadest and most inclusive sense." Thus, the LPC should be construed as being a part of a telecommunications service. Staff further believes that BST's tariff restructuring to add another rate element (i.e., the percentage interest charge in addition to

DATE: JUNE 29, 2000

the "fixed dollar" charge) cannot be construed to be the same as introducing a new telecommunications service. Thus, staff believes that the reclassified 1.50% interest charge (which was formerly the LPC) is an increase that results from late payment penalties, regardless of what this penalty is called, and should therefore be included in the basket calculation.

Based on the above arguments, staff concludes that these late payment penalties cannot be separated for purposes of compliance with Section 364.051(6)(a), Florida Statutes, and Order No. PSC-96-0012-FOF-TL. Clearly, the accompanying late payment interest charge (for whatever purpose it is targeted) is derived from the mere existence of unpaid balances that result from subscribers' use of regulated telecommunications services. These unpaid balances have been assessed a late payment charge (i.e., 1.5% on all outstanding balances in excess of \$1.00) in the past as some form of late payment penalty. Thus, staff recommends that the Commission should determine that BST's July 9, 1999, GST filing is an impermissible increase in violation of Section 364.051(6)(a), and order that this tariff be canceled immediately. Also, the Commission should require BST to provide refunds to all affected customers within 90 days of the issuance of the Consummating Order. Further, staff recommends that BST should file a report with the Commission upon completion of this refund showing monies that were collected from and refunded to customers.

DOCKET NO. 000733-TL  
DATE: JUNE 29, 2000

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. If no person whose substantial interests are affected files a protest within 21 days of the issuance date of the Order, the Order will become final upon the issuance of a Consummating Order. If a timely protest is not filed, the docket should remain open pending completion by BellSouth of the refund within 90 days of the issuance of the Consummating Order. Upon notification that the refund has been completed, this docket should be closed administratively. If a timely protest is filed, the tariff should remain in effect pending the outcome of further proceedings, with any revenues collected held subject to refund.  
(B. KEATING)

STAFF ANALYSIS: If no person whose substantial interests are affected files a protest within 21 days of the issuance date of the Order, the Order will become final upon the issuance of a Consummating Order. If a timely protest is not filed, the docket should remain open pending completion by BellSouth of the refund within 90 days of the issuance of the Consummating Order. Upon notification that the refund has been completed, this docket should be closed administratively. If a timely protest is filed, the tariff should remain in effect pending the outcome of further proceedings, with any revenues collected held subject to refund.

7. Letter from M. Criser to B. Bayo of 7/6/00 re:  
Late payment charge

BellSouth Telecommunications, Inc 850 224-7798  
Suite 400 Fax 850 224-5073  
150 South Monroe Street  
Tallahassee, Florida 32301-1556

Marshall M. Criser III  
Regulatory Vice President

July 6, 2000

Mrs. Blanca S. Bayó  
Director, Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: 000733-TL - Investigation into BellSouth's  
Tariff on Late Payment Charge**

Dear Ms. Bayo:

On June 29, 2000, the Staff issued a Recommendation in the above-captioned matter seeking a finding that BellSouth's restructured late payment charge and new interest charge were in violation of Section 364.051 (6)(a), Florida Statutes. BellSouth opposes this Recommendation for the reasons set forth herein.

In Order No. 17915, issued on July 27, 1987, the Commission approved a 1.5% late payment charge tariff filed by Southern Bell. The charge was imposed on outstanding balances existing at the next billing date. As noted in Order No. 17915, the purpose of the late payment charge was to contribute to the recovery of the expenses incurred by the Company in "treating customer accounts." Order No. 17915, p. 1. Specifically, the Staff Recommendation issued on May 28, 1987 in Docket No. 870456-TL, stated that the expenses intended to be covered by the late payment charge were those incurred by treating delinquent accounts and "generated by activities such as the business office making and receiving calls to delinquent customers." Staff Rec., Docket No. 870456-TL, p. 12. In other words, the late payment charge was an attempt to recover the costs associated with administering the collection process from the cost causers.

On July 7, 1999, BellSouth filed a tariff restructuring its late payment charge and adding a new interest charge. Specifically, BellSouth restructured its 1.5% late payment charge to a flat rate fee of \$1.50 for residence customers and \$9.00 for business. The tariff was further revised so that the late payment charge would apply only to past due accounts greater than \$6.00. A new charge of 1.5% was added as an interest charge to recover the cost of money associated with delinquent payments. The interest charge is applied only to past due accounts greater than \$6.00. The tariff was approved on July 24, 1999. Customers were given 30 days notice via their bills and the new rates were billed beginning August 28, 1999.

The gravamen of Staff's Recommendation in the above captioned matter is Staff's belief that the flat rate late payment charge and the new interest charge are commingled for purposes of determining BellSouth's compliance with the price increase statute (Section 364.051(6)(a), Florida Statutes and Order No. PSC-96-0012, FOF-TL issued on January 4, 1996 in Docket No. 951159-TL). Staff's belief is wrong.



Conversion of the existing late payment charge from a percentage to a flat rate does not exceed the allowable price increase and the late payment charge remains a charge to recover the administrative expenses of handling delinquent accounts. In addition, BellSouth has the authority to levy an interest charge to recover the carrying charges on money, so long as that charge complies with the appropriate usury laws. Section 687.02(1), Florida Statutes. The interest charge at issue is in compliance with Florida's statute. Staff cannot commingle two completely different charges, charges that recover completely different types of costs, and charges that are legitimate and reasonable based merely on the faulty reasoning contained in the Recommendation.

First, Staff is recommending that the entire tariff should be cancelled immediately and that all monies collected thereunder be refunded even though the restructure of the original late payment charge from a percentage to a flat fee does not exceed the non-basic miscellaneous basket. This was proven to the Staff by the price-out provided to the Commission erroneously dated May 23, 1999 (should have been dated May 23, 2000). Staff's recommendation should be limited to the interest charge only. Even if the Commission approves Staff's position on the new interest charge, which BellSouth opposes, the restructured late payment charge is appropriate and does not violate Section 364.051/(6)(a), Florida Statutes.

Second, Staff claims that the nature of the cost is not germane. Staff Rec., Docket No. 000733-TL, p.5. Staff is in error. The cost at issue here is the cost of money, not the cost associated with the collection of late payments which was the sole basis of BellSouth's existing late payment charge. See Order No. 17915 and Staff Rec., Docket No. 870456-TL, p. 12.

Third, Staff claims that the new interest charge is a derivative telecommunications service, Staff Rec., Docket No. 000733-TL, p. 6. Staff is in error. An interest charge is a fee, a fee that is for the use or detention of money. The interest fee is not associated with a particular service; it is governed solely by the monies owed. Moreover, the new interest charge cannot be "resold" in the sense that "telecommunication service" can be "resold". Therefore, it should not be included in any service category for purposes of Section 364.051(6), Florida Statutes.

In the alternative, Staff claims that the interest charge is not a new service. Staff cannot have it both ways. If the interest charge is a telecommunications service, as Staff claims and BellSouth denies, then it must be viewed as a new service not initially included for purposes of basket monitoring. The interest charge must be viewed as a new service because the nature of the interest charge is opposite of the late payment charge. As discussed above, the late payment charge was intended to recover the administrative costs associated with the collection of late payments. The interest charge is intended to recover BellSouth's loss of the use of money.

Fourth, the Staff claims that the restructured late payment charge and the new interest charge are essentially one and the same charge. Staff Rec., Docket No. 000733-TL, p. 7. Once again, Staff is in error. There are services provided by BellSouth that are connected, but are considered separate for purposes of the basket. For example, Privacy Director is a service that can only work if the customer has Caller ID. They are considered separately with regard to price increases. Moreover, these charges are an attempt by BellSouth to recover two very different kinds of expenses: (1) The cost of collections and (2) the cost of money. Even Staff noted that the original late

payment charge did not recover any interest expense. Staff Rec., Docket No. 000733-TL, p. 5. The term interest is defined as the compensation for the use or detention of money; the cost of hiring money. See Parker v. Brinson Const. Co., 78 So.2d 873 (1955) and 32 Fla. Jur. 2d, Section 1, p.9 (1994). The amount of 1.50% per month for interest is within the usury statute. Section 687.02(1), Florida Statutes. While there are no cases on point in Florida, other states have held that late payment charges for non-payment of bills from regulated utilities are not interest and therefore, the usury statute should not apply. See Rimco Enters, Inc. v. Texas Electric Service, 559 S.W. 2d 362, 365 (Tex. Ct. App. 1980), Guste v. Council of the City of New Orleans, 309 So.2d 290, 2926 (La. 1975).

Further, Staff's basis for its claim that the restructured late payment charge and the new interest charge are one and the same stems from the fact that they are assessed on delinquent customers. When the Staff was considering BellSouth's original late payment tariff, it reviewed other states' activities in this record. As indicated in Attachment D, page 2 of the Staff Recommendation filed on May 28, 1987 in Docket No. 870456-TL, it was noted that the Anchorage Telephone Utility charged a finance (interest) charge in addition to a late payment charge.

Fifth, it should be recognized that payment vel non of the restructured late payment charge and the new interest charge is strictly in the control of the customer. These charges are avoided if bills are paid timely. BellSouth notes that the impetus for the Staff Recommendation was a complaint from a business whose purpose is to process white pages directory listing bills from BellSouth to various advertisers. The nature of the complaint was that not enough time was allowed between receipt of the bill and the due date for this business to forward the bills to its customers for approval, have the customers return the approved bills, and pay the bills before late payment charges were incurred. Notwithstanding the fact that this business provides its customers with the opportunity to delay payments of their bills, BellSouth offered this business several alternatives, including changing the billing date, thereby changing the pay by date and setting up yearly billing. This business refused these options. From the limited Florida specific information BellSouth has on this business' accounts, the billing cycles are in compliance with Rule 25-4.110(3)(a), Florida Administrative Code and Section A2.4.3.G of BellSouth's General Subscriber Service Tariff.

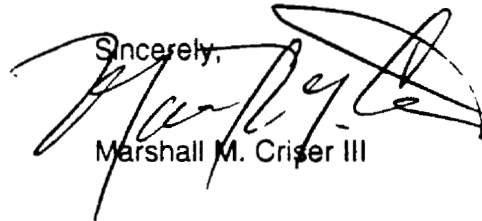
Sixth, BellSouth makes every effort to keep users on the local exchange network. BellSouth structured the tariff at issue specifically to exempt basic Lifeline customers from the requirement of paying the restructured late payment charge and the new interest charge by providing an exception for bills \$6.00 or less. Moreover, BellSouth remains committed to the requirements of Order No. 17915, issued on July 27, 1987, approving BellSouth's original late payment charge, in giving customers the option of changing their bill cycle to any other cycle than the first cycle of the month. In addition, **BellSouth has liberalized its deposit and installment payment policies.** The charges are not unreasonable. In order for a residential customer to realize a total of \$1.50 late payment charge, plus \$1.50 of interest for one month, the bill would have to total at least \$100.00.

Finally, BellSouth notes that this Commission has approved numerous late payment charges that are greater than those proposed by BellSouth. Specifically, the Commission approved a 5% late payment charge for Santa Villa Utilities, and a \$5.00 late payment charge for Crystal River Utilities, Inc., and Morningside Utility, Inc. See

Order No. 8157, issued on February 2, 1978; Order No. PSC-97-0187-FOF-WU, issued on February 18, 1997; and Order No. PSC-98-1585-FOF-WU, issued on November 25, 1998. In addition, an informal review by BellSouth of Florida price lists for Alternative Local Exchange Companies ("ALECs") reveals a \$10.00 late payment charge by Coral Bay Financial, Inc.; a \$10.00 penalty fee by International Design Group, Inc., d/b/a USA Telecom; a \$25.00 late payment charge by AMAFLA Telecom, Inc., and WAMnet Communications, Inc.; and a 5% late payment charge by My-Tel, Inc. If the Commission determines that BellSouth's interest charge and late payment charge are one and the same, then the Commission may have to examine the fees previously approved for all utilities for possible violation of the maximum interest allowed by Florida usury laws.

BellSouth asserts that Staff's reasoning in the Recommendation filed on June 29, 2000 in Docket No. 000733-TL is flawed for the reasons set forth herein, and, therefore, respectfully requests the Commission to reject the Recommendation.

Sincerely,

A handwritten signature in black ink, appearing to read "Marshall M. Criser III", is written over the word "Sincerely,". The signature is stylized and somewhat cursive.

Marshall M. Criser III

cc: Chairman J. Terry Deason  
Commissioner Susan E. Clark  
Commissioner E. Leon Jacobs  
Commissioner Lila J. Jaber  
Ms. Beth Keating  
Ms. Sally Simmons  
Mr. Charles Beck

PC Docs 218862

8. August 13, 1999 letter from N. Sims to W. D'Haeseleer

BellSouth Telecommunications, Inc. 850 222-1201  
400 Fax 850 222 8640  
150 South Monroe Street  
Tallahassee, Florida 32301

Nancy H. Sims  
Director - Regulatory Relations

August 13, 1999

Mr. Walter D'Haeseleer  
Director, Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Subject: Tariff Filing by BellSouth Telecommunications, Inc. No. T991139

Dear Walter,

As per our discussion, I understand that there is a need for further review of BellSouth's late payment charge and interest charge tariff that was filed on July 9, 1999. This tariff became effective on July 24, 1999, and customer notices have been sent to apply the new charges on delinquent bills beginning August 28, 1999.

BellSouth hopes that we can resolve any questions or concerns regarding this tariff and looks forward to working with you and your Staff. If it is determined that the tariff is not in compliance with the state statutes, BellSouth will make the appropriate refunds.

Yours truly,



Director - Regulatory Relations

Copy to: Charlie Beck  
Nancy White  
Jonathan Adu  
Beth Keating

9. Order No. PSC-00-1357-PAA-TL, issued July 27, 2000

Decision due by 8/17/00

RECEIVED

JUL 28 2000

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION VIA FAX - REG. RELATIONS  
TALLAHASSEE, FL

In re: Investigation to determine whether BellSouth Telecommunications, Inc.'s tariff filing to restructure its late payment charge is in violation of Section 364.051, F.S.

DOCKET NO. 000733-TL  
ORDER NO. PSC-00-1357-PAA-TL  
ISSUED: July 27, 2000

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER

NOTICE OF PROPOSED AGENCY ACTION  
ORDER FINDING TARIFFS IN NON-COMPLIANCE

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

On July 9, 1999, BellSouth Telecommunications, Inc. (BST or the Company) filed tariff revisions with this Commission revising its Late Payment Charge (LPC) in Section A2 of its General Subscriber Service Tariff (GSST) and in Section B2 of its Private Line Services Tariff (PLST). Under the revisions, BST applies a LPC of \$1.50 for residential customers and \$9.00 for business customers plus an interest charge of 1.50% on unpaid balances in excess of \$6.00. Prior to this filing, BST applied a LPC of 1.50% to any unpaid balance greater than \$1.00.

Because price-regulated local exchange companies' (LECs) non-basic services filings are presumptively valid and may go into effect fifteen (15) days after the filing, BST's filing became effective July 24, 1999, in accordance with Section 364.051(6)(a), Florida Statutes. The tariff provisions became effective August 28, 1999.

In August 1999, our staff first expressed concerns to BST about its LPC tariff revisions. Our staff was concerned that the filings appeared to conflict with provisions of Chapter 364,

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Florida Statutes. Our staff was subsequently made aware of ongoing discussions between BST and the Office of Public Counsel (OPC) on this same filing. In view of the ongoing discussions between BST and OPC, BST asked that the negotiations be allowed to continue in an effort to resolve the matter. BST furnished our staff with a letter stating that BST would provide refunds to affected customers if the LPC is ultimately found to be unlawful. To date, however, our staff has not been informed of the results, if any, of the negotiations between BST and OPC.

On May 8, 2000, our staff received a customer complaint regarding BellSouth's Late Payment Charge. In view of the receipt of this complaint, we have moved forward with consideration of these tariff filings, because the negotiations between OPC and BST have apparently not yielded any resolution.

Chapter 364, Florida Statutes, allows LECs to elect price regulation effective January 1, 1996. With the election of price regulation, the LEC is subject to certain guidelines, one of which pertains to the pricing of non-basic services. Section 364.051(6)(a), Florida Statutes, reads:

Each company subject to this section shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, and set or change, on 15 days' notice, the rate for each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider providing local telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

BST has been a price-regulated LEC since January 1, 1996; therefore, BST is subject to Section 364.051, Florida Statutes. Until this filing, BST charged both residential and business customers a LPC of 1.50% on any unpaid balance greater than \$1.00. With these revisions, BST has attempted to differentiate the two proposed late payment penalties for the purposes of the Miscellaneous Non-Basic Services basket. BST argues that the only portion of this late payment penalty that is subject to the Non-Basic Services Basket evaluation is the fixed rate of \$1.50 and \$9.00 for residential and business customers, respectively. BST contends that the 1.50% interest charge applicable to any unpaid



balances in excess of \$6.00 is not subject to the Non-Basic Services monitoring. BST argues that either the 1.50% interest charge is a new service and should not be construed as a price increase, or that the interest charge is a "fee" and thus does not amount to a service. In either case, BST concludes that the revenue derived from the interest charge should not be included in the basket calculation.

Structure of BellSouth's Previous and Current LPC Tariff Filings

	<u>Present Tariffs</u>	<u>Proposed Tariffs</u>
Residential:		
-- Flat fee	0	\$1.50
-- % charge	1.50% (on unpaid balance greater than \$1.00)	1.50% (on unpaid balances greater than \$6.00)
Business:		
-- Flat fee	0	\$9.00
-- % charge	1.50% (on unpaid balance greater than \$1.00)	1.50% (on unpaid balances greater than \$6.00)

Upon review, we find that BST's tariff filings of July 9, 1999, are a price increase pursuant to Section 364.051(6)(a), Florida Statutes, and Order No. PSC-96-0012-FOF-TL issued on January 4, 1996 in Docket No. 951159-TL, Investigation to Determine Categories of Non-Basic Services Provided By Local Exchange Telephone Companies. We note that BST has assessed a 1.50% late payment penalty in the past, which has been termed a Charge. See Order No. 17915, Docket No. 870456-TL. Now, BST is restructuring this late payment penalty into a "fixed-dollar" late payment penalty called a Late Payment Charge, and a "fixed-interest" late payment penalty called an interest charge. We do not consider either of these rate elements a new service. Instead, it appears to us that BST has merely introduced a new method of charging for late payments, even though BST contends that the original 1.50% LPC was designed to recover a different set of costs. We emphasize that while it appears that BST did not fully recover the carrying costs resulting from customers who continue to pay late under its prior late payment tariff, Order No. 17915, issued on July 27, 1987, in Docket No. 870456-TL, does not clearly define what costs were to be recovered or included in the original 1.50% LPC.

In Order No. 17915, this Commission approved a 1.50% LPC. In that proceeding, BST stated that the LPC was designed to offset those expenses resulting from late payments. The company supplied an analysis showing the estimated incremental revenue and estimated incremental expense associated with the late payment fee. BST indicated that there were incremental effects on five types of expenses. BST's analysis showed increases in bad debt, business office and comptroller's expenses, and reductions in processing and interest expenses. BST asserted that the LPC would enable it to cover some of the costs associated with late payments. After reviewing the cost study submitted in that prior proceeding, our staff has concluded that the LPC apparently did not recover the interest expense associated with subscribers who continued to pay late. In the final analysis, however, we do not believe the nature of the cost is germane. Regardless of how characterized or packaged, both the old and new late payment charges are for late payment of subscribers' telecommunications services.

Using BST's calculations in this filing, the revenue impact of the "fixed-dollar" late payment penalty (i.e., \$1.50 LPC for residential and \$9.00 LPC for business customers) increases the Miscellaneous Services Basket by 5.01%. The revenue impact of the 1.50% interest charge is approximately 10 times the fixed dollar LPC penalty. At this rate, the effective price increase for the Miscellaneous Services Basket is in excess of 50%. Absent the separation of these penalties, BST's tariff filings appear to be in violation of Section 364.051(6)(a), Florida Statutes, and Order No. PSC-96-0012-FOF-TL, issued on January 4, 1996.

Revenue Impact of BST's Previous and Current LPC Tariff Filings

	<u>Current Revenue (million)</u>	<u>Proposed Revenue (million)</u>	<u>Change in Revenue (million)</u>
Rate Element			
1.50% LPC (applied to unpaid balance greater than \$1.00)	\$30.26	0	(\$30.26)
Flat Fee LPC (Res. & Bus.)	0	32.50	32.50
Sub-Total (per BST)			\$2.24
1.50% Interest Charge (applied to unpaid balance greater than \$6.00)	0	23.64	23.64
Grand Total	\$30.26	\$56.14	\$25.88

We do agree with BST that the revenue from new services is not initially included for purposes of basket monitoring. Further, as we have noted herein, it appears that BST did not fully recover the carrying costs resulting from customers who continue to pay late. BST indicates that this restructuring is intended to directly recover these costs from the cost causers. Nevertheless, we disagree with BST that the purported interest charge is not a service, but rather a fee, for the purposes of the basket calculations. The 1.50% interest charge is financial compensation that BST receives from its late paying customers for carrying the customers' late payments resulting from subscribed telecommunications services. As such, the LPC is a derivative telecommunications service, since interest charges are assessed on subscribers' usage of telecommunication services. Section 364.02(11), Florida Statutes, states that "[S]ervice is to be construed in its broadest and most inclusive sense." Thus, the LPC should be construed as being a part of a telecommunications service. Further, BST's tariff restructuring to add another rate element, the percentage interest charge, cannot be construed to be the same as introducing a new telecommunications service. Thus, we find that the reclassified 1.50% interest charge is an increase that results from late payment penalties, regardless of what this

ORDER NO. PSC-00-1357-PAA-TL  
DOCKET NO. 000733-TL  
PAGE 6

penalty is called, and shall, therefore, be included in the basket calculation.

Based on the foregoing, we find that BST's late payment penalties cannot be separated for purposes of compliance with Section 364.051(6)(a), Florida Statutes, and Order No. PSC-96-0012-FOF-TL, because the accompanying late payment interest charge is derived from the mere existence of unpaid balances that result from subscribers' use of regulated telecommunications services. Thus, we find that BST's July 9, 1999, GSST and PLST filings are an impermissible increase in violation of Section 364.051(6)(a), Florida Statutes. The tariffs shall, however, be allowed to remain in effect for 30 days following the issuance of this Order. If a protest of this decision is filed within the 21-day protest period by a person whose substantial interests are affected, then the tariffs will remain in effect pending the outcome of a hearing with any revenues resulting from the tariff held subject to refund. If a timely protest is not filed and this Order becomes final, BST will have the remainder of the 30 days to file revised tariffs in compliance with this Order. Upon such filing, a determination will be made as to the appropriate refund amount.

It is therefore

ORDERED by the Florida Public Service Commission that BellSouth Telecommunications, Inc.'s July 9, 1999, tariff filings revising its Late Payment Charge in Section A2 of its General Subscriber Service Tariff and Section B2 of its Private Line Services Tariff are in violation of Section 364.051(6)(a), Florida Statutes. It is further

ORDERED that the tariffs shall remain in effect for 30 days from the issuance of this Order. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that if a timely protest of this Order is filed, then the tariffs will remain in effect pending the outcome of a hearing with any revenues resulting from the tariff held subject to refund. It is further

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ORDERED that if a timely protest is not filed and this Order becomes final, BellSouth Telecommunications, Inc. shall have the remainder of the 30 days to file revised tariffs in compliance with this Order. A determination as to the appropriate refund amount will be rendered subsequently. It is further

ORDERED that in the event this Order becomes final, this Docket shall remain open pending the filing of the revised tariffs and the determination of the appropriate refund amount.

By ORDER of the Florida Public Service Commission this 27th day of July, 2000.

/s/ Blanca S. Bayó  
BLANCA S. BAYÓ, Director  
Division of Records and Reporting

This is a facsimile copy. A signed copy of the order may be obtained by calling 1-850-413-6770.

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, 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 will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 17, 2000.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

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.

10. Order PSC-96-1545-FOF-TP, issued December 19, 1996

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Petition for ) DOCKET NO. 960355-TP  
Declaratory Ruling, Institution ) ORDER NO. PSC-96-1545-FOF-TP  
of Rulemaking Proceedings, and ) ISSUED: December 19, 1996  
Injunctive Relief, Regarding )  
Intrastate Telecommunications )  
Services Using the Internet, by )  
America's Carriers )  
Telecommunication Association )  
\_\_\_\_\_ )  
)  
)

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

ORDER DENYING PETITION FOR DECLARATORY RULING,  
INSTITUTION OF RULEMAKING AND INJUNCTIVE RELIEF

BACKGROUND

By the Commission:

On March 19, 1996, America's Carriers Telecommunication Association (ACTA) filed a Petition for Declaratory Ruling, Institution of Rulemaking and Injunctive Relief. ACTA is an association of interexchange telecommunications companies. Specifically, ACTA asked that we 1) issue a declaratory ruling establishing our authority over intrastate telecommunications services using the Internet; 2) issue a temporary injunction to immediately stop the sale of Internet telephony software in Florida pending the software manufacturers' compliance with Florida laws; and 3) institute rulemaking proceedings defining permissible intrastate communications over the Internet.<sup>1</sup>

<sup>1</sup> On March 4, 1996, ACTA filed essentially the same petition with the FCC. On March 8, 1996, the FCC issued a public notice seeking comment on ACTA's petition. Comments to the FCC were filed on May 8, 1996; reply comments were filed June 8, 1996. Certain information contained in those comments is referred to in n. 2, *infra*.



ACTA's petition concerns software manufacturers who provide software with which users can make free or nearly free toll calls through their computer. Purchasers of the software may pay for it initially (in some cases, the software is paid for through advertising and provided to the user at no charge), but the purchaser pays no further charges to the software manufacturer. The only other charges paid are to the user's Internet provider and telephone company; however, such charges are not specific to Internet telephony, but rather are general usage charges.

ACTA's argument in support of its request begins with the assertion that the software manufacturers in question are intrastate telecommunications companies and are therefore subject to state regulation. ACTA cites the following provisions of the Florida Statutes:

"Telecommunications company" includes every corporation, partnership, and person... offering two-way telecommunications service to the public for hire within this state by the use of a telecommunications facility. (364.02(12), Florida Statutes)

"Telecommunications facility" includes real estate, easements, apparatus, property, and routes used and operated to provide two-way telecommunications service to the public for hire within this state. (364.02(1), Florida Statutes)

ACTA further claims that the software companies violate Section 364.08(2):

A telecommunications company subject to this chapter may not, directly or indirectly, give any free or reduced service between points within this state. (Sec. 364.08(2), Florida Statutes)

ACTA points out that its own members are "required to pay, directly or indirectly, various fees and charges in order to render their services to the public." (Petition, p. 2) Further, ACTA states that interexchange carriers must assess "specific charges within their rates to support various regulatory policies and programs used to sustain and advance state and national goals for telecommunications." (Petition, p. 2)

ACTA argues that the software manufacturers are not subject to the same statutory and regulatory requirements as its members, and therefore

distort the economic and public interest environment in which ACTA carrier members and nonmembers must operate. Continuing to allow such entities to operate without complying with or being subject to the same legal and regulatory requirements as ACTA carrier members threatens the continued viability of ACTA's members and their ability to serve the public and acquit their public interest obligations under Florida law. (Petition, p. 2-3)

ACTA asserts that "it is incumbent upon the Commission to exercise jurisdiction over the use of the Internet for unregulated intrastate telecommunications services. As a first step, ACTA submits that the Commission may deem it appropriate to issue a declaratory ruling officially establishing its interest in and authority over intrastate telecommunications services using the Internet". (Petition, p. 4) Additionally, ACTA requests that the FPSC "ask the circuit court to temporarily enjoin the Respondents from arranging for, implementing, and marketing non-tariffed, uncertified telecommunications services without first complying with applicable provisions of Florida law and regulations, to include Florida Statutes Sec. 364.04, 364.08, and 364.33." (Petition, p. 5)

ACTA's final request is that the Commission

examine and adopt rules, policies and regulations governing the uses of the Internet for the provisioning of telecommunications services. The use of the Internet to provide telecommunications services has an impact on the traditional means, methods, systems, providers, and users of telecommunications services. The unfair competition created by the current unregulated bypass of the traditional means by which local and long distance services are sold could, if left unchecked, eventually create serious economic hardship on all existing participants in the traditional telecommunications marketplace and the public which is serviced by those participants. Ignored, such unregulated operations will rapidly grow and create a far more significant and difficult to control "private" operational enclave of telecommunications providers and users.

ACTA's argument in support of its position that we have jurisdiction in this matter centers on the notion that this is a new technology, and although heretofore unregulated, is

nevertheless subject to regulation. ACTA cites United States v. Southwestern Cable Co., 392 U.S. 157 (1968), in which the U.S. Supreme Court found that regulatory authority over cable television was necessary if the FCC was to perform its other responsibilities. ACTA submits that, similarly, we must exercise jurisdiction over Internet telephony.

ACTA concludes:

The Commission should take action in order to preserve fair competition and the health of the Florida's [sic] telecommunications industry. Absent a healthy industry, with users paying telecommunications companies a fair price for telecommunications services, the Commission's duty to effectively promote universal service cannot be achieved. Absent action by the Commission, the new technology could be used to circumvent restrictions traditionally found in tariffs concerning unlawful uses, such as gambling, obscenity, prostitution, drug traffic, and other illegal acts. (Petition, p. 7-8).

#### DISCUSSION

The critical issue to be addressed here is whether the manufacture and sale of software to be used on the Internet constitutes "telecommunications services for hire". Failing that, the other issues presented become moot. We believe that the sale of the software in question is not the provision of two-way telecommunications services to the public for hire. In fact, the software manufacturers are not providing service. What is being provided is more closely akin to customer premises equipment (CPE). A brief explanation of how the software works is needed to understand its function in the process of Internet telephony.

In order for the software to function, the user must first subscribe to other service providers, including a local exchange company (LEC), and an Internet Service Provider (ISP). Through a modem, the user first dials the ISP's telephone number to obtain Internet access. Such connection is generally achieved through local access on the part of both the user and the ISP. In the case of the ISP, this is often a business line. Once connected, the user can contact other users through the telephony software. The person receiving the call must be connected to an ISP and have the telephony software running at the time the call is placed. Additionally, the users at both ends must have a sound card, a microphone, and speakers (alternatively, a headset).

Assuming these conditions have been met, the sender speaks into the microphone attached to the personal computer. The soundcard digitizes the signal, and then the telephony software compresses the voice signal and converts it into packets. The packets are sent through the modem to the ISP, and routed through the ISP's equipment over the Internet. At the receiving end, the process is reversed, and the sound comes out over the speakers.

It is clear from this description that the use of telephony software is not the same as the provision of two-way telecommunications services to the public for hire, as defined in the above-cited Florida Statutes. The purpose of the software is to convert the voice signal into a form that can be transmitted over the Internet. Such transmission is actually accomplished through a combination of services provided by the LEC and the ISP (in some cases, also an IXC). The software manufacturers provide no facilities for transmission, nor do they resell transmission over the facilities of other carriers.

If the software is considered to be an enhancement of the customer's CPE, and therefore is treated in a like manner for regulatory purposes, it must be noted that the provision of CPE is not regulated by this Commission, nor by the FCC. In its Computer II inquiry, the FCC found that "[t]he offering of customer-premises equipment is not a common carrier activity and is severable from the provision of common carrier transmission services". Additionally, it was determined that "equipment, by itself, is not a 'communication' service..." (Computer II, 77 F.C.C. 2d 384, 1980)

Further, the FCC recognized that telecommunications service is no longer just 'plain old telephone service' to the user. A subscriber may use telephone service to transmit voice or data. Both domestic and international networks allow for voice and data use of the same communications path. Thus, in providing a communications service, carriers no longer control the use to which the transmission medium is put. More and more the thrust is for carriers to provide bandwidth or data rate capacity adequate to accommodate a subscriber's communications needs, regardless of whether subscribers use it for voice, data, video, facsimile, or other forms of transmission. (id.)

#### Related Matters

Although not the subject of ACTA's petition, it is significant that experiments are currently being conducted to

provide a "gateway" which allows users to make Internet telephony calls through the telephone. Under this scenario, specialized "gateways" may be located at a local Internet telephony provider's (ITP's) premises. The user accesses the provider by telephone and is connected to the gateway. The voice signal is digitized and compressed and formed into packets for switching over the Internet. Again, the process operates in reverse at the receiving end, with the data converted into voice and the call completed over the public switched network. Calls can only be made to localities with a gateway provider. The Internet telephony provider may, or may not, be the software provider. However, as noted, this is not the subject of ACTA's petition as filed. The matter is addressed here to make it clear that such provisions of service may be treated differently for regulatory purposes than the mere provision of software.

Additionally, while not the subject of ACTA's petition, numerous issues were raised in comments to the FCC. Notably, the exemption from payment of access charges currently enjoyed by the ISPs was discussed at length by many of the parties. We have addressed this matter below. N. 2, *infra*.

We conclude that the manufacture and sale of software to be used on the Internet does not constitute the provision of telecommunications services as defined by Florida Statute. Rather, such software is more akin to CPE, which is not regulated by this Commission. The software manufacturer provides no transmission services under the current provisioning scheme; in fact, transmission services are provided by other parties, including LECs. Therefore, it is inappropriate to grant ACTA's request as filed. We therefore deny ACTA's petition for declaratory ruling, and deny the further relief requested as moot.

In addition, we also conclude that workshops are necessary to investigate issues raised during the course of this proceeding, particularly those issues which may impact universal service. Such issues should not be limited to Internet telephony, but may concern Internet usage in general.

It is of particular importance that we evaluate the potential impact of Internet usage on universal service, 911, and any other such issues that are of major concern to the citizens of Florida. We must be certain that vital services are not jeopardized by Internet traffic.<sup>2</sup>

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<sup>2</sup> A study provided by ACTA describes the process by which those services may be impacted. The most common interconnection

arrangement is to use the existing DDD network to provide dial-in access to an analog "modem pool" for those customers who can reach the hub central office on a local call basis. The ISP's subscribers dial in to the lead number of the multiline hunt group serving the ISP, and the DDD network makes the connection.

According to the study, the heaviest concentrations of traffic loads are occurring in the central offices that serve the ISPs. The usage is measured in "hundred call seconds" (CCS) on an hourly basis. There are 3600 seconds per hour, or 36 CCS if the line is used continuously during the hour. The following table shows the results of the study.

SAMPLE SEGMENT	AVERAGE PEAK HOUR CCS	PEAK HOUR FOR SEGMENT
ISPs on business service	26 CCS	11:00 PM
ISPs on PRI (primary rate interface)	28 CCS	10:00 PM
Business Customers with MLHG*	12 CCS	5:00 PM
Office average (entire central office)	3 CCS	4:00 PM

\*Multiline Hunt Group

The conclusion drawn was that:

At the traffic levels they are generating, we estimate that the overall traffic loads on the local network would double if only a 15% penetration of households were connected to the Internet. Stated another way, if just 15% of households went on line to the Internet at one time and had a call hold time of one hour, it would double the capacity demanded. The reason is that 15% of households on line for an hour has the same effect as 100% of households making a nine minute call in that same hour (5 CCS). With on-line data services a relatively small user group can stress the network in ways which have not previously occurred, and were not contemplated in designing the network. (ACTA exhibit, p. 4)

The results reported are increases in trouble reports, problems with dial tone delay, and other problems which are attributed to the heavy traffic of ISPs. Resolution of the

ORDER NO. PSC-96-1545-FOF-TP  
DOCKET NO. 960355-TP  
PAGE 8

In view of the above, it is

ORDERED by the Florida Public Service Commission that America's Carriers Telecommunications Association's Petition for Declaratory Ruling, Institution of Rulemaking and Injunctive Relief is denied. It is further

ORDERED that this docket is closed.

By ORDER of the Florida Public Service Commission this 19th day of December, 1996.

/s/ Blanca S. Bayó  
BLANCA BAYO, Director  
Division of Records and Reporting

This is a facsimile copy. A signed copy of the order may be obtained by calling 1-904-413-6770.

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problem in one central office was at a reported cost of \$2 million for labor and equipment. The cost was reportedly five times the normal cost per line for office equipment. At the same time, revenues generated by the ISP totaled about \$20,000 per month.

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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or 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 after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Civil Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.



11. Order PSC-99-0825-FOF-TP, issued April 22, 1999

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint of AGI  
Publishing, Inc. d/b/a Valley  
Yellow Pages against GTE  
Florida Incorporated for  
violation of Sections 364.08  
and 364.10, Florida Statutes,  
and request for relief.

DOCKET NO. 990132-TP  
ORDER NO. PSC-99-0825-FOF-TP  
ISSUED: April 22, 1999

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The following Commissioners participated in the disposition of  
this matter:

JOE GARCIA, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.

ORDER GRANTING MOTION TO DISMISS

BY THE COMMISSION:

BACKGROUND

On February 5, 1999, AGI Publishing, Inc. d/b/a Valley Yellow Pages (Valley) filed a complaint with this Commission against GTE Florida Incorporated/GTE Telephone Operating Companies (GTEFL) for alleged violation of Sections 364.08 and 364.10, Florida Statutes.

GTEFL provides billing and collection services to Valley for yellow pages advertising pursuant to a Billing Services Agreement.

In its complaint, Valley alleges that GTEFL has notified Valley that GTEFL intends to terminate the billing and collection services to Valley on March 31, 1999.

According to Valley, GTEFL has stated that GTEFL will no longer provide billing and collection for non-telecommunication services, as part of GTEFL's efforts to reduce customer cramming complaints. Because GTEFL intends to continue to provide billing and collection services for yellow pages advertising to its own affiliate (GTE Directories Corporation), Valley asserts that GTEFL's behavior is discriminatory. Thus, Valley requests that the Commission exercise jurisdiction under Sections 364.08 and 364.10, Florida Statutes. Valley requests that we issue an Order directing

GTEFL to offer its billing and collection services for yellow pages advertising to Valley on a non-discriminatory basis and grant such other relief as we deem appropriate.

On February 23, 1999, Valley filed a Request for Expedited Treatment under Section 364.058, Florida Statutes, to enable a hearing of the matters underlying the complaint not later than March 31, 1999.

On February 25, 1999, GTEFL filed a Motion to Dismiss and Opposition to Request for Expedited Treatment. Valley filed a Response to GTEFL's Motion to Dismiss and Opposition to Request for Expedited Treatment on March 9, 1999. On March 11, 1999, Valley filed a request for a pre-hearing conference on an expedited basis to consider Valley's Request for Expedited Hearing and GTEFL's Motion to Dismiss. This Order addresses the Motion to Dismiss.

## ANALYSIS

### Standard of Review for a Motion to Dismiss

A motion to dismiss a petition must show that the petition fails to state a cause of action upon which the Commission may grant the relief requested. All allegations in the petition must be taken as true, and be considered in the light most favorable to the petitioner. See, e.g., Ralph v. City of Daytona Beach, 471 So.2d 1, 2 (Fla. 1983); Orlando Sports Stadium, Inc. v. State of Florida ex rel Powell, 262 So.2d 881, 883 (Fla. 1972); Kest v. Nathanson, 216 So.2d 233, 235 (Fla. 4th DCA, 1968); Ocala Loan Co. v. Smith, 155 So.2d 711, 715 (Fla. 1st DCA, 1963).

### The Complaint

In its Complaint, Valley alleges that GTEFL intends to terminate, on March 31, 1999, billing and collection services provided to Valley for yellow pages advertising. Valley alleges that GTEFL intends to continue to provide yellow pages billing and collections service to its affiliate, GTE Directories Corporation. Valley argues that we have jurisdiction to intervene where a telecommunications carrier "deliberately seeks to use its monopoly-based billing and collection power to favor its own yellow pages operations over that of a yellow pages competitor". Valley requests that we order GTEFL to offer its yellow pages billing and

collection service to Valley on a non-discriminatory basis, and grant such other relief as we deem appropriate.

GTEFL's Motion to Dismiss

GTEFL states that the Billing Services Agreement itself, which GTEFL and Valley agreed to, provides for and entitles GTEFL to terminate Valley's contract: "Either party may terminate this Agreement for any reason upon one hundred eighty (180) Calendar Days after written notice". GTEFL states that Valley, in effect, wants this Commission to reform the agreement to remove this provision. GTEFL asserts that we do not have jurisdiction over the contract at issue, and so cannot alter the contract.

GTEFL argues that granting Valley's request for relief would require us to determine that billing for yellow pages advertising is (1) regulated; (2) tariffed, and (3) a telecommunications service. GTEFL argues that its billing service is none of these.

GTEFL asserts that Sections 364.08 and 364.10, Florida Statutes, embody the traditional obligations that apply to communications common carriage in Florida, and as such pertain only to telecommunications services provided by telephone utilities. The Commission has never interpreted them more expansively to extend beyond telecommunications to any non-telecommunications, non-regulated features or services a telephone company might provide.

GTEFL argues that neither yellow pages advertising nor billing for such advertising is a telecommunications service. Yellow pages involve publishing and advertising, not telecommunications. GTEFL's billing service tariff in Florida applies only to telecommunications access service. GTEFL points out that at the federal level, all billing, even for telecommunications services, was detariffed by the FCC over 12 years ago. In Detariffing of Billing and Collection Services, 102 FCC 2d 1150, 1169 (1986), the FCC held that billing and collections is not a communications service and does not qualify as communications common carriage, but, rather, is an administrative service. Given that billing, even for communications services, is not a communications service, it must follow that billing for non-communications services is not a communications service, GTEFL contends.

Valley's Response to the Motion to Dismiss

Valley re-asserts its position that the non-discrimination obligation imposed by Sections 364.08 and 364.10, Florida Statutes, gives us the authority and responsibility to evaluate the complaint. Valley contends that in some ways billing services for non-telecommunications services are subject to regulation and in some ways they are not. "While neither [state or federal telecommunication regulations] currently requires tariffing of billing services, recent actions by the FCC and this Commission suggest that both believe they have some degree of authority to regulate these services." Valley refers to the September 1998 Notice of Proposed Rulemaking regarding truth in billing and billing format rule, where the FCC stated that "although a carrier's provision of billing and collection services for an unaffiliated carrier is not subject to Title II, such third party billing services may be subject to the Commission's ancillary jurisdiction pursuant to Title I of the Act". See NPRM: In the Matter of Truth-in-Billing and Billing Format, CC Docket No. 98-170 (September 17, 1998) Par.12, FN 28. Valley also refers to this Commission's staff's released draft of Rule 25-4.119, Florida Administrative Code, regarding advertising disclosure, which would impose specific requirements upon "any company that bills for itself or on behalf of companies providing regulated or non-regulated services . . ." See Staff's Proposed Draft Rules for Cramming and Truth-in-Billing, dated February 1, 1999.

DETERMINATION

Having reviewed the facts set forth by both parties regarding the Billing Service Agreement and the statutory provisions in question, we find we cannot grant the relief which Valley requests.

Valley itself stated that the method of contract termination and related issues are issues for a court to decide, and not this Commission. We agree with Valley that we have no authority to alter or reform the contract.

The Billing Service Agreement concerns billing for Valley's customers' advertising in Valley's yellow pages directories. Billing for yellow pages is not a regulated service, nor is it considered a telecommunications service. Section 364.07(1), Florida Statutes, states:

Every telecommunications company shall file with the Commission, as and when required by it, a copy of any contract, agreement, or arrangement in writing with any other telecommunications company, or with any other corporation, association, or person relating in any way to the construction, maintenance, or use of a telecommunications facility or service by, or rates and charges over and upon, any such telecommunications facility.

There is no filing requirement for yellow pages billing contracts, as there is for telecommunications contracts. Yellow pages advertising, as well as the billing service associated with it, is not a regulated telecommunications service.

In its complaint, Valley has stated its belief that GTEFL's actions are in violation of Sections 364.08 and 364.10, Florida Statutes. Section 364.08 states:

(1) A telecommunications company may not charge, demand, collect, or receive for any service rendered or to be rendered any compensation other than the charge applicable to such service as specified in its schedule on file and in effect at that time. A telecommunications company may not refund or remit, directly or indirectly, any portion of the rate or charge so specified or extend to any person any advantage of contract or agreement or the benefit of any rule or regulation or any privilege or facility not regularly and uniformly extended to all persons under like circumstances for like or substantially similar service.

(2) A telecommunications company subject to this chapter may not, directly or indirectly, give any free or reduced service between points within this state. However, it shall be lawful for the commission to authorize employee concessions if in the public interest.

Section 364.10 states:

(1) A telecommunications company may not make or give undue or unreasonable preference or advantage to any person or locality or subject any particular person or locality to any undue or unreasonable prejudice or disadvantage in any respect whatsoever.

(2) The prohibitions of subsection (1) notwithstanding, a telecommunications company serving as carrier of last resort shall provide a Lifeline Assistance Plan to qualified residential subscribers, as defined in a commissioned-approved tariff and a preferential rate to eligible facilities as provided for in part II.

In interpreting the above statutes in regard to our jurisdiction, we have held that they pertain to telecommunications services. In Petition for Declaratory Ruling, Institution of Rulemaking Proceedings, and Injunctive Relief, Regarding Intrastate Telecomm. Services Using the Internet, by America's Carriers Telecommunications Ass'n, 96 FPSC 12:385 (1996), the Commission stated that its jurisdiction depends upon the "critical issue" of whether the service or product at issue "constitutes 'telecommunications services for hire'", where this Commission refused to take jurisdiction over a dispute involving Internet telephony software.

Finally, it is well established that administrative agencies only have the power conferred upon them by statute and must exercise their authority in accordance with the controlling law. Charlotte County v. General Development Utilities, Inc., 653 So. 2d 1081, 1082 (Fla. 1st DCA 1995). See also 1 Fla. Jur. § 71, p. 289. As such, grants of authority to an administrative body are generally limited to those powers either expressly enumerated or clearly implied by necessity. See Sutherland, Statutory Construction, 5th Ed., Volume 3, §65.02; and Keating v. State ex rel. Ausebel, 167 So. 2d 46 (Fla. 1st DCA 1964). If there is reasonable doubt as to the scope of a power, it should be resolved against the exercise of that power. State ex rel. Burr et al., State Railroad Commissioners v. Jacksonville Terminal Co., 71 So.474 (1916).

For all of the foregoing reasons, we hereby grant GTEFL's motion to dismiss Valley's complaint.

Based on the foregoing, it is therefore

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's Motion to Dismiss is granted. It is further

ORDERED that this Docket shall remain open.

ORDER NO. PSC-99-0825-FOF-TP  
DOCKET NO. 990132-TP  
PAGE 7

By ORDER of the Florida Public Service Commission this 22nd  
day of April, 1999.

/s/ Blanca S. Bayó  
BLANCA S. BAYÓ, Director  
Division of Records and Reporting

This is a facsimile copy. A signed  
copy of the order may be obtained by  
calling 1-850-413-6770.

( S E A L )

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), 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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/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 after the issuance of this order, 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.



12. Order PSC-96-1535-FOF-TL, issued December 17, 1996

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Investigation of tariff filing to ) DOCKET NO. 960743-TL  
determine whether GTE Florida ) ORDER NO. PSC-96-1535-FOF-TL  
Incorporated's Trouble Location Charge for ) ISSUED: December 17, 1996  
Single-Line Customers is in compliance )  
with Section 364.051, F.S. (T-96-480 filed )  
6/6/96) )  
\_\_\_\_\_) )  
) )  
) )

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

ORDER CLOSING DOCKET

BY THE COMMISSION:

The recent changes in Chapter 364, Florida Statutes, allow local exchange companies (LECs) to elect price regulation effective January 1, 1996. With election of price regulation, the LEC is subject to some guidelines, one of which pertains to the pricing of non-basic services.

Section 364.051(6)(a), Florida Statutes, provides in pertinent part:

Each company subject to this section shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, ..., the rate for each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider providing local telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

Effective January 3, 1996, GTE Florida Incorporated (GTEFL or the Company) became a price-regulated local exchange company and, therefore, became subject to Section 364.051, Florida Statutes.

On June 6, 1996, GTEFL filed a tariff with this Commission introducing a Single-Line Trouble Location charge (SLTLC) in Section A15 of its General Services Tariff. This nonrecurring charge is applicable to single line subscribers when a repair call results in trouble being isolated to the subscriber's side of the demarcation point. Prior to this filing, GTEFL tariffed trouble location service only for multi-line subscribers. The company states that with this filing, it now will be able to charge its single-line customers for trouble location service.

GTEFL asserts this tariff is for a new service and is not a price increase as contemplated by Section 364.051, Florida Statutes, and Order No. PSC-96-0012-FOF-TL, Investigation to Determine Categories of Non-basic Services Provided by Local Exchange Telephone Companies. Specifically, GTEFL argues SLTLC is a new service offering in the Miscellaneous Services Category. According to the company, since the SLTLC is a new service, the associated revenues should be excluded in calculating the 6% allowable price increase.

Upon the request of Commission staff, GTEFL performed a price-out for the Miscellaneous Service Category. The price-out revealed that the impact of the SLTLC to be approximately 3.15%. On September 18, 1996, GTEFL filed a monitoring report with a revised price-out which showed that the impact of the revenue resulting from the SLTLC was approximately 5.85%.

Upon consideration, we find that whether or not GTEFL's SLTLC tariff is viewed as a new service or as a price increase, the 5.85% increase falls within the 6% price increase for a non-basic service category allowed by Section 364.051(6)(a), Florida Statutes. Accordingly, this concludes our investigation and this docket can be closed.

Therefore, it is

ORDERED by the Florida Public Service Commission that this docket is hereby closed.

By ORDER of the Florida Public Service Commission, this 17th day of December,

ORDER NO. PSC-88-1535-FBF-TL  
DOCKET NO. 880743-TL  
PAGE 3

1996.

/s/ Blanca S. Bayó

BLANCA S. BAYÓ, Director  
Division of Records and Reporting

This is a facsimile copy. A signed copy of the order may be obtained by calling 1-904-413-6770.

(SEAL)

MMB

**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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/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 after the issuance of this order, 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.

13. May 12, 2000 letter from J. Audu to Stan Greer

May 12, 2000

STATE OF FLORIDA



PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

TO: Stan Greer

224 - 5139 Voice

222 - 8640 Data

FROM:

Jonathan Audu

Fax: (850) 413-6597

Voice: (850) 413-6596

RE: Ms. Nelson's White Pages

03 pages (total)

Note:

This is a complaint that came through the Commission site — hence my processing time is expedited. Consequently, I will appreciate an expedited treatment/response from your own end. Thank you —

Jonathan  
**RECEIVED**

MAY 12 2000

VIA FAX - REG. RELATIONS  
TALLAHASSEE, FL

## Jonathan Audu

---

om: Sally Simmons  
Sent: Thursday, May 11, 2000 3 24 PM  
To: Jonathan Audu  
Cc: John Cutting  
Subject: RE: Subj: Question on late chages

Please work with Beth Keating to develop a response. Please complete by 5/19. Thanks.

-----Original Message-----  
From: Richard Tudor  
Sent: Thursday, May 11, 2000 2:48 PM  
To: Sally Simmons  
Subject: FW: Subj: Question on late chages

Please assign this and make sure it gets logged into CATS and that Billy gets a copy of the response. Thanks.

Richard

-----Original Message-----  
From: Billy Stiles  
Sent: Wednesday, May 10, 2000 2:04 PM  
To: Richard Tudor  
Subject: FW: Subj: Question on late chages

Richard, please have someone respond to this inquiry. I don't think we have any jurisdiction over late charges applied to yellow page listings, but I'm not sure. I'd like to be copied on the response. Thanks.

-----Original Message-----  
From: Susan Clark  
Sent: Wednesday, May 10, 2000 11:39 AM  
To: Billy Stiles  
Subject: FW: Subj: Question on late chages

Would you please handle

-----Original Message-----  
From: tom [mailto:dsimail@birch.net]  
Sent: Monday, May 08, 2000 1:20 PM  
To: SCLARK@PSC.STATE.FL.US  
Subject: Subj: Question on late chages

TO: Ms. Susan Clark  
From: Marge Melson

I represent a small firm in the mid west that handles the auditing and payment of white page listing bills for national accounts. At the present time we handle several Fortune 500 accounts including IBM, General Electric Company, American Express to mention a few. The reason for this inquiry is to see if in the State of Florida a public utility can charge anything they desire for a late fee. Case in point. BellSouth Telephone Company.

I am now looking at several bills for Sheraton Hotels. They are advertising in several Florida BellSouth white page directories. These listings cost \$14.40 per year plus normal taxes. As of the April 28th



bill we will have paid them 44.95 on average for the listing plus late charges. \$30.55 in late fees. BellSouth charges \$9.00 a month plus taxes plus interest of 1.5%. The bill may be dated anyplace from 1/28/00 and payment due on 5/28/00. The actual bill was received by us on 5/8/00 and that was early for us to receive it. That leaves 14 days or so to process the bill, check to make sure it is correct, bill our client and pay BellSouth. Seems a little short on time there. As I said to begin with, is it legal for a company to charge anything they want as a late charge. This appeared on the January 1, 2000 bill with no notice.

The opinion we have received from BellSouth is "just pay the bill early and no late charges". There is no way to even catch up by the time we receive the bill here and pay it, even when we double the late charges to pay, we are still a month behind and have incurred another \$9.00 plus taxes plus interest. This is a "no win" situation for the customer and a "WIN WIN" situation for BellSouth.

Thank you for your time

Marge Melson  
Data Scribe Inc  
3838 Rainbow Blvd. Ste 104  
Kansas City, Kansas 66103  
913 677 1438  
email mmelson@birch.net

14. May 23, 2000 letter from N. Sims to j. Audu

BellSouth Telecommunications, Inc. 850 222-1201  
Suite 400 Fax 850 222-8640  
150 South Monroe Street  
Tallahassee Florida 32301

Nancy H. Sims  
Director, Regulatory Relations

May 23, 2000

Mr. Jonathan Audu  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mr. Audu:

RE: Marge Melson (913) 677-1438

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

In response to your inquiry of May 12, 2000 we wish to advise that after receiving the appeal, the matter was referred to the National Yellow Pages (NYP) office. Ms. Melson was contacted and she clarified that she was questioning BellSouth late payment charges in the State of Florida and said she did not have any problems with NYP.

Ms. Melson, when contacted by a BellSouth Manager, stated she was upset about Florida's late payment charge as compared to other states. Ms. Melson advised that she was a billing agent for other large companies and all directory advertising bills are directed to her. She said that she then forwards the bills to the various customers for their approval, after which they are returned to her for payment. Ms. Melson feels BellSouth does not allow enough time to process and get the bills paid before late payment charges are incurred. The BellSouth Manager offered to investigate changing the bill date, which would change the pay by date, to accommodate the customer's billing system. Ms. Melson refused and said that would not help her. Ms. Melson stated that the amount of the monthly advertising is sometimes less than the late payment charge.

The BellSouth Manager explained that effective 08/28/99 the Florida monthly late payment charges were changed to \$9.00 plus an interest charge of 1.5% on the unpaid balance exceeding \$6.00 each month (tariff reference is A2.4.3.C). The customer understood the charges but was concerned because other states within the BellSouth

Mr. Jonathan Audu  
May 22, 2000

region have lower rates. The customer then requested to speak with the National Yellow Page representative about the Ad. A Voice Mail was left for Ms. Debbie O'Neal, NYP, to call the customer.

BellSouth was unable to obtain significant Florida specific information on sample accounts handled by Ms. Melson. But, using the one account that we were given, the billing cycle for April, 2000 was as follows:

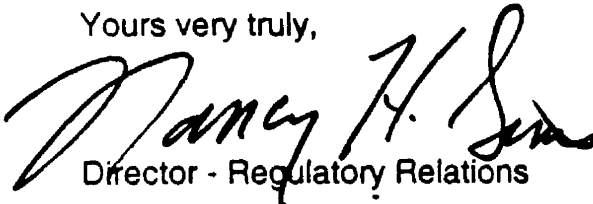
Bill Date	April 26, 2000
Pay By Date	May 15, 2000
Date Late Payment And Interest Applied to Unpaid Balance	May 26, 2000

This billing cycle is in compliance with the Florida Public Service Commission Rules Chapter 25-4.110(3)(a) and with the General Subscriber Service Tariff Section A2.4.3.G, which states that "Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company".

We are still examining possible options to assist this customer in processing her payments. One option that may be available to her, with the permission of her customers, is online viewing and payment of BellSouth bills. This would allow immediate and electronic access to the billing, which should speed up her processing time. We will keep you informed on our progress.

If you have any further questions, please do not hesitate to call.

Yours very truly,

  
Director - Regulatory Relations

15. May 30, 2000 letter from N. Sims to J. Audu

BellSouth Telecommunications, Inc. 850 222-1201  
Suite 400 Fax 850 222 8640  
150 South Monroe Street  
Tallahassee Florida 32301

Nancy H Sims  
Director Regulatory Relations

May 30, 2000

Mr. Jonathan Audu  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mr. Audu:

RE: Marge Melson

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in further reference to the above customer.

Debbie O'Neal, National Yellow Pages advised that when she originally spoke with Ms. Melson, she suggested the possibility of setting up a yearly billing for each of her clients. Ms. Melson was opposed to that suggestion.

We also investigated the option of access to On Line Billing. At the present time Large Businesses and Mid Market businesses do not have the capability to access/pay bills on line. This service may be offered in the Fourth quarter of 2000.

If you have any further questions, please do not hesitate to call.

Yours very truly,



for Director - Regulatory Relations

16. July 29, 2999 Letter returning approval tariff and tariff

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF  
TELECOMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

Filed 7/9/99

July 29, 1999

Marshall M. Criser III  
Vice President - Regulatory Relations  
BellSouth Telecommunications, Inc.  
150 South Monroe Street, Suite 400  
Tallahassee, FL 32301-1556

Re: Authority No. T991139


Dear Sir/Madam:

We are returning, approved, a copy of the tariff update as follows:

*Filing revises General Subscriber Service Tariff and  
Private Line Services Tariff to change the Late Payment  
Charge for residence subscribers.*

The approved tariff will be incorporated in your current tariff on file with the Public Service Commission.

Sincerely,

  
Jacquelyn Gilchrist  
Regulatory Analyst Supervisor

RECEIVED

AUG 05 1999

JG/tfs

U.S. MAIL-REG. RELATIONS  
TALLAHASSEE, FL



ATTACHMENT  
AUTHORITY NUMBER: T991139

SECTION A2

GENERAL SUBSCRIBER SERVICE TARIFF  
General Regulations

3rd	19
2nd	20

SECTION B2

PRIVATE LINE SERVICES TARIFF

1st	14
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## A2. GENERAL REGULATIONS

### A2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### A2.4.3 Payment for Service (Cont'd)

- C. *Effective August 28, 1999, a Late Payment Charge of \$1.50 plus an interest charge of 1.5 percent on the unpaid balance exceeding \$6.00 for residence subscribers and a Late Payment Charge of \$9.00 plus an interest charge of 1.5 percent on the unpaid balance exceeding \$6.00 for business subscribers will be applied to each subscriber's bill, (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) when the previous month's bill has not been paid in full prior to the next billing date. The 1.5 percent interest charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. This Tariff shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1.0 percent Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Section 218.70-218.79, Florida Statutes.*
- D. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4. of this Tariff.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- G. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company. However, the company may demand immediate payment under the following circumstances:
1. Where service is terminated or abandoned.
  2. Where toll service is two times greater than the subscriber's average usage as reflected on the monthly bills for the three months prior to the current bill or, in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.
  3. Where the Company has reason to believe that a business subscriber is about to go out of business or that bankruptcy is imminent for that subscriber.
- H. Toll Credit Limit (TCL)
- Toll Credit Limit (TCL) is an interim phase of toll denial in lieu of local service denial. It offers subscribers the option of toll restriction while paying a deposit or an overdue bill balance on an installment basis.
1. The Toll Credit Limit process shall apply for subscribers requesting new service with no outstanding bill balance, subscribers requesting new service with unpaid balances from previous service, and for existing subscribers with overdue outstanding charges.
    - a. **New Service With No Outstanding Charges For Previous Service**

When the Company deems it necessary for a subscriber requesting new service to pay a deposit and the subscriber is unable to pay the deposit in full, the subscriber may be allowed to pay the deposit in up to four (4) installments if the subscriber agrees to a full toll restriction of the service, at no charge, until the deposit is paid in full.

An arrangement may be made to waive the deposit if the subscriber chooses to have a full toll restriction on the requested service until satisfactory credit has been established.
    - b. **New Service With Outstanding Charges For Previous Service**

Residence subscribers requesting new service who have outstanding charges from previous service with the Company, which have not yet been referred to an outside collection agency, will be allowed to select full toll restriction of the service until the charges are paid in full. These subscribers can make arrangements to pay the charges in up to four installments.

FLORIDA PUBLIC SERVICE COMMISSION

RECEIVED/ON FILE

Authority Number	T - 9 9 1 1 3 9
Docket Number(s)	
Order Number(s)	
Effective Date	JUL 2 4 1999

## A2. GENERAL REGULATIONS

### A2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### A2.4.3 Payment for Service (Cont'd)

##### H. Toll Credit Limit (TCL) (Cont'd)

###### 1. (Cont'd)

###### c. Existing Service

Residence subscribers with overdue bill balances who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the charges are paid. These subscribers may arrange to pay the outstanding balance in up to four installment payments.

#### A2.4.4 Allowance for Service Outages

When the use of service or facilities furnished by the Company becomes unavailable due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, for the service and facilities rendered useless and inoperative by reason of the service outage during the time the outage continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days.

#### A2.4.5 Provision for Certain Local Taxes and Fees

When a municipality or political subdivision of the state charges the Company any license, occupational, franchise, inspection or other similar tax or fee, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, the aggregate amount of such taxes and fees will be billed, insofar as practical, pro rata to exchange subscribers receiving service in the municipality or political subdivision.

#### A2.4.6 Provision for Certain Local Ordinance Costs

When the Company by virtue of its compliance with a municipal or county ordinance, incurs significant costs that would not otherwise normally be incurred, all such costs shall be billed, insofar as practical, pro rata, per exchange access line, to those subscribers receiving exchange service within the municipality or county as part of the price for exchange service.

An estimated monthly amount of such costs shall be billed to the affected subscribers each month and an adjustment to reconcile these estimates to the actual costs incurred for the six month periods ending June 30 and December 31 of each year shall be applied.

Charges for permits, licenses or fees required by governing authorities for installing any telephone wire in a building will be billed by the Company to the requesting party.

#### A2.4.7 Reserved for Future Use

#### A2.4.8 Variable Term Payment

- A. In the event that all or any part of the service is disconnected at the customer's request prior to the expiration of any selected payment period of greater than one month's duration, the customer will be required to pay the applicable termination charge as stated in the Access Service Tariff, the Private Line Service Tariff and this Tariff. The tariff provisions concerning termination liability shall be inapplicable to any state, county, or municipal governmental entity when there is in effect, as a result of action by such entity and through a duly constituted legislative, administrative, or executive body:

1. a statute;
2. an ordinance;
3. a policy directive; or
4. a constitutional provision

which restricts or prohibits an additional contractual payment for early termination of a contract by any such entity, or agency thereof, due to an unavailability of funding. When service is being provided and funding to the governmental entity for such service becomes unavailable, the governmental entity may cancel the service without additional payment obligation.

FLORIDA PUBLIC SERVICE COMMISSION  
RECEIVED/ON FILE

Authority Number T - 991139  
Docket Number(s) \_\_\_\_\_  
Order Number(s) \_\_\_\_\_  
Effective Date JUL 24 1999

## B2. REGULATIONS

### B2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### B2.4.1 Payment of Charges and Deposits (Cont'd)

- B. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time an application for service is placed with the Company, equal to the service connection or installation charges, if applicable, and at least one month's charges for the service provided. In addition, where the furnishing of service involves an unusual investment, applicants may be required to make payment in advance of such portion of the estimated cost of the installation or construction as is to be borne by them. The amount of the advance payment is credited to the customer's account as applying to any indebtedness of the customer for the service furnished.
- C. The Company may, in order to safeguard its interests, require an applicant or customer to make such deposit as the Company deems suitable to be held by the Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments or the prompt payment of bills on presentation. At such time as the service is terminated the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Company such a deposit may be refunded in all or part or credited to the customer at any time prior to the termination of the service. In case of a cash deposit, interest is paid at the rate of 6% per annum to begin and run from the date said deposit is made except that, no interest shall apply on a deposit unless the deposit and the service have been in existence for a continuous period of six months.
- D. The Company reserves the right to increase the deposit requirement when in its judgment the conditions justify such action.
- E. Effective April 1, 1996, a charge of \$20.00 or 5 percent of the face value of the check, whichever is greater, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written. For a check or draft written prior to this date, a charge of \$15.00 will apply.
- F. *Effective August 28, 1999, a Late Payment Charge of \$1.50 plus an interest charge of 1.5 percent on the unpaid balance exceeding \$6.00 for residence subscribers and a Late Payment Charge of \$9.00 plus an interest charge of 1.5 percent on the unpaid balance exceeding \$6.00 for business subscribers will be applied to each subscriber's bill when the previous month's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) has not been paid in full prior to the next billing date. The 1.5 percent interest charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. Late payment charges to governmental entities shall be the maximum allowed by law but no more than 1.0 percent per month.*
- G. At the option of the customer, all nonrecurring charges associated with an order for service may be billed over a three month period subject to the following:
- 50% of the total nonrecurring charges will be billed in the first monthly billing period after the charges are incurred, and 25% of the total nonrecurring charges plus an Extended Billing Plan Charge will be billed in each of the following two monthly billing periods.
  - The Extended Billing Plan Charge is calculated at a rate of 1.0% per month or 12% annually, on the unbilled balance of the nonrecurring charges.
  - If the customer disconnects service before the expiration of the plan period, all unbilled charges plus the Extended Billing Plan charge, if applicable, will be included in the final bill rendered.
  - If the customer fails to make any of the payments prior to the next billing date these late payment charges as specified in F. preceding will apply.

**Note 1:** Nonpayment of this charge will not constitute sufficient cause for interruption or cancellation of service.

FLORIDA PUBLIC SERVICE COMMISSION  
RECEIVED/ON FILE

Authority Number T - 9 9 1 1 3 9  
Docket Number(s) \_\_\_\_\_  
Order Number(s) \_\_\_\_\_  
Effective Date JUL 24 1999

17. August 25, 1995 FPSC FRR 0803 PSC 02 "Categories of Non Basic Services," pages 1 of 10 through 10 of 10.



8/22/95.

To Judy Ankiewicz

Judy - Attached is the revised listing of service categories - it has changed quite a bit - I tried to mark the changes, but it will be better if you just use this list instead of the old one.

As I said, there may still be some cleanup before we are through -

Any questions, please call!

Dancy Sims

(The page breaks are off - so be careful that you don't miss any items.)

1

Southern Bell Tel. & Tel. Co.  
FPSC FRR 0803 PSC 02  
"Categories of Non Basic  
Services  
August 25, 1995  
Item No. 1a  
Page 1 of 10

REQUEST

- 1. Under the new statute, four "baskets" of services are defined. they are basic local telecommunications service, network access services, local interconnection, and non-basic services.
  - a. For each of the four baskets please identify and describe in detail the specific services that fall within each basket by tariff section.

Basic Services

- A3.04 MONTHLY RATES (FLAT RATE RESIDENTIAL)
- A3.04 MONTHLY RATES (FLAT RATE, SINGLE LINE BUSINESS)
- A3.07 OPTIONAL EXTENDED AREA SERVICE (FLAT RATE RESIDENTIAL)
- A3.07 OPTIONAL EXTENDED AREA SERVICE (FLAT RATE, SINGLE LINE BUSINESS)
- A3.08 LOCAL EXCEPTIONS - FLAT RATE RESIDENTIAL
- A3.08 LOCAL EXCEPTIONS - FLAT RATE, SINGLE LINE BUSINESS
- A103.01 OPTIONAL EXTENDED AREA SERVICE (FLAT RATE RESIDENTIAL)

? ECS prior to 7/1/95

Non Basic Services - Business Services

- A3 HUNTING
- A3.05 MONTHLY RATES (MESSAGE RATE BUSINESS)
- A3.13 NETWORK ACCESS REGISTER USAGE PACKAGE
- A3.28 TRUNK SIDE ACCESS FACILITY
- A3.35 NETWORK ACCESS SERVICE
- A3.38 BACKUP LINE
- A12.01 ESSX SERVICE
- A12.04 AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS
- A12.05 ELECTRONIC TANDEM SWITCHING FEATURES
- A12.06 MISCELLANEOUS SERVICE ARRANGEMENTS - 1/1A ESS SWITCHES
- A12.08 IDENTIFIED-OUTWARD DIALING (IOD) FROM PBX SYSTEMS
- A12.13 DIGITAL ESSX SERVICE
- A12.15 ESSX MULTI-ACCOUNT SERVICE
- A12.17 DIGITAL ELECTRONIC TANDEM SWITCHING FEATURES
- A12.18 ESSX ISDN SERVICE
- A13.05 ARRANGEMENTS FOR NIGHT, SUNDAY, & HOLIDAY SVC.
- A13.13 DORMITORY COMMUNICATIONS SE

Southern Bell Tel. & Tel. Co.  
FPSC FRR 0803 PSC 02  
"Categories of Non Basic  
Services  
August 25, 1995  
Item No. 1aR  
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REQUEST

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Non Basic Services - Business Services

- A13.18 NETWORK FACILITIES FOR USE WITH 976 SERVICE
- A31.02 AREA COMMUNICATION SERVICE - MULTILLOCATION BUSINESS SERVICE
- A112.01 CENTREX SERVICE TO MILITARY BASES
- A112.02 CENTREX-CO SERVICE
- A112.03 ESSX-1 AUXILIARY SERVICES
- A112.04 AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS
- A112.05 ELECTRONIC TANDEM SWITCHING FEATURES
- A112.08 ESSX-1 SERVICE
- A112.09 ESSX-1 ELECTRONIC TANDEM SWITCHING FEATURES
- A112.11 ESSX, CENTREX, & ESSX-1 CUSTOMER MANAGEMENT FEATURES
- A112.12 ESSX SERVICE - 85
- A112.13 DIGITAL ESSX SERVICE - 85
- A112.14 ELECTRONIC TANDEM SWITCHING FEATURES
- A112.15 ESSX SERVICE - 88
- A112.16 DIGITAL ESSX SERVICE - 88
- A112.19 DIGITAL ELECTRONIC BUSINESS SET SERVICE II
- A112.20 ESSX SERVICE VINTAGE 2, SIMPLIFIED MESSAGE DESK INTERFACE
- A112.22 ESSX SERVICE OPTIONAL FEATURES, STATION MESSAGE DETAIL RECORDING
- A112.23 DIGITAL ESSX SERVICE OPTIONAL FEATURES, STATION MESSAGE DETAIL RECORDING
- A113.04 ARRANGEMENTS FOR NIGHT, SUNDAY, HOLIDAY SVC.
- A113.18 NETWORK FACILITIES FOR USE W/976 SERVICE
- A114.03 ESSX-1 CUSTOMER PREMISES ATTENDANT SERVICES
- A4.3 CHARGES FOR CONNECTING OR CHANGING SERVICE
- A4.4 DUAL SERVICE

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Non Basic Services - Business Ancillary

- A2.04 LATE PAYMENT CHARGES
- A2.04 RETURNED CHECK/BANK DRAFT
- A3.22 LOCAL USAGE DETAIL
- A3.29 OUTGOING ONLY SERVICE
- A4.03 CHARGES FOR CONNECTING OR CHANGING SERVICE
- A4.06 SPECIAL NUMBER ASSIGNMENT CHARGE
- A5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES
- A6.04 NON-PUBLISHED (PRIVATE) LISTING
- A6.05 NON-LISTED (SEMI PRIVATE) LISTING
- A6.06 ADDITIONAL LISTING
- A6.07 MISCELLANEOUS LISTING
- A8.02 TELEPHONE ANSWERING SERVICE FACILITIES
- A8.03 CENTRAL OFFICE CONCENTRATOR SERVICE
- A9.01 FOREIGN EXCHANGE SERVICE
- A9.02 FOREIGN CENTRAL OFFICE SERVICE
- A9.03 INTERIM FOREIGN EXCHANGE SERVICE
- A11.05 PBX IOD FROM CUSTOMER-PREMISE LOCATED SWITCHING SYSTEMS
- A12.07 DIRECT-INWARD DIALING (DID) SERVICE
- A12.16 PRESTIGE COMMUNICATIONS SERVICE (PCS)
- A13.01 EXTENSION SERVICES
- A13.03 APARTMENT DOOR ANSWERING SERVICES
- A13.04 SPECIAL BILLING SERVICES
- A13.09 CUSTOM CALLING SERVICES
- A13.11 REMOTE CALL FORWARDING SERVICE
- A13.14 TOLL TRUNKS (TOLL TERMINALS)
- A13.15 911 EMERGENCY SERVICE - 8A KEY TELEPHONE SYSTEM

④

A13.19 TOUCHSTAR SERVICE  
A13.20 CALL SCREENING AND RESTRICTION SERVICES CUSTOMIZED CODE  
RESTRICTION

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Non Basic Services - Business Ancillary

A13.22 WATCH ALERT SERVICE  
A13.24 DUPLICATE BILL CHARGES  
A13.33 MULTIFEATURE DISCOUNT PLAN  
A13.34 RINGMASTER SERVICE  
A13.41 EXCHANGE LINE DATA SERVICE  
A13.46 SIMPLIFIED MESSAGE DESK INTERFACE (SMDI)  
A13.47 MESSAGE WAITING INDICATION - AUDIBLE (MWI)  
A13.49 SURROGATE CLIENT NUMBER  
A13.50 TELECOMMUNICATION SVC. PRIORITY (TSP) SYSTEM  
A13.53 MULTILINE HUNT QUEUING  
A13.56 HOT LINE SERVICE  
A13.57 WARM LINE SERVICE  
A13.58 UNIFORM ACCESS NUMBER  
A13.59 AUTOMATIC NUMBER IDENTIFICATION  
A13.60 CUSTOM SERVICE AREA  
A13.61 ANSWER SUPERVISION  
A13.62 CALL DETAIL INFORMATION  
A14.01 NETWORK INTERFACE EQUIPMENT  
A14.02 TOLL RESTRICTION (BATTERY REVERSAL IN CO)  
A14.03 BREAK IN ROTARY NUMBER GROUP  
A14.04 HIGH VOLTAGE PROTECTION EQUIPMENT  
A14.07 MESSAGE REGISTER SERVICE  
A14.08 CUSTOMER PREMISES ATTENDANT SERVICES  
A15.04 TROUBLE LOCATION CHARGE  
A22.01 TWO-TIER PAYMENT PLAN  
A24.01 ENHANCED 911 EMERGENCY SERVICE

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A28.03 PERSONAL SIGNALING SERVICE  
A29.7 ADMINISTRATIVE MANAGEMENT SERVICE  
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Non Basic Services - Business Ancillary

A34.01 AINS SERVICE MANAGEMENT SYSTEM STORAGE  
A34.02 AINS ASSIGNMENT OF DEDICATED 203-XXXX NUMBERS  
A34.03 AINS ROUTING SERVICE  
A37.01 BILL PROCESSING SERVICE  
A39.01 ABBREVIATED DIALING - N11 SERVICE  
A42.01 ISDN INDIVIDUAL BUSINESS SERVICE  
A105.01 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A108.02 CONCENTRATOR - IDENTIFIER UNITS  
A108.04 AUTOTAS ANSWERING SYSTEM CONCENTRATOR  
A109.01 FOREIGN EXCHANGE SERVICE  
A112.10 MISCELLANEOUS SERVICE ARRANGEMENTS - 1/1A ESS SWITCH  
A112.17 PRESTIGE COMMUNICATIONS PACKAGE  
A112.18 PRESTIGE SINGLE LINE SERVICE  
A112.21 PRESTIGE DELUXE SERVICE  
A112.24 CUSTOMIZED DIALING PACKAGE  
A113.01 GROUP EMERGENCY ALERTING AND DISPATCHING SYSTEMS  
A113.02 MUNICIPAL & INDUSTRIAL EMERGENCY REPORTING SYSTEMS  
A113.03 MULTI-STATION 1-WAY CIRCUIT ARRANGEMENT FOR MANUAL CO's  
& CDO's  
A113.05 EXTENSION SERVICE & TIE LINES  
A113.10 CUSTOM CALLING SERVICES  
A113.11 NETWORK FACILITIES FOR PUBLIC ANNOUNCEMENT SERVICES  
A113.19 TICKETTAKER SERVICE  
A113.20 CALLER ID MULTILINE  
A114.01 SPECIAL LINE FILTER  
A115.01.01 TERMINAL EQUIPMENT FOR RECORDING 2-WAY  
CONVERSATIONS

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A115.01.02 TELEPHOTOGRAPH EQUIPMENT  
A115.01.03 DATA TRANSMITTING AND/OR RECEIVING TERMINAL  
EQUIPMENT  
A115.01.04 VOICE TRANSMITTING AND/OR RECEIVING TERMINAL  
EQUIPMENT



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Non Basic Services - Business Ancillary

- A115.01.05 ALARM DETECTION AND REPORTING EQUIPMENT
- A115.01.06 DICTATION RECORDING EQUIPMENT
- A115.02 COMMUNICATIONS SYSTEMS
- A124.01 UNIVERSAL EMERGENCY NUMBER SERVICE - 911
- A124.02 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - 911
- B104.01 VOICE COMMUNICATING EQUIPMENT
- B104.02 DATA COMMUNICATING EQUIPMENT
- E8. BILLING AND COLLECTIONS SERVICES

NON BASIC SERVICES - RESIDENTIAL ANCILLARY

- A2.04 RETURNED CHECK/BANK DRAFT
- A2.04 LATE PAYMENT CHARGES
- A3.05 MONTHLY RATES (MESSAGE RATE RESIDENTIAL)
- A3.09 LOCAL DIRECTORY ASSISTANCE SERVICE
- A3.10 OPERATOR ASSISTED LOCAL AND LOCAL CALLING CARD CALLS
- A3.11 LOCAL OPERATOR VERIFICATION/INTERRUPT SERVICE
- A3.22 LOCAL USAGE DETAIL
- A3.24 LOCAL DA CALL COMPLETION SERVICE
- A3.25 DA/DA CALL COMPLETION SERVICE (MSP's ONLY)
- A3.29 OUTGOING ONLY SERVICE
- A4.03 CHARGES FOR CONNECTING OR CHANGING SERVICE
- A4.06 SPECIAL NUMBER ASSIGNMENT CHARGE
- A4.07 LINK-UP FLORIDA

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A5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A6.04 NON-PUBLISHED (PRIVATE) LISTING  
A6.05 NON-LISTED (SEMI PRIVATE) LISTING  
A6.06 ADDITIONAL LISTING  
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Non Basic Services - RESIDENTIAL Ancillary

- A6.07 MISCELLANEOUS LISTING
- A13.09 CUSTOM CALLING SERVICES
- A13.11 REMOTE CALL FORWARDING SERVICE
- A13.19 TOUCHSTAR SERVICE
- A13.20 CALL SCREENING AND RESTRICTION SERVICES CUSTOMIZED CODE RESTRICTION
- A13.24 DUPLICATE BILL CHARGES
- A13.33 MULTIFEATURE DISCOUNT PLAN
- A13.34 RINGMASTER SERVICE
- A13.49 SURROGATE CLIENT NUMBER
- A15.04 TROUBLE LOCATION CHARGE
- A22.01 TWO-TIER PAYMENT PLAN
- A30.02 EQUIPMENT FOR DISABLED CUSTOMERS - OUTRIGHT SALE
- A30.03 EQUIPMENT FOR DISABLED CUSTOMERS - MONTH-TO-MONTH
- A42.02 ISDN INDIVIDUAL RESIDENCE SERVICE
- A105.01 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES
- A112.24 CUSTOMIZED DIALING PACKAGE
- A113.10 CUSTOM CALLING SERVICES
- A113.20 CALLER ID MULTILINE
- A13.22 WATCHALERT

Non BASIC SERVICES - IntraLATA Toll

- A18.03 TWO-POINT SERVICE
- A18.13 CALLING PLANS - SAVER SERVICE
- A19.05 WIDE AREA TELECOMMUNICATIONS SERVICE
- A118.01 TWO-POINT SERVICE
- A119.05 WIDE AREA TELECOMMUNICATIONS SERVICE

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Non Basic Services - Private Line & Data Services

A29.01 DERIVED DATA CHANNEL SERVICE  
A29.02 DATA TRANSPORT SERVICE ACCESS CHANNEL SERVICE  
A29.05 PULSELINK PUBLIC PACKET SWITCHING NETWORK SERVICE  
A29.06 ACCUPULSE SERVICE  
A32.01 INTEGRATION PLUS MANAGEMENT SVC (FLEXSERV,NUIS)  
A32.3 FLEXSERV SERVICE  
A32.4 NETWORK USAGE INFORMATION SERVICES (NUIS)  
A40.03 NATIVE MODE LAN INTERCONNECTION SERVICE  
A113.12 CENTRAL OFFICE LOCAL AREA NETWORK  
A114.02 PRIVATE LINE SAMPLING ARRANGEMENT  
A129.02 DATA TRANSPORT ACCESS CHANNEL SERVICE  
A129.04 FLEXSERV - DIGITAL ACCESS CROSS CONNECT  
B2.01 TELECOMMUNICATIONS SERVICE PRIORITY  
B2.04 SERVICE ORDER MODIFICATIONS  
B2.06 TROUBLE DETERMINATION CHARGE  
B3.04 VG/SUB VG/WIRED MUSIC SVC/COMERCIAL QLTY VIDEO  
B5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
B7.01 MEGALINK SERVICE  
B7.02 SYNCHRONET SERVICE  
B7.03 MEGALINK CHANNEL SERVICE  
B7.04 LIGHTGATE SERVICE  
B7.05 MEGALINK ISDN SVC  
B7.08 SMARTPATH SERVICE  
B7.7 SHARTRING  
B103.01 INTRAEXCHANGE INTRALATA CHANNELS

- B103.02 INTEREXCHANGE INTRALATA CHANNELS
- B103.03 INTRALATA CHANNEL CONDITIONING
- B103.07 MULTIPPOINT SERVICE & MULTISTATION ARRANGEMENTS

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**Non Basic Services - PRIVATE LINE & DATA SERVICES**

- B103.09 SUB VOICE GRADE SERVICES - SERIES 1000 CHANNELS
- B106.03 DATAPHONE DIGITAL SERVICE
- E11.02 SPECIAL FACILITIES ROUTING OF ACCESS SERVICES
- E13. ENGINEERING LABOR & MISCELLANEOUS SERVICES
- E18. OPERATOR SERVICES

**Non BASIC SERVICES Public and Semi Public Telephone**

- A4.03 CHARGES FOR CONNECTING OR CHANGING SERVICE
- A7.01 PUBLIC TELEPHONE SERVICE EQUIPMENT
- A7.01 PUBLIC TELEPHONE SERVICE MESSAGE CHARGES
- A7.02 SEMI-PUBLIC TELEPHONE SERVICE EQUIPMENT AND ACCESS LINE
- A7.02 SEMIPUBLIC TELEPHONE MESSAGE CHARGES
- A7.03 COIN/COINLESS CREDIT CARD SERVICE
- A7.06 PUBLIC SET USE FEE
- A7.09 LOCAL USAGE DETAIL
- A107.01 SEMI PUBLIC TELEPHONE SERVICE

**Non Basic Services Operator Services**

- A3.09 LOCAL DIRECTORY ASSISTANCE SERVICE
- A3.10 OPERATOR ASSISTED LOCAL AND LOCAL CALLING CARD CALLS
- A3.11 LOCAL OPERATOR VERIFICATION/INTERRUPT SERVICE
- A3.24 LOCAL DA CALL COMPLETION SERVICE
- A3.25 DA/DA CALL COMPLETION SERVICE (MSP's ONLY)
- A13.12 SELECTIVE CLASS OF CALL SCREENING SERVICE
- A13.16 LOCAL CONFERENCE SERVICE

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Non Basic Services - Operator Services

A13.17 LIST SERVICE  
A13.51 ELECTRONIC WHITE PAGES  
A13.51 ELECTRONIC WHITE PAGES  
A18.04 CONFERENCE SERVICE  
A18.07 INTRA-NPA LONG DISTANCE DIRECTORY ASSISTANCE SERVICE  
A18.08 INTRALATA LONG DISTANCE OPERATOR VERIFICATION/INTERRUPT SERVICE  
A38.01 DIRECTORY ASSISTANCE DATABASE SERVICES  
A38.02 DIRECTORY PUBLISHERS DATABASE SERVICE

Network Access Services

A3.12 SPECIAL ACCESS SERVICES USING LOCAL EXCHANGE NETWORK  
A7.04 ACCESS LINE SVC FOR CUST. PROVIDED TELEPHONE  
A7.08 SMART LINE SERVICE FOR PUBLIC TELEPHONE ACCESS  
A7.10 COIN REFUND & REPAIR REFERRAL SERVICE  
A12.11 MARITIME MOBILE & AVIATION RADIO TELEPHONE SERVICE  
A23.01 SHARED TENANT SERVICES  
A35.01 INTERCONNECTION FOR MOBILE SERVICES  
A35.02 COMMON CHANNEL SIGNALING IS-41 & ISDNUP MESSAGE TRANSPORT  
A35.03 OPERATOR SERVICES INTERCONNECTION  
A117.04 MOBILE TELEPHONE SERVICE  
E3.10 CARRIER COMMON LINE ACCESS SERVICES  
E6 SWITCHED ACCESS SERVICE {NON - BSE}  
E6.08.03 SWITCHED ACCESS SERVICE {BSEs}  
E7.05 SPECIAL ACCESS  
E9. DIRECTORY ASSISTANCE ACCESS SERVICE

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- E6.08.03 SWITCHED ACCESS SERVICE {BSEs}
- E7.05 SPECIAL ACCESS
- E9. DIRECTORY ASSISTANCE ACCESS SERVICE



18. October 27, 1995 letter and attachment from Nancy H. Sims to Maryrose Sirianni re: Docket No. 951159-TL, Non Basic Service Categories.

Nancy



**Southern Bell**

Nancy H. Sims  
Director - Regulatory Relations

Suite 400  
150 S. Monroe Street  
Tallahassee, Florida 32301  
904 222-1201  
FAX 904 222-8640

October 27, 1995

Ms. MaryRose Sirianni  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 951159-TL  
Non-Basic Service Categories

Dear Ms. Sirianni,

Attached is a list of BellSouth's non-basic services according to the non-basic service categories proposed by the Florida Public Service Commission (FPSC) staff at the workshop held on October 13, 1995.

If you have any questions or if I may be of assistance, please call me at (904) 222-1201.

Sincerely,

Nancy H. Sims  
Director-Regulatory Relations

Attachment

BELLSOUTH'S NON-BASIC SERVICES BY NON-BASIC SERVICE CATEGORIES  
AS PROPOSED BY THE FPSC STAFF AT THE OCTOBER 13, 1995 WORKSHOP  
DOCKET NO. 951159-TL

BUSINESS NON-BASIC EXCHANGE ACCESS

- Capped by Statute

A3.5 MONTHLY RATES (MESSAGE RATE BUSINESS)  
A3.5 MONTHLY RATES (Multiline Flat RATE BUSINESS) \*  
A3.6 ROTARY •  
A3.13 NETWORK ACCESS REGISTER USAGE PACKAGE  
A3.28 TRUNK SIDE ACCESS FACILITY  
A3.35 NETWORK ACCESS SERVICE  
A3.38 BACKUP LINE  
A12.01 ESSX SERVICE (Lines are Capped \*)  
A12.04 AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS  
A12.05 ELECTRONIC TANDEM SWITCHING FEATURES  
A12.06 MISCELLANEOUS SERVICE ARRANGEMENTS - 1/1A ESS SWITCHES  
A12.13 DIGITAL ESSX SERVICE (Lines are Capped \*)  
A12.15 ESSX MULTI-ACCOUNT SERVICE  
A12.17 DIGITAL ELECTRONIC TANDEM SWITCHING FEATURES  
A12.18 ESSX ISDN SERVICE  
A13.05 ARRANGEMENTS FOR NIGHT, SUNDAY, & HOLIDAY SVC.  
A13.13 DORMITORY COMMUNICATIONS SERVICE  
A13.18 NETWORK FACILITIES FOR USE WITH 976 SERVICE  
A112.01 CENTREX SERVICE TO MILITARY BASES  
A112.02 CENTREX-CO SERVICE  
A112.03 ESSX-1 AUXILIARY SERVICES  
A112.04 AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS  
A112.05 ELECTRONIC TANDEM SWITCHING FEATURES  
A112.08 ESSX-1 SERVICE  
A112.09 ESSX-1 ELECTRONIC TANDEM SWITCHING FEATURES  
A112.10 MISCELLANEOUS SERVICE ARRANGEMENTS - 1/1A ESS SWITCH  
A112.11 ESSX, CENTREX, & ESSX-1 CUSTOMER MANAGEMENT FEATURES  
A112.12 ESSX SERVICE - 85  
A112.13 DIGITAL ESSX SERVICE - 85  
A112.14 ELECTRONIC TANDEM SWITCHING FEATURES  
A112.15 ESSX SERVICE - 88  
A112.16 DIGITAL ESSX SERVICE - 88  
A112.19 DIGITAL ELECTRONIC BUSINESS SET SERVICE II  
A112.20 ESSX SERVICE VINTAGE 2, SIMPLIFIED MESSAGE DESK  
INTERFACE  
A112.22 ESSX SERVICE OPTIONAL FEATURES, STATION MESSAGE DETAIL  
RECORDING  
A112.23 DIGITAL ESSX SERVICE OPTIONAL FEATURES, STATION MESSAGE  
DETAIL RECORDING  
A113.04 ARRANGEMENTS FOR NIGHT, SUNDAY, HOLIDAY SVC.  
A113.05 EXTENSION SERVICE & TIE LINES  
A113.18 NETWORK FACILITIES FOR USE W/976 SERVICE  
A114.03 ESSX-1 CUSTOMER PREMISES ATTENDANT SERVICES

BUSINESS OPTIONAL SERVICES

A4.3 CHARGES FOR CONNECTING OR CHANGING SERVICE  
A4.4 DUAL SERVICE  
A3.22 LOCAL USAGE DETAIL  
A4.06 SPECIAL NUMBER ASSIGNMENT CHARGE  
A5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A6.04 NON-PUBLISHED (PRIVATE) LISTING  
A6.05 NON-LISTED (SEMI PRIVATE) LISTING  
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A8.02 TELEPHONE ANSWERING SERVICE FACILITIES  
A8.03 CENTRAL OFFICE CONCENTRATOR SERVICE  
A9.01 FOREIGN EXCHANGE SERVICE  
A9.02 FOREIGN CENTRAL OFFICE SERVICE  
A9.03 INTERIM FOREIGN EXCHANGE SERVICE  
A11.05 PBX IOD FROM CUSTOMER-PREMISE LOCATED SWITCHING SYSTEMS  
A12.07 DIRECT-INWARD DIALING (DID) SERVICE  
A12.08 IDENTIFIED-OUTWARD DIALING (IOD) FROM PBX SYSTEMS  
A12.16 PRESTIGE COMMUNICATIONS SERVICE (PCS)  
A13.01 EXTENSION SERVICES  
A13.03 APARTMENT DOOR ANSWERING SERVICES  
A13.04 SPECIAL BILLING SERVICES  
A13.09 CUSTOM CALLING SERVICES  
A13.11 REMOTE CALL FORWARDING SERVICE  
A13.14 TOLL TRUNKS (TOLL TERMINALS)  
A13.19 TOUCHSTAR SERVICE  
A13.20 CALL SCREENING AND RESTRICTION SERVICES CUSTOMIZED CODE  
RESTRICTION  
A13.22 WATCH ALERT SERVICE  
A13.24 DUPLICATE BILL CHARGES  
A31.02 AREA COMMUNICATION SERVICE - MULTI-LOCATION BUSINESS  
SERVICE  
A13.33 MULTIFEATURE DISCOUNT PLAN  
A13.34 RINGMASTER SERVICE  
A13.41 EXCHANGE LINE DATA SERVICE  
A13.46 SIMPLIFIED MESSAGE DESK INTERFACE (SMDI)  
A13.47 MESSAGE WAITING INDICATION - AUDIBLE (MWI)  
A13.49 SURROGATE CLIENT NUMBER  
A13.53 MULTILINE HUNT QUEUING  
A13.56 HOT LINE SERVICE  
A13.57 WARM LINE SERVICE  
A13.58 UNIFORM ACCESS NUMBER  
A13.59 AUTOMATIC NUMBER IDENTIFICATION  
A13.60 CUSTOM SERVICE AREA  
A13.61 ANSWER SUPERVISION  
A13.62 CALL DETAIL INFORMATION

**BUSINESS OPTIONAL SERVICES (continued)**

A14.01 NETWORK INTERFACE EQUIPMENT  
A14.02 TOLL RESTRICTION (BATTERY REVERSAL IN CO)  
A14.03 BREAK IN ROTARY NUMBER GROUP  
A14.04 HIGH VOLTAGE PROTECTION EQUIPMENT  
A14.07 MESSAGE REGISTER SERVICE  
A14.08 CUSTOMER PREMISES ATTENDANT SERVICES  
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A29.7 ADMINISTRATIVE MANAGEMENT SERVICE  
A34.01 AIN SERVICE MANAGEMENT SYSTEM STORAGE  
A34.02 AIN ASSIGNMENT OF DEDICATED 203-XXXX NUMBERS  
A34.03 AIN ROUTING SERVICE  
A37.01 BILL PROCESSING SERVICE  
A39.01 ABBREVIATED DIALING - N11 SERVICE  
A42.01 ISDN INDIVIDUAL BUSINESS SERVICE  
A105.01 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A108.02 CONCENTRATOR - IDENTIFIER UNITS  
A108.04 AUTOTAS ANSWERING SYSTEM CONCENTRATOR  
A109.01 FOREIGN EXCHANGE SERVICE  
A112.17 PRESTIGE COMMUNICATIONS PACKAGE  
A112.18 PRESTIGE SINGLE LINE SERVICE  
A112.21 PRESTIGE DELUXE SERVICE  
A112.24 CUSTOMIZED DIALING PACKAGE  
A113.03 MULTI-STATION 1-WAY CIRCUIT ARRANGEMENT FOR MANUAL  
CO's & CDO's  
A113.10 CUSTOM CALLING SERVICES  
A113.11 NETWORK FACILITIES FOR PUBLIC ANNOUNCEMENT SERVICES  
A113.19 TICKETTAKER SERVICE  
A113.20 CALLER ID MULTILINE  
A114.01 SPECIAL LINE FILTER  
A115.01.01 TERMINAL EQUIPMENT FOR RECORDING 2-WAY CONVERSATIONS  
A115.01.02 TELEPHOTOGRAPH EQUIPMENT  
A115.01.03 DATA TRANSMITTING AND/OR RECEIVING TERMINAL EQUIPMENT  
A115.01.04 VOICE TRANSMITTING AND/OR RECEIVING TERMINAL  
EQUIPMENT  
A115.01.05 ALARM DETECTION AND REPORTING EQUIPMENT  
A115.01.06 DICTATION RECORDING EQUIPMENT  
A115.02 COMMUNICATIONS SYSTEMS  
B104.01 VOICE COMMUNICATING EQUIPMENT  
B104.02 DATA COMMUNICATING EQUIPMENT  
E8. BILLING AND COLLECTIONS SERVICES

RESIDENTIAL NON-BASIC EXCHANGE ACCESS

A3.05 MONTHLY RATES (MESSAGE RATE RESIDENTIAL)  
A42.02 ISDN INDIVIDUAL RESIDENCE SERVICE

RESIDENTIAL OPTIONAL SERVICES

A2.04 RETURNED CHECK/BANK DRAFT  
A3.22 LOCAL USAGE DETAIL  
A4.06 SPECIAL NUMBER ASSIGNMENT CHARGE  
A4.07 LINK-UP FLORIDA  
A5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A6.04 NON-PUBLISHED (PRIVATE) LISTING  
A6.05 NON-LISTED (SEMI PRIVATE) LISTING  
A6.06 ADDITIONAL LISTING  
A6.07 MISCELLANEOUS LISTING  
A13.09 CUSTOM CALLING SERVICES  
A13.11 REMOTE CALL FORWARDING SERVICE  
A13.19 TOUCHSTAR SERVICE  
A13.20 CALL SCREENING AND RESTRICTION SERVICES CUSTOMIZED CODE  
RESTRICTION  
A13.24 DUPLICATE BILL CHARGES  
A13.33 MULTIFEATURE DISCOUNT PLAN  
A13.34 RINGMASTER SERVICE  
A13.49 SURROGATE CLIENT NUMBER  
A15.04 TROUBLE LOCATION CHARGE  
A105.01 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
A112.24 CUSTOMIZED DIALING PACKAGE  
A113.10 CUSTOM CALLING SERVICES  
A113.20 CALLER ID MULTILINE  
A13.22 WATCHALERT

TOLL SERVICES

A18.03 TWO-POINT SERVICE  
A18.13 CALLING PLANS - SAVER SERVICE  
A19.05 WIDE AREA TELECOMMUNICATIONS SERVICE  
A118.01 TWO-POINT SERVICE  
A119.05 WIDE AREA TELECOMMUNICATIONS SERVICE

## TRANSPORT SERVICES

A29.01 DERIVED DATA CHANNEL SERVICE  
A29.02 DATA TRANSPORT SERVICE ACCESS CHANNEL SERVICE  
A29.05 PULSELINK PUBLIC PACKET SWITCHING NETWORK SERVICE  
A29.06 ACCUPULSE SERVICE  
A32.01 INTEGRATION PLUS MANAGEMENT SVC (FLEXSERV,NUIS)  
A32.3 FLEXSERV SERVICE  
A32.4 NETWORK USAGE INFORMATION SERVICES (NUIS)  
A40.03 NATIVE MODE LAN INTERCONNECTION SERVICE  
A113.12 CENTRAL OFFICE LOCAL AREA NETWORK  
A114.02 PRIVATE LINE SAMPLING ARRANGEMENT  
A129.02 DATA TRANSPORT ACCESS CHANNEL SERVICE  
A129.04 FLEXSERV - DIGITAL ACCESS CROSS CONNECT  
B2.04 SERVICE ORDER MODIFICATIONS  
B2.06 TROUBLE DETERMINATION CHARGE  
B3.04 VG/SUB VG/WIRED MUSIC SVC/COMERCIAL QLTY VIDEO  
B5.03 ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES  
B7.01 MEGALINK SERVICE  
B7.02 SYNCHRONET SERVICE  
B7.03 MEGALINK CHANNEL SERVICE  
B7.04 LIGHTGATE SERVICE  
B7.05 MEGALINK ISDN SVC  
B7.08 SMARTPATH SERVICE  
B7.7 SMARTRING  
B103.01 INTRAEXCHANGE INTRALATA CHANNELS  
B103.02 INTEREXCHANGE INTRALATA CHANNELS  
B103.03 INTRALATA CHANNEL CONDITIONING  
B103.07 MULTIPOINT SERVICE & MULTISTATION ARRANGEMENTS  
B103.09 SUB VOICE GRADE SERVICES - SERIES 1000 CHANNELS  
B106.03 DATAPHONE DIGITAL SERVICE  
E11.02 SPECIAL FACILITIES ROUTING OF ACCESS SERVICES  
E13. ENGINEERING LABOR & MISCELLANEOUS SERVICES

## PUBLIC AND SEMI-PUBLIC TELEPHONE

A4.03 CHARGES FOR CONNECTING OR CHANGING SERVICE  
A7.01 PUBLIC TELEPHONE SERVICE EQUIPMENT  
A7.01 PUBLIC TELEPHONE SERVICE MESSAGE CHARGES  
A7.02 SEMI-PUBLIC TELEPHONE SERVICE EQUIPMENT AND ACCESS LINE  
A7.02 SEMIPUBLIC TELEPHONE MESSAGE CHARGES  
A7.03 COIN/COINLESS CREDIT CARD SERVICE  
A7.06 PUBLIC SET USE FEE  
A7.09 LOCAL USAGE DETAIL  
A107.01 SEMI PUBLIC TELEPHONE SERVICE

### OPERATOR SERVICES

A3.09 LOCAL DIRECTORY ASSISTANCE SERVICE  
A3.10 OPERATOR ASSISTED LOCAL AND LOCAL CALLING CARD CALLS  
A3.11 LOCAL OPERATOR VERIFICATION/INTERRUPT SERVICE  
A3.24 LOCAL DA CALL COMPLETION SERVICE  
A3.25 DA/DA CALL COMPLETION SERVICE (MSP's ONLY)  
A13.12 SELECTIVE CLASS OF CALL SCREENING SERVICE  
A13.16 LOCAL CONFERENCE SERVICE  
A13.17 LIST SERVICE  
A13.51 ELECTRONIC WHITE PAGES  
A18.04 CONFERENCE SERVICE  
A18.07 INTRA-NPA LONG DISTANCE DIRECTORY ASSISTANCE SERVICE  
A18.08 INTRALATA LONG DISTANCE OPERATOR VERIFICATION/INTERRUPT SERVICE  
A38.01 DIRECTORY ASSISTANCE DATABASE SERVICES  
A38.02 DIRECTORY PUBLISHERS DATABASE SERVICE  
E18. OPERATOR SERVICES

### OTHER NON-BASIC SERVICES

A2.04 LATE PAYMENT CHARGES  
A3.8 INTERSTATE SUBSCRIBER LINE CHARGE WAIVER AND MATCHING PROGRAM  
A13.15 911 EMERGENCY SERVICE - 8A KEY TELEPHONE SYSTEM  
A13.50 TELECOMMUNICATION SVC. PRIORITY (TSP) SYSTEM  
A30.02 EQUIPMENT FOR DISABLED CUSTOMERS - OUTRIGHT SALE  
A30.03 EQUIPMENT FOR DISABLED CUSTOMERS - MONTH-TO-MONTH  
A113.01 GROUP EMERGENCY ALERTING AND DISPATCHING SYSTEMS  
A113.02 MUNICIPAL & INDUSTRIAL EMERGENCY REPORTING SYSTEMS  
A124.01 UNIVERSAL EMERGENCY NUMBER SERVICE - 911  
A124.02 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - 911  
B2.01 TELECOMMUNICATIONS SERVICE PRIORITY

### SERVICE CONNECTION CHARGES

A4.03 CHARGES FOR CONNECTING OR CHANGING SERVICE (FLAT RATE BUSINESS AND RESIDENTIAL)



19. November 13, 1995 letter and attachment from Nancy H. Sims to Walter D'Haeseleer regarding responses to verbal requests made by staff in the non basic service category workshop.

BellSouth Telecommunications, Inc. Fax 904 222-8640  
Suite 400 904 222-1201  
150 South Monroe Street  
Tallahassee, Florida 32301

Nancy H. Sims  
Director - Regulatory Relations

November 13, 1995

Mr. Walter D'Haeseleer  
Director, Division of Communication  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald L. Gunter Building, Rm. 270  
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

BellSouth is submitting its responses to the verbal requests made by the Staff in the Non Basic Service Category Workshop which was held on October 30, 1995. The information requested included 1) a sample priceout of an increase in an existing non basic service, 2) a sample priceout of a new service, 3) total revenue associated with capped non basic services, and 4) distinction in service order charges for basic flat rate service.

Priceout Analysis (existing non basic service)  
(Refer to Attachment A)

One way to determine whether or not a price increase or series of price increases are within the allowed level of increases is through a priceout as illustrated in Attachment A labeled "Present and Proposed Rates and Revenues." In this illustration there is a price increase for Call Waiting and 3 Way Calling. A priceout involves taking the present annual demand for each product in the category (column 4) and multiplying by the present rate for each product (column 6) to yield a present annual revenue (10) for the category. Then the the present annual demand for the products that are to be increased in the category (column 4) is multiplied by the proposed rate (column 7) to give the proposed annual revenue (column 11). The difference between the present annual revenue and the proposed annual revenue is the annual revenue change (column 12) which is \$13,903,529. This information is then summarized into the market basket summary of annual revenues worksheet for the entire category of residence ancillary services. The revenue change divided into the present total revenue is 4.6%.

New Service Priceout and Relevant Demand Levels

Price regulation priceouts should be based upon a specific demand level that stays constant over the test period. To accomplish this BellSouth would file the initial demand and revenue for all services within a category. Any price change for the test period would be benchmarked against these numbers. This is

Walter D'Haeseleer  
November 13, 1995  
Page 2

necessary to both insure that the actual percentage change in price is properly recorded for the whole category and that the change is not diluted with increases in revenue associated with increased demand. Likewise, new services should be set aside from the priceout calculations until the next test period. At the next test period the actual demand for both the new service and existing services and their associated revenues are updated into the new priceout.

Total Revenue - Capped Non Basic Services

For "order of magnitude" use, the annual revenue attributed to the non basic services which are capped is \$412,941,852 (see Attachment B for the priceout).

Service Ordering Charges for Basic Service

Regarding Service Ordering charges for basic flat rate residence and business lines, BellSouth can distinguish between residence and business, but cannot distinguish between flat and measured or message rate service.

If you have any further questions, please advise.

Sincerely,

  
Nancy H. Sims  
Director-Regulatory Relations

cc: MaryRose Sirianni

Florida Non Basic Priceout Example for Tariff Increase

Assumptions

- 1) Price Increase In Residence Ancillary for Call Waiting and 3 Way Calling of \$0.50 per month.
- 2) Priceout is based on filed historical demand using the data provided on 9/12/95 in our response to your request of August 1, 1995 concerning "Categories "Non Basic Services.
- 3) There is Competition in 4 exchanges; Miami, Ft Lauderdale, Orlando and Jacksonville.

Florida 12/94 Access Line Quantities  
Summary of Competitive Exchanges

	Lines In Exchange	Exchange %	Lines In LCA	LCA %
Miami	964,096	18.96	1,236,381	24.31
Ft Lauderdale	424,640	8.35	942,357	18.53
Jacksonville	376,010	7.39	479,306	9.42
Orlando	328,854	6.47	463,306	11.08
Total	2,093,600	41.17		
Fla Total	5,085,739			

Weighted Category Increase Calculation

Competitive Increase	41.17%	x	20%	=	8.23%
Non Competitive Increase	58.83%	x	6%	=	3.53%
Total Allowed Basket Increase					11.76%
Total Increase With Current Price Change (Residence Ancillary Market Basket Summary Attachment A page 4 of 4)					4.60%

STATE : FLORIDA

Present and Proposed Rates and Revenues  
A013 MISCELLANEOUS SERVICE ARRANGEMENTS

Develop Date : 12/94  
Page 1 of 1  
Rur. Date : 10/31/95

RECURRING RATES

Tariff Section/ Page #	Service Description	USOC	Present Annual Demand	Proposed Annual Demand	Present Rate	Proposed Rate	\$ Change	% Change	Present Annual Revenue	Proposed Annual Revenue	Annual Revenue Change	MB Seg.
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
A13/17	A13.9.3 CUSTOM CALLING SERVICES - RESIDENCE											
	3 WAY CALLING	ESC	5,336,297	5,336,297	\$3.30	\$3.80	\$0.50	15.15%	\$17,609,780	\$20,277,929	\$2,668,149	2312
A13/17	CALL WAITING	ESK	22,470,761	22,470,761	\$3.50	\$4.00	\$0.50	14.29%	\$78,647,664	\$89,883,044	\$11,235,380	2312
	A13.9.3 CUSTOM CALLING SERVICES - RESIDENCE								\$96,257,444	\$110,160,973	\$13,903,529	
							SUB-TOTAL					

STATE . FLORIDA  
NON-BASIC MARKET BASKET PRICEOUT  
Residence Ancillary

Market Basket Summary of Annual Revenues

Develop Date : 12/94  
Page 1 of 2  
Run Date : 10/31/95

SERVICE ID NUMBER	SERVICE DESCRIPTION	PRESENT REVENUE TOTAL	PROPOSED REVENUE TOTAL	\$ REVENUE CHANGE	PERCENT CHANGE
(1)	(2)	(3)	(4)	(5)	(6)
2301	RETURNED CHECK/BANK DRAFT - RES ANC	\$2,810,160	\$2,810,160	\$0	0.0%
2302	LATE PAYMENT CHARGES - RES ANC	\$20,750,520	\$20,750,520	\$0	0.0%
2303	MESSAGE/MEASURED RATE RESIDENTIAL SERVICE - RES ANC	\$19,486,700	\$19,486,700	\$0	0.0%
2304	LOCAL USAGE DETAIL - RES ANC	\$0	\$0	\$0	0.0%
2305	CHARGES FOR CONNECTING OR CHANGING SERVICE - RES ANC	\$61,725,166	\$61,725,166	\$0	0.0%
2306	SPECIAL NUMBER ASSIGNMENT CHARGE - RES ANC	\$178,350	\$178,350	\$0	0.0%
2307	LINK-UP FLORIDA - RES ANC	(\$5,054)	(\$5,054)	\$0	0.0%
2308	ADDITIONAL ENGINEERING, LABOR, & MISCELLANEOUS CHARGES - RES ANC	\$0	\$0	\$0	0.0%
2309	NON-PUBLISHED (PRIVATE) LISTING - RES ANC	\$18,263,457	\$18,263,457	\$0	0.0%
2310	NON-LISTED (SEMI PRIVATE) LISTING - RES ANC	\$787,538	\$787,538	\$0	0.0%
2311	ADDITIONAL LISTING/MISCELLANEOUS LISTING - RES ANC	\$835,192	\$835,192	\$0	0.0%
2312	CUSTOM CALLING SERVICES - RES ANC	\$119,050,532	\$132,954,061	\$13,903,529	11.7%
2313	REMOTE CALL FORWARDING SERVICE - RES ANC	\$340,420	\$340,420	\$0	0.0%
2314	TOUCHSTAR SERVICE - RES ANC	\$44,554,040	\$44,554,040	\$0	0.0%
2315	CALL SCREENING AND RESTRICTION SERVICES CUSTOMIZED CODE RESTRICTION - RES ANC	\$3,353,636	\$3,353,636	\$0	0.0%
2316	DUPLICATE BILL CHARGES - RES ANC	\$0	\$0	\$0	0.0%
2317	MULTIFEATURE DISCOUNT PLAN - RES ANC	(\$18,875,579)	(\$18,875,579)	\$0	0.0%
2318	RINGMASTER SERVICE - RES ANC	\$6,105,794	\$6,105,794	\$0	0.0%
2319	SUBROGATE CLIENT NUMBER - RES ANC	\$172	\$172	\$0	0.0%
2320	TROUBLE LOCATION CHARGE - RES ANC	\$0	\$0	\$0	0.0%
2321	EQUIPMENT FOR DISABLED CUSTOMERS - OUTRIGHT SALE - RES ANC	\$68,092	\$68,092	\$0	0.0%
2322	EQUIPMENT FOR DISABLED CUSTOMERS - MONTH-TO-MONTH - RES ANC	\$35,605	\$35,605	\$0	0.0%
2323	ISDN INDIVIDUAL RESIDENCE SERVICE - RES ANC	\$10,849	\$10,849	\$0	0.0%
2324	CUSTOMIZED DIALING PACKAGE - RES ANC	\$63,945	\$63,945	\$0	0.0%
2325	WATCHALERT SERVICE - RES ANC	\$308,358	\$308,358	\$0	0.0%
2326	RESIDENTIAL MOUNTING - RES ANC	\$663,946	\$663,946	\$0	0.0%
2327	LOCAL EXCEPTIONS - ECS/LCP/OCS/ELCS - RES ANC	\$10,601,603	\$10,601,603	\$0	0.0%
2328	OBAS BUY-IN AND USAGE - RES ANC	\$4,845,888	\$4,845,888	\$0	0.0%

STATE : FLORIDA  
NON-BASIC MARKET BASKET PRICEOUT  
Residence Ancillary

Market Basket Summary of Annual Revenues

Develop Date : 12/94  
Page 2 of 2  
Run Date : 10/31/95

SERVICE ID NUMBER	SERVICE DESCRIPTION	PERCENT REVENUE TOTAL	PROPOSED REVENUE TOTAL	\$ REVENUE CHANGE	PERCENT CHANGE
(1)	(2)	(3)	(4)	(5)	(6)
2329	DUAL SERVICE - RES AMC	\$193,320	\$193,320	\$0	0.0%
2330	PRESTIGE COMMUNICATIONS - RES AMC	\$714,754	\$714,754	\$0	0.0%
2331	EXCHANGE LINE DATA SERVICE - RES AMC	\$10,945	\$10,945	\$0	0.0%
2332	MESSAGE WAITING INDICATION - ADDIBLE (MWI) - RES AMC	\$2,000,612	\$2,000,612	\$0	0.0%
2333	HOT LINE SERVICE - RES AMC	\$17	\$17	\$0	0.0%
2334	WARM LINE SERVICE - RES AMC	\$12	\$12	\$0	0.0%
2335	EXTENSION SERVICE & TIE LINES - RES AMC	\$251,541	\$251,541	\$0	0.0%
2336	AUXILIARY EQUIPMENT - RES AMC	\$34,850	\$34,850	\$0	0.0%
	<b>TOTAL</b>	<b>\$299,173,309</b>	<b>\$323,076,030</b>	<b>\$13,902,721</b>	<b>4.6%</b>

TOTAL CAPPED REVENUE

STATE FLORIDA  
NON-BASIC MARKET BASKET PRICEOUT  
Business Services

Market Basket Summary of Annual Revenues

Develop Date 12/94  
Page 2 of 14  
Run Date 08/12/95

SERVICE ID NUMBER	SERVICE DESCRIPTION		PRESENT REVENUE TOTAL	PROPOSED REVENUE TOTAL	\$ REVENUE CHANGE	PERCENT CHANGE
(1)	(2)		(3)	(4)	(5)	(6)
2101	MESSAGE MEASURED RATE BUSINESS SERVICE - BUS SVC	1	\$16,260,638	\$16,260,638	\$0	0.0%
2102	NETWORK ACCESS REGISTER USAGE PACKAGE - BUS SVC	1	\$22,282,531	\$22,282,531	\$0	0.0%
2104	NETWORK ACCESS SERVICE - BUS SVC	1	\$48,885	\$48,885	\$0	0.0%
2106	BACKUP LINE - BUS SVC	1	\$2,113	\$2,113	\$0	0.0%
2106	ESSX SERVICE - BUS SVC	1	\$15,440,697	\$15,440,697	\$0	0.0%
2107	AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS - BUS SVC	1	\$0	\$0	\$0	0.0%
2108	ELECTRONIC TANDEM SWITCHING FEATURES - BUS SVC	1	\$4,008	\$4,008	\$0	0.0%
2109	MISCELLANEOUS SERVICE ARRANGEMENTS - 1/1A ESS SWITCHES - BUS SVC	1	\$0	\$0	\$0	0.0%
2110	DIGITAL ESSX SERVICE - BUS SVC	1	\$21,390,511	\$21,390,511	\$0	0.0%
2111	ESSX MULTI-ACCOUNT SERVICE - BUS SVC	1	\$0	\$0	\$0	0.0%
2112	DIGITAL ELECTRONIC TANDEM SWITCHING FEATURES - BUS SVC	1	\$181,812	\$181,812	\$0	0.0%
2113	ESSX ISDN SERVICE - BUS SVC	1	\$443,668	\$443,668	\$0	0.0%
2114	ARRANGEMENTS FOR NIGHT, SUNDAY, & HOLIDAY SVC. - BUS SVC	1	\$6,114	\$6,114	\$0	0.0%
2115	DORMITORY COMMUNICATIONS SERVICE - BUS SVC	1	\$83,368	\$83,368	\$0	0.0%
2116	NETWORK FACILITIES FOR USE WITH 678 SERVICE - BUS SVC	1	\$193,182	\$193,182	\$0	0.0%
2117	CENTREX SERVICE TO MILITARY BASES - BUS SVC	1	\$0	\$0	\$0	0.0%
2118	CENTREX-CO SERVICE - BUS SVC	1	\$158,712	\$158,712	\$0	0.0%
2119	ESSX-1 AUXILIARY SERVICES - BUS SVC	1	\$8,518	\$8,518	\$0	0.0%
2120	AUTOMATIC CALL DISTRIBUTION - ESS SYSTEMS - BUS SVC	1	\$0	\$0	\$0	0.0%
2121	ESSX-1 SERVICE - BUS SVC	1	\$215,189	\$215,189	\$0	0.0%
2122	ELECTRONIC TANDEM SWITCHING FEATURES - BUS SVC	1	\$0	\$0	\$0	0.0%
2123	ESSX, CENTREX, & ESSX-1 CUSTOMER MANAGEMENT FEATURES - BUS SVC	1	\$3,218	\$3,218	\$0	0.0%
2124	ELECTRONIC TANDEM SWITCHING FEATURES - BUS SVC	1	\$0	\$0	\$0	0.0%
2125	DIGITAL ELECTRONIC BUSINESS SET SERVICE N - BUS SVC	1	\$4,049	\$4,049	\$0	0.0%
2126	ESSX - SIMPLIFIED MESSAGE DESK INTERFACE - BUS SVC	1	\$0,840	\$0,840	\$0	0.0%
2127	ESSX - STATION MESSAGE DETAIL RECORDING - BUS SVC	1	\$53,484	\$53,484	\$0	0.0%
2128	DIGITAL ESSX - STATION MESSAGE DETAIL RECORDING - BUS SVC	1	\$11,088	\$11,088	\$0	0.0%
2129	ESSX-1 CUSTOMER PREMISES ATTENDANT SERVICES - BUS SVC	1	\$0	\$0	\$0	0.0%



TOTAL CAPPED REVENUE

STATE - FLORIDA NON-BASIC MARKET BASKET PRICEOUT Business Services	Market Basket Summary of Annual Revenues	Develop Date Page 3 of 14 Run Date 08/12/05	12/04
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SERVICE ID NUMBER	SERVICE DESCRIPTION		PRESENT REVENUE TOTAL	PROPOSED REVENUE TOTAL	\$ REVENUE CHANGE	PERCENT CHANGE
(1)	(2)		(3)	(4)	(5)	(6)
2130	CHARGES FOR CONNECTING OR CHANGING SERVICE - BUS SVC	1	\$15,591,137	\$15,591,137	\$0	0.0%
2131	DUAL SERVICE - BUS SVC	1	\$228,240	\$228,240	\$0	0.0%
*** 2132	BUSINESS HUNTING - BUS SVC	1	\$64,703,686	\$64,703,686	\$0	0.0%
*** 2133	FLAT RATE MULTI-LINE BUSINESS SERVICE - BUS SVC	1	\$325,928,750	\$325,928,750	\$0	0.0%
	TOTAL		\$483,206,200	\$483,206,200	\$0	0.0%
	TOTAL CAPPED REVENUE		\$412,941,862			

\*\*\* Capped Services

20. March 6, 1996 letter and attachment from Nancy H. Sims to Jonathan Audu re: non basic service categories.

BellSouth Telecommunications, Inc. Fax 904 222-8640  
Suite 400 904 222-1201  
150 South Monroe Street  
Tallahassee, Florida 32301

Nancy H. Sims  
Director - Regulatory Relations

March 6, 1996

Jonathan Audu  
Regulatory Analyst  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0866

RE: Non-Basic Services Categories

Dear Jonathan,

In response to your request, BellSouth is providing information regarding which non-basic services belong within each non-basic service category.

Attachment 1 is BellSouth's actual list of non-basic services according to category. We have indicated with an asterisk the items that are classified as capped. If you would like us to provide the list on a disk, please let us know. Attachment 2 simply reflects the changes made to the list you provided.

In addition, you had requested supplemental information regarding actual or estimated revenues of each non-basic service category as of January 1, 1996. We are in the process of compiling this information based on BellSouth's attached list. As we discussed, we intend to provide the information to you by April 1st and will file it as confidential.

If you have any questions or if I may be of further assistance, please be sure to call me at (904) 222-1201.

Sincerely,

  
Nancy H. Sims  
Director - Regulatory Relations

NON-BASIC SERVICES  
BUSINESS NON-BASIC EXCHANGE ACCESS

\* Capped

A3.5	Monthly Rates (Message Rate Business)
A3.5	Monthly Rates (Multiline Flat Rate Business, PBX trunks) *
A3.6	Rotary *
A3.8	Monthly Exchange Rates (measured)
A3.13	Network Access Register Usage Package (Flat Rate NARS *)
A3.28	Trunk Side Access Facility
A3.35	Network Access Service *
A3.38	Backup Line
A12.1	ESSX Service (ESSX Lines Are Capped *)
A12.4	Automatic Call Distribution - ESS Systems
A12.5	Electronic Tandem Switching Features
A12.6	Miscellaneous Service Arrangements - 1/1A ESS Switches
A12.13	Digital ESSX Service (ESSX Lines Are Capped *)
A12.15	ESSX Multi-Account Service
A12.17	Digital Electronic Tandem Switching Features
A12.18	ESSX ISDN Service
A13.5	Arrangements For Night, Sunday, & Holiday Svc.
A13.13	Dormitory Communications Service
A13.18	Network Facilities For Use With 976 Service
A112.1	Centrex Service To Military Bases
A112.2	Centrex-CO Service
A112.3	ESSX-1 Auxiliary Services
A112.4	Automatic Call Distribution - ESS Systems
A112.5	Electronic Tandem Switching Features
A112.8	ESSX-1 Service
A112.9	ESSX-1 Electronic Tandem Switching Features
A112.10	Miscellaneous Service Arrangements - 1/1A ESS Switch
A112.11	ESSX, CENTREX, & ESSX-1 Customer Management Features
A112.12	ESSX Service - 85
A112.13	Digital ESSX Service - 85
A112.14	Electronic Tandem Switching Features
A112.15	ESSX Service - 88
A112.16	Digital ESSX Service - 88
A112.19	Digital Electronic Business Set Service II
A112.20	ESSX Service Vintage 2, Simplified Message Desk Interface
A112.22	ESSX Service Optional Features, Station Message Detail Recording
A112.23	Digital ESSX Service Optional Features, Station Message Detail Recording
A113.4	Arrangements For Night, Sunday, Holiday Svc.
A113.18	Network Facilities For Use W/976 Service
A114.3	ESSX-1 Customer Premises Attendant Services

**NON-BASIC SERVICES**  
**BUSINESS OPTIONAL SERVICES**

A3.7 Enhanced Optional EAS (Business)  
A3.8 ECS & LCP  
A3.14 Expanded Local WATSaver Service  
A3.22 Local Usage Detail  
A4.3 Charges For Connecting Or Changing Service  
A4.4 Dual Service  
A5.3 Additional Engineering, Labor, & Miscellaneous  
Charges  
A11.5 PBX IOD From Customer-Premise Located Switching  
Systems  
A12.7 Direct-Inward Dialing (DID) Service  
A12.8 Identified-Outward Dialing (IOD) From PBX Systems  
A12.16 Prestige Communications Service (PCS)  
A13.4 Special Billing Services  
A13.9 Custom Calling Services  
A13.11 Remote Call Forwarding Service  
A13.14 Toll Trunks (Toll Terminals)  
A13.19 Touchstar Service  
A13.20 Call Screening And Restriction Services Customized  
Code Restriction  
A13.22 Watch Alert Service  
A13.24 Duplicate Bill Charges  
A13.33 Multifeature Discount Plan  
A13.34 Ringmaster Service  
A13.41 Exchange Line Data Service  
A13.46 Simplified Message Desk Interface (SMDI)  
A13.47 Message Waiting Indication - Audible (MWI)  
A13.49 Surrogate Client Number  
A13.53 Multiline Hunt Queuing  
A13.56 Hot Line Service  
A13.57 Warm Line Service  
A13.58 Uniform Access Number  
A13.59 Automatic Number Identification  
A13.60 Custom Service Area  
A13.61 Answer Supervision  
A13.62 Call Detail Information  
A13.67 CO Blocking with Optional Screening  
A28.3 Personal Signaling Service  
A29.7 Administrative Management Service  
A31.2 Area Communication Service - Multilocation  
Business Service

(CONTINUED ON NEXT PAGE)

**NON-BASIC SERVICES**  
**BUSINESS OPTIONAL SERVICES**  
**(CONTINUED)**

A34.1	AINS Service Management System Storage
A34.2	AINS Assignment Of Dedicated 203-Xxxx Numbers
A34.3	AINS Routing Service
A34.4	ADWATCH Service
A34.5	CrisisLink Service
A37.1	Bill Processing Service
A39.1	Abbreviated Dialing - N11 Service
A42.1	ISDN Individual Business Service
A105.1	Additional Engineering, Labor, & Miscellaneous Charges
A112.17	Prestige Communications Package
A112.18	Prestige Single Line Service
A112.21	Prestige Deluxe Service
A112.24	Customized Dialing Package
A113.3	Multi-Station 1-Way Circuit Arrangement For Manual Co's & Cdo's
A113.10	Custom Calling Services
A113.11	Network Facilities For Public Announcement Services
A113.19	Tickettaker Service
A113.20	Caller ID Multiline
A114.1	Special Line Filter
A115.1.1	Terminal Equipment For Recording 2-Way Conversations
A115.1.2	Telephotograph Equipment
A115.1.3	Data Transmitting And/Or Receiving Terminal Equipment
A115.1.4	Voice Transmitting And/Or Receiving Terminal Equipment
A115.1.5	Alarm Detection And Reporting Equipment
A115.1.6	Dictation Recording Equipment
A115.2	Communications Systems
B104.1	Voice Communicating Equipment
B104.2	Data Communicating Equipment
E8.	Billing And Collections Services

NON-BASIC SERVICES  
RESIDENTIAL NON-BASIC EXCHANGE ACCESS

A3.5 Monthly Rates (Message Rate Residential)  
A3.6 Rotary (Residential)  
A3.8 Monthly Rates (Measured)

**NON-BASIC SERVICES**  
**RESIDENTIAL OPTIONAL SERVICES**

A3.7           Enhanced Optional EAS (Residential)  
A3.22         Local Usage Detail  
A4.4           Dual Service  
A4.7           Link-Up Florida  
A5.3           Additional Engineering, Labor, & Miscellaneous  
              Charges  
A12.16        Prestige Communications Service (PCS)  
A13.9         Custom Calling Services  
A13.11        Remote Call Forwarding Service  
A13.19        Touchstar Service  
A13.20        Call Screening And Restriction Services Customized  
              Code Restriction  
A13.24        Duplicate Bill Charges  
A13.33        Multifeature Discount Plan  
A13.34        Ringmaster Service  
A13.41        Exchange Line Data Service  
A13.47        Message Waiting Indication - Audible (MWI)  
A13.49        Surrogate Client Number  
A13.56        Hot Line Service  
A13.57        Warm Line Service  
A42.2         ISDN Individual Residence Service  
A105.1        Additional Engineering, Labor, & Miscellaneous  
              Charges  
A112.17       Prestige Communications Package  
A112.18       Prestige Single Line Service  
A112.24       Customized Dialing Package  
A113.10       Custom Calling Services  
A113.20       Caller ID Multiline  
A13.22        Watchalert



NON-BASIC SERVICES  
TOLL SERVICES

A18.3 Two-Point Service  
A18.7 Intra-NPA Long Distance Directory Assistance  
Service  
A18.13 Calling Plans - Saver Service  
A19.5 Wide Area Telecommunications Service  
A118.1 Two-Point Service  
A119.5 Wide Area Telecommunications Service

NON-BASIC SERVICES  
TRANSPORT SERVICES

A8.2 Telephone Answering Service Facilities  
A8.3 Central Office Concentrator Service  
A9.1 Foreign Exchange Service  
A9.2 Foreign Central Office Service  
A9.3 Interim Foreign Exchange Service  
A9.4 Local Usage Detail (FX)  
A13.1 Extension Services  
A29.1 Derived Data Channel Service  
A29.2 Data Transport Service Access Channel Service  
A29.5 Pulselink Public Packet Switching Network Service  
A29.6 Accupulse Service  
A32.1 Integration Plus Management Svc (Flexserv, NUIS)  
A32.3 Flexserv Service  
A32.4 Network Usage Information Services (NUIS)  
A40.1 Frame Relay Service  
A40.3 Native Mode LAN Interconnection Service  
A40.4 Connectionless Data Service  
A40.5 Broadband Data Line Service  
A108.2 Concentrator - Identifier Units  
A108.4 Autotas Answering System Concentrator  
A109.1 Foreign Exchange Service  
A113.5 Extension Service & Tie Lines  
A113.12 Central Office Local Area Network  
A114.2 Private Line Sampling Arrangement  
A129.2 Data Transport Access Channel Service  
A129.4 Flexserv - Digital Access Cross Connect  
B2.4 Service Order Modifications  
B2.6 Trouble Determination Charge  
B3.4 Vg/Sub Vg/Wired Music Svc/Commercial Qlty Video  
B5.3 Additional Engineering, Labor, & Miscellaneous  
Charges  
B7.1 Megalink Service  
B7.2 Synchronet Service  
B7.3 Megalink Channel Service  
B7.4 Lightgate Service  
B7.5 Megalink ISDN Svc  
B7.7 Smartring  
B7.8 Smartpath Service  
B103.1 Intraexchange Intralata Channels  
B103.2 Interexchange Intralata Channels  
B103.3 Intralata Channel Conditioning  
B103.7 Multipoint Service & Multistation Arrangements  
B103.9 Sub Voice Grade Services - Series 1000 Channels  
B106.3 Dataphone Digital Service  
E11.2 Special Facilities Routing Of Access Services  
E13. Engineering Labor & Miscellaneous Services

NON-BASIC SERVICES  
PUBLIC AND SEMI PUBLIC TELEPHONE

A4.3	Charges For Connecting Or Changing Service
A7.1	Public Telephone Service Equipment
A7.1	Public Telephone Service Message Charges
A7.2	Semi-Public Telephone Service Equipment And Access Line
A7.2	Semi-public Telephone Message Charges
A7.3	Coin/Coinless Credit Card Service
A7.6	Public Set Use Fee
A7.9	Local Usage Detail
A107.1	Semi Public Telephone Service

NON-BASIC SERVICES  
OPERATOR SERVICES

A3.10 Operator Assisted Local And Local Calling Card  
Calls  
A3.11 Local Operator Verification/Interrupt Service  
A3.24 Local DA Call Completion Service  
A3.25 DA/DA Call Completion Service (MSP'S Only)  
A13.12 Selective Class Of Call Screening Service  
A13.16 Local Conference Service  
A13.17 List Service  
A13.51 Electronic White Pages  
A18.4 Conference Service  
A18.8 Intralata Long Distance Operator Verification/  
Interrupt Service  
A18.14 Toll Directory Assistance Call Completion Service  
A38.1 Directory Assistance Database Services  
A38.2 Directory Publishers Database Service  
E18. Operator Services

**NON-BASIC SERVICES**  
**LOCAL DIRECTORY ASSISTANCE AND DIRECTORY SERVICES**

A3.9	Local Directory Assistance Service
A6.4	Non-Published (Private) Listing
A6.5	Non-Listed (Semi Private) Listing
A6.6	Additional Listing
A6.7	Miscellaneous Listing

NON-BASIC SERVICES  
OTHER NON BASIC SERVICES

A2.4 Returned Check/Bank Draft  
A2.4 Late Payment Charges  
A3.8 Interstate Subscriber Line Charge Waiver And  
Matching Program  
A4.6 Special Number Assignment Charge  
A13.3 Apartment Door Answering Services  
A13.15 911 Emergency Service - 8a Key Telephone System  
A13.50 Telecommunication Svc. Priority (TSP) System  
A14.1 Network Interface Equipment  
A14.2 Toll Restriction (Battery Reversal In CO)  
A14.3 Break In Rotary Number Group  
A14.4 High Voltage Protection Equipment  
A14.7 Message Register Service  
A14.8 Customer Premises Attendant Services  
A15.4 Trouble Location Charge  
A24.1 Enhanced 911 Emergency Service  
A30.2 Equipment For Disabled Customers - Outright Sale  
A30.3 Equipment For Disabled Customers - Month-To-Month  
A113.1 Group Emergency Alerting And Dispatching Systems  
A113.2 Municipal & Industrial Emergency Reporting Systems  
A115 Terminal Equipment  
A124.1 Universal Emergency Number Service - 911  
A124.2 Enhanced Universal Emergency Number Service - 911  
A130 Equipment for Disabled Customers  
B2.1 Telecommunications Service Priority

**BUSINESS:**

**NON-BUSINESS EXCHANGE ACCESS**

- A3.5 Monthly Rates (Measured) → PBX trunks)
  - A3.5 Monthly Rates (M-Line Flat) \*
  - A3.8 Rotary \*
  - A3.13 Network Access Register (Flat Rate NARS \*)
  - A3.29 Trunk Side Access
  - A3.35 Network Access Svc \*
  - A3.38 Backup Line
  - A12.1 A12.04 ESIX Svc (ESSX Lines Are capped \*)
  - A12.4 A12.04 Automatic Call Distr. ESS
  - A12.5 A12.05 Elec. Tandem Switching
  - A12.6 A12.06 Misc. Svc Arrangements
  - A12.15 Digital ESIX (ESSX Lines Are capped \*)
  - A12.16 ESIX Multi-Account
  - A12.17 Digital Elec. Tandem Switch.
  - A12.18 ESIX ISDN
  - A13.5 A13.05 Nights/Sundays/Holiday Svc
  - A13.13 Dormitory Communications
  - A13.18 Network Facilities/978
  - A112.1 A112.04 Centrex - Military
  - A112.2 A112.02 Centrex - Co Svc
  - A112.3 A112.03 ESIX-1 Auxiliary
  - A112.4 A112.04 Automatic Call Distr. ESS
  - A112.5 A112.05 Elec. Tandem Switching
  - A112.8 A112.08 ESIX-1
  - A112.9 A112.09 ESIX-1, Elec. Tandem
  - A112.10 Misc. Svc Arrangements
  - A112.11 ESIX-1/Centrex Cust. - Mgmt
  - A112.12 ESIX-05
  - A112.13 Digital ESIX-05
  - A112.14 Elec. Tandem Switch.
  - A112.15 ESIX-06
  - A112.16 Digital ESIX-06
  - A112.17 **Presage Comm. Package** → TO Bus. opt. (already repeated there)
  - A112.20 ESIX - Vintage 2
  - A112.22 ESIX - Optional
  - A112.23 Digital ESIX - Optional
  - A113.4 A113.04 Nights/Sundays/Holiday Svc
  - A113.5 A113.05 **Ext. Svc & TIE Lines** → TO Transport
  - A113.18 Network Facilities/978
  - A114.3 A114.03 ESIX-1 CP Attendant
- A13.7.5 -- Instant Call Acct
  - A13.8 Night, Sunday & Holiday Svc.
  - A13.10 Toll Terminals
  - A13.12 Community Fire Reporting
  - A13.14.2 Smart Call Svc
  - A13.14.4 Custom CLASS
  - A13.15 List Svc
  - A13.16 Dial DataLink
  - A13.20 DID-ICD
  - A13.21 Mobile/Radio Line Usage
  - A13.22 Break In Rotary Group
  - A13.24 Restricted Sent Paid Svc
  - A13.25 Remote Call Forwarding
- Delete; NOT in our tariffs listed this way

A3.8 Monthly Exchange Rates (measured)

A112.19 Digital Electronic Business Set Service II

BUSINESS: \_\_\_\_\_  
OPTIONAL SERVICE

A4.3 Chrg - Connecting/Changing  
A4.4 Dual Svc  
A3.22 Local Usage Detail

A4.6 Special Number → TO OTHER N.B. SVCS.

A5.3 Add'l Engineering  
A8.2 Phone Answering Facility  
A8.3 CO Concentrator  
A9.1 Foreign Exchange Svc → TO Transport  
A9.2 Foreign CO  
A9.3 Interm Foreign Exchange

A9.4 PBX 100  
A9.5 DID Svc  
A12.7 100 from PBX  
A12.8 Prestige Comm. Svc

A13.1 Extension Svc → TO BUS. NB. EXCH. ACCESS

A13.3 Apart Door Answering → TO OTHER N.B. SVCS.

A13.4 Special Billing  
A13.9 Custom Calling  
A13.11 Remote Call Forwarding  
A13.14 Toll Trunks  
A13.19 Touchstar  
A13.20 Call Screening/Restriction  
A13.22 Watch Alert  
A13.24 Duplicate Bill

A31.2 Area Comm. - Multilocation

A13.23 Multilocation Discount Plan  
A13.24 Ringmaster  
A13.41 Exchange Line Data  
A13.46 SMDI  
A13.47 Mag Waiting Indication  
A13.48 Surrogate Client  
A13.53 Multiline Hunt  
A13.58 Hot Line  
A13.57 Warm Line  
A13.58 Uniform Access Number  
A13.59 Automatic Number Id  
A13.60 Custom Svc Area  
A13.61 Answer Supervision

~~A13.62 Call Detail Info  
A14.01 Network Interface Equip  
A14.02 Toll Restriction  
A14.03 Break in Rotary # Group  
A14.04 High Volt. Protection  
A14.07 Message Register  
A14.08 Cust. Premises Attendant  
A15.04 Trouble Location Chrg  
A24.01 E911  
A28.03 Personal Signaling  
A28.7 Admin. Mgmt. Svc  
A19.82 Call Detail Info~~ → Delete (duplicated below)

A14.1 Network Interface Equip  
A14.2 Toll Restriction  
A14.3 Break in Rotary # Group  
A14.4 High Volt. Protection  
A14.7 Message Register  
A14.8 Cust. Premises Attendant  
A15.4 Trouble Location Chrg  
A24.1 E911  
A28.3 Personal Signaling  
A28.7 Admin. Mgmt. Svc

A34.1 AINS Svc Mgmt Svc

A34.2 AINS Assignment

A34.3 AINS Routing

A37.1 Bill Processing

A37.01 Bill Processing → Delete (duplicate)

A39.1 Abbrev Dialing - N11

A42.1 4201 ISDN - Indiv Bus.

A105.1 Add'l Engineering

A108.2 Concentrator Identifier

A108.4 Automatic Answering Syst. Conc. → TO Transport

A109.1 Foreign Exchange

A112.17 Prestige Comm. Package

A112.18 Prestige Single Line

A112.21 Prestige Deluxe

A112.24 Customized Dialing Package

A113.3 Multi-Station 1-way Circuit

A113.10 Custom Calling

A113.11 Network Facilities - PA Svc

A113.19 Ticketstar Svc

A113.20 Caller ID Multiline

A114.1 Special Filter

A115.1.1 Term. Equip - Record 2-way

A115.1.2 Telephotograph Equip

A115.1.3 Data Transmit/Receive

A115.1.4 Voice Transmit/Receive

A115.1.5 Alarm Detection/Reporting

A115.1.6 A115.01.08 Dictation Recording Equip

A115.2 Conv. Svc.

88. Billing/Collection Svc

A3.7 Enhanced Optional EAS (Business)

A3.8 ECS and LCP

A3.14 Expanded Local WATSaver Service

A13.67 CO Blocking with Optional Screening

A34.4 ADWATCH Service

A34.5 Crisis Line Service

B104.1 Voice Communicating Equipment

B104.2 Data Communicating Equipment



RESIDENTIAL:  
NON-BASIC EXCHANGE ACCESS

A3.5 Monthly Rates (Measured)  
A42.1 ~~A42.01 ISDN-INDV Bus.~~ → Delete, already in Bus. opt.

- A3.6 Rotary (Residential)
- A3.8 Monthly Rates (Measured)

## RESIDENTIAL:

### OPTIONAL SERVICE

- A2.4 ~~A2.00 Returned Check/Bank Draft~~ → to other N.B. svcs
- ~~A3.22 Local Usage Detail~~
- A4.6 ~~A4.00 Special Number~~ → to other N.B. svcs.
- A4.7 ~~A4.07 Link-Up Florida~~
- A5.3 ~~A5.00 Addtl Engineering~~
- A13.9 ~~A13.00 Custom Calling~~
- A13.11 Remote Call Forwarding
- A13.19 Touchstar
- A13.20 Call Screening/Restriction
- A13.24 Duplicate Bill
- A13.33 Multifeature Discount Plan
- A13.34 Ringmaster
- A13.40 Surrogate Client
- A15.4 ~~A15.04 Trouble Location Code~~ → to other N.B. svcs.
- A105.1 ~~A105.01 Addtl Engineering~~
- A112.24 Customized Dialing Package
- A113.10 Custom Calling
- A113.20 Caller ID Mute/line
- A13.22 Watch Alert

A3.7 Enhanced Optional EAS (Residential)

A42.2 ISDN Individual Residence Service

A13.41 Exchange Line Data Service

A13.47 Message Waiting Indication - Audible (MWI)

A12.16 Prestige Communications Service (PCS)

A112.17 Prestige Communications Package

A112.18 Prestige Single Line Service

A4.4 Dual Service

A13.56 Hot Line Service

A13.57 Warm Line Service

**TOLL SERVICES**

- A18.3 ~~AT&T~~ Two-Point Svc
- A18.13 Calling Plans - Silver Svc
- A18.5 ~~AT&T~~ WATS
- A18.1 ~~AT&T~~ Two-Point Svc
- A18.5 ~~AT&T~~ WATS

A18.7 Intra-NPA Long Distance Directory Assistance Service

## TRANSPORT SERVICES

- A 29.1 A29-01 Derived Data Channel
- A 29.2 A29-02 Data Transport Svc
- A 29.5 A29-05 Packet Public
- A 29.6 A29-06 AccuVoice
- A 32.1 A29-04 Integration Plus Mgmt
  - A32.3 FlexServ
  - A32.4 NUIS
- A40.3 A40-02 Native Mode LAN
  - A113.12 Native Mode - LAN
- A114.2 A44-02 Privt Line Sampling
- A129.2 A42-02 Data Transport Access
- A129.4 A42-04 FlexServ-Digital
- B2.4 B2-04 Svc Order Modifications
- B2.6 B2-06 Trouble Determination
- B3.4 B3-04 Commercial Quality Video
- B5.3 B5-03 Add'l Engineering
- B7.1 B7-01 MegaLink
- B7.2 B7-02 SYNCHRONET
- B7.3 B7-03 MegaLink Channel
- B7.4 B7-04 LightGate
- B7.5 B7-05 MegaLink ISDN
- B7.8 B7-08 SmartPath
- B7.7 SmartRing
- B103.1 B400-01 Interchange/IntraLATA
- B103.2 B400-02 Interchange/IntraLATA
- B103.3 B400-03 IntraLATA Channel Condt.
- B103.9 B400-09 Sub Voice Grade Svc
- B106.3 B400-03 Dataphone Digital
- E11.2 E11-02 Special Facilities Planning
- E13. Eng. Labor/Alco Svc

A40.1 Frame Relay Service

A40.4 Connectionless Data Service

A40.5 Broadband Data Line Service

B103.7 Multipoint Service and  
Multistation Arrangements

A13.1 Extension Services

A113.5 Extension Service and TIE Lines

AB.2 Phone Answering Facilities

AB.3 CO Concentrator

A9.1 Foreign Exchange Service

A9.2 Foreign CO

A9.3 Interim Foreign Exchange

A9.4 Local Usage Detail (FX)

A108.2 Concentrator - Identifier Units

A108.4 Autotas Answering System Concentrator

A109.1 Foreign Exchange Service

**PUBLIC/SEMI-PUBLIC PHONES**

- A4.3 ~~A4-03~~ Chrg-Connect/Change Svc
- A4.3 ~~A4-03~~ Chrg-Connect/Change Svc-Flat
- A7.1 ~~A7-01~~ Public phone Svc-Equip
- A7.1 ~~A7-01~~ Public phone Svc-Mag
- A7.2 ~~A7-02~~ Semi-Pub. phone-Equip
- A7.2 ~~A7-02~~ Semi-Pub. phone-Mag
- A7.3 ~~A7-03~~ Coin/Coinless CredR Card
- A7.6 ~~A7-06~~ Public Svc Use Fee
- A7.9 ~~A7-09~~ Local Usage Detail
- A127.1 ~~A127-01~~ Semi-Pub. phone Svc

**OPERATOR SERVICES**

- A3.10 Op'r. Assst Local/Local Card
- A3.11 Local Operator Verify/Interrupt
- A13.12 Selective Class - Screen. Svc
- A13.16 Local Conference
- A13.17 List Svc
- A13.51 Elec. White Pages
- A12.4 ~~Ass004~~ Conference Svc
- A18.7 ~~A18-07~~ Intra-NPA LD D/Assistance → to Toll Services
- A18.8 ~~A18-08~~ IntraLATA LD Op Verify/Interrupt
- A38.1 ~~Ass-04~~ DA Database
- A38.2 ~~Ass-02~~ Directory Publishers Database
- E18. Operator Svc

A3.24 Local DA Call Completion Service

A3.25 DA/DA Call Completion Service (MSP'S ONLY)

A18.14 Toll Directory Assistance Call Completion Service

LOCAL DAD - SERVICE

- A3.9 ~~A3.23~~ Local Directory Assst.
- |                                |
|--------------------------------|
| A3.24 Local DA Call Completion |
| A3.25 Da/Da Call Completion    |

 → to Operator Svcs.
- A6.4 ~~A6.04~~ Non-Published Listing
- A6.5 ~~A6.05~~ Non-Listed Listing
- A6.6 ~~A6.06~~ Adm'l Listing
- A6.7 ~~A6.07~~ Misc. Listing

	<del>Other Non-Local Services</del>	
A2.4	<del>Appt. Late Payment Chrg.</del>	
	<del>A.8. Internat'l BLC Waiver/Matching Prog.</del>	
	<del>A13.15 911 - EA Key</del>	
	<del>A13.50 Automatic Number ID</del>	→ Delete (duplicate of Bus. Opt.)
A30.2	<del>A.30.02 Equip./Ole. for Customers - Sale</del>	
A30.3	<del>A.30.03 Equip./Ole. for Customers - Rent</del>	
A113.1	<del>A.113.01 Group Emergency - Alert/Dispatch</del>	
A113.2	<del>A.113.02 Muni./Industrial Emergency</del>	
A124.1	<del>A.124.01 Universal 911</del>	
A124.2	<del>A.124.02 Universal 911</del>	
B2.1	B2.01 Telecomm. Svc Priority	

- A2.4 Returned Check/Bank Draft
- A4.6 Special Number Assignment Charge
- A13.3 Apartment Door Answering Services
- A13.50 Telecommunication Service Priority (TSP) System
- A14.1 Network Interface Equipment
- A14.2 Toll Restriction (Battery Reversal In CO)
- A14.3 Break In Rotary Number Group
- A14.4 High Voltage Protection Equipment
- A14.7 Message Register Service
- A14.9 Customer Premises Attendant Services
- A15.4 Trouble Location Charge
- A24.1 Enhanced 911 Emergency Service
- A115 Terminal Equipment
- A130 Equipment for Disabled Customers



21. July 14, 1997 tariff filing in a letter from A. M. Lombardo to Walter D'Haeseleer proposing to increase the late payment charge from 1.5% to 1.63%

#1277



BellSouth Telecommunications, Inc. 904 224-7798  
Suite 400 Fax 904 224-5073  
150 South Monroe Street  
Tallahassee, Florida 32301-1556

A. M. Lombardo  
Regulatory Vice President

July 14, 1997

Mr. Walter D'Haeseleer  
Director, Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Circle  
Tallahassee, Florida 32399-0805

Re: Tariff Filing T97-614

Dear Mr. D'Haeseleer:

The above filing with a proposed effective date of July 5, 1997, contained an increase in the Late Payment Charge (LPC) to 1.63%. It has since been confirmed that this rate is in excess of that allowed by law.

This letter requests the withdrawal of the parts of this filing pertaining to the LPC. Specifically, reference to the LPC in the transmittal letter and executive summary and the following tariff pages:

GSST Section A4 - First Revised Page 19  
PLST Section B2 - First Revised Page 14

Any billing changes resulting from the above will be corrected.

Yours very truly,

A handwritten signature in cursive script that reads "A M Lombardo" followed by a checkmark.

A. M. Lombardo

#1274

T-97-614



BellSouth Telecommunications, Inc. 904 224-7798  
Suite 400 Fax 904 224-5073  
150 South Monroe Street  
Tallahassee, Florida 32301-1556

A. M. Lombardo  
Regulatory Vice President

June 20, 1997

Mr. Walter D'Haeseleer  
Director, Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald L. Gunter Building, Room 270  
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

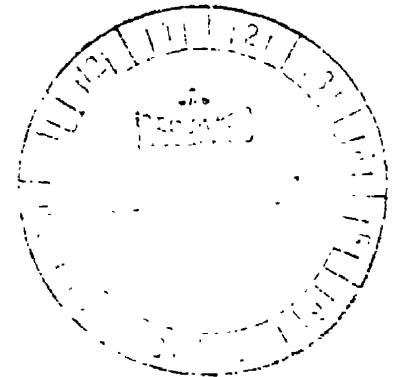
Pursuant to Florida Statute 364.051, we are filing a revision to our General Subscriber Service Tariff and Private Line Service Tariff. Following are the affected pages.

General Subscriber Service Tariff

- Second Revised Page 30 - Subject Index
- Section A1 - First Revised Page 17
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Private Line Service Tariff

- Section B2 - First Revised Page 14



This tariff change shall increase the Late Payment Charge from 1.5% to 1.63%, eliminate the Special Number Assignment Charge (SNAC), and increase the Trouble Location Charge from \$35 to \$45. These rate changes are in compliance with the Price Regulation Rules.

The following attachment provides additional supporting and explanatory information for the proposed tariff revision. The attachment constitutes a comprehensive package which fulfills the basic requirements for supporting data specified in Chapter 25-9 F.A.C.

Attachment A - Executive Summary

Acknowledgment, date of receipt, and authority number of this filing are requested. A duplicate letter of transmittal is attached for this purpose.

Your consideration and approval will be appreciated.

Yours very truly,

A handwritten signature in cursive script that reads "A M Lombardi #7".

Regulatory Vice President

Attachments

## TARIFF NOTIFICATION

### FLORIDA

# 1274

Today's Date: 06/20/97

Filing Package No.: FL96-139

Filing Date: 06/20/97

Effective Date: 07/05/97

Subject: Transmittal of Tariff Filing Package to Increase the Late Payment Charge, Eliminate the Special Number Assignment and Increase the Trouble Locations Charge In Florida

Tariff Status: Approved  
(Filed, Approved, Withdrawn, Suspended, Denied)

## TARIFF PAGES

### GSST

Second Rev. Pg. 30 - Subject Index

Section A1 First Rev. Pg. 17

Section A2 First Rev. Pg. 19

Section A4 First Rev. Pg. 1 - Table of Contents  
First Rev. Pg. 3

**Section A4**

**Second Rev. Pg. 4**

**First Rev. Pg. 5**

**First Rev. Pg. 6**

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**First Rev. Pg.8**

**First. Rev. Pg. 9**

**Section A15**

**First Rev. Pg. 28**

**Private Line Service Tariff**

**Section B2**

**First Rev. Pg. 14**

**TARIFF NOTIFICATION**

**FLORIDA**

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**Today's Date: 06/20/97**

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**Tariff Status: Filed  
(Filed, Approved, Withdrawn, Suspended, Denied)**

**TARIFF PAGES**

**GSST**

**Second Rev. Pg. 30 - Subject Index**

**Section A1 First Rev. Pg. 17**

**Section A2 First Rev. Pg. 19**

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First Rev. Pg. 3**

**Section A4**

**Second Rev. Pg. 4**

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**First Rev. Pg. 7**

**First Rev. Pg.8**

**First. Rev. Pg. 9**

**Section A15**

**First Rev. Pg. 28**

**Private Line Service Tariff**

**Section B2**

**First Rev. Pg. 14**



#274



BellSouth Telecommunications, Inc. 904 224-7798  
Suite 400 Fax 904 224-5073  
150 South Monroe Street  
Tallahassee, Florida 32301-1556

A. M. Lombardo  
Regulatory Vice President

June 20, 1997

Mr. Walter D'Haeseleer  
Director, Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Gerald L. Gunter Building, Room 270  
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

Pursuant to Florida Statute 364.051, we are filing a revision to our General Subscriber Service Tariff and Private Line Service Tariff. Following are the affected pages.

General Subscriber Service Tariff

- Second Revised Page 30 - Subject Index
- Section A1 - First Revised Page 17
- Section A2 - First Revised Page 19
- Section A4 - First Revised Page 1 - Table of Contents
  - First Revised Page 3
  - Second Revised Page 4
  - First Revised Page 5
  - First Revised Page 6
  - First Revised Page 7
  - First Revised Page 8
  - First Revised Page 9
- Section A15 - First Revised Page 28

Private Line Service Tariff

- Section B2 - First Revised Page 14

This tariff change shall increase the Late Payment Charge from 1.5% to 1.63%, eliminate the Special Number Assignment Charge (SNAC), and increase the Trouble Location Charge from \$35 to \$45. These rate changes are in compliance with the Price Regulation Rules.

The following attachment provides additional supporting and explanatory information for the proposed tariff revision. The attachment constitutes a comprehensive package which fulfills the basic requirements for supporting data specified in Chapter 25-9 F.A.C.

Attachment A - Executive Summary

Acknowledgment, date of receipt, and authority number of this filing are requested. A duplicate letter of transmittal is attached for this purpose.

Your consideration and approval will be appreciated.

Yours very truly,

A handwritten signature in black ink, appearing to read "A. M. Lombardi" followed by a stylized flourish.

Regulatory Vice President

Attachments

## **EXECUTIVE SUMMARY**

### **Introduction**

The purpose of this tariff filing is to increase the Late Payment Charge in Florida from 1.5% to 1.63%, eliminate the Special Number Assignment Charge (SNAC), and increase the Trouble Location Charge from \$35 to \$45.

### **Description of Present Tariff**

The current tariffs allow BellSouth to assess a Late Payment Charge of 1.5%, to assess residence and business rates for searching for a number and for searching and assigning a number, and to apply a \$35 charge per trouble location service call.

### **Description of Proposed Tariff**

The proposed tariff revision will increase the Late Payment Charge from 1.5% to 1.63%. It will eliminate the charge for searching only or for searching and assigning special numbers. It will also increase the Trouble Location Charge from \$35 to \$45. The Late Payment Charge increase will produce approximately \$2,382,180 additional annual revenue, and the Trouble Location Charge increase will produce approximately \$514,750 in additional annual revenue. The removal of the SNAC charge will result in a reduction of approximately \$255,335 annual revenue. The SNAC charge is being eliminated due to improvements which have reduced the overall costs of the service. The approved revenue for the Miscellaneous Non-Basic Service Category is approximately \$44,291,000. Therefore, the proposed overall revenue increase of \$2,641,595 will fall within the 6% allowance for this category.

### **Conclusion**

These changes will be in accordance with the Price Regulation Rules.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Cancel First Revised Page 30  
Cancel Original Page 30

ISSUED: ~~March 3, 1997~~ June 20, 1997  
BY Joseph P. Lacher, President -FL  
Miami, Florida

Tariff Revisions  
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July 5, 1997

SUBJECT INDEX

S. (Cont'd)

SUBJECT	SECTION
<del>(DELETED)</del>	
<del>Special Number Assignment Charge</del> <u>(DELETED)</u>	<del>A46</del> <u>(D)</u>
Special Promotions	A2.10
Special Reversed Charge Toll Service (Enterprise)	A118.1.1
Special Service Arrangements	A5.5
Special Text Listing (Business)	A6.7.18
Special Types of Installation	A5.4.1
Statewide Rate Groups	A3.2
Station Line Charges	
Key and Pushbutton Telephone Service (Obsoleted)	A110.
Private Branch Exchange Service (PBX) (Obsoleted)	A111.
HORIZON® Communication System (Obsoleted)	A125.
Stylist® Service Listing	A6.7.15
Supersedure (Assumption of Service)	A22.1.4
Surrogate Client Number	A13.49
Suspension of Business and Residence Service	A2.3.16
Suspension of Service for Non-Payment	A2.4.3
Switched Data Service I	A12.13.14

\*Registered Trademark of American Telephone & Telegraph Company  
\*Registered Service Mark of BellSouth Corporation

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

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BY: Joseph P. Lacher, President - FL  
Miami, Florida

EFFECTIVE: July 1, 1997  
5, 1997

**A1. DEFINITION OF TERMS**

(T)

**SERVICE LINE**

A two-way business individual line, a dial PBX access line, a Centrex Type Services main access line, or an extension of any of the before mentioned, which is required for testing of certain services provided by the Company and which is to be billed at the existing tariff rate.

**SHARED TENANT SERVICES OR STS**

The sharing or resale of a common group of local exchange service access lines through a common switching or billing arrangement to commercial tenants in a single building.

**SHARED TENANT SERVICES PROVIDER**

One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270 Laws of Florida (or Section 364.339 Florida Statutes (Supp. 1986)).

**SIMPLE BUSINESS<sup>1</sup>**

The term Simple Business as specified herein is defined as business line Basic Exchange Service which does not terminate in a communications system. The term Business Non-Key is synonymous with the term Simple Business.

~~**SPECIAL NUMBER ASSIGNMENT CHARGE**~~ **(DELETED)**

~~The charge applying for a customer requested special telephone number other than that number which would normally have been assigned. A separate charge applies for searching for and, if available, assigning the number.~~

**SPEED CALLING**

A private branch exchange, Centrex or local exchange feature which permits the station dialer to reach other stations by abbreviated dialing.

**STANDARD NETWORK INTERFACE**

See Network Interface

**STATION**

A unit of service, complete with instrument, either customer or Company provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments and lines when furnished by the Company, are charged for separately, unless otherwise specified in the Tariff.

a. **Main and Extension Stations (See Centrex Type Services)**

- (1) **Main Station:** A station, directly connected by means of an individual line with a central office.
- (2) **Extension Station:** An additional station connected on the same circuit as the main station and subsidiary thereto.

~~**Note 1:** Text is shown as new due to revision of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

**Note 1:** In all sections of the General Subscriber Service Tariff, the Private Line Service Tariff and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business Individual Line rates as provided in this Tariff.

BELLSOUTH  
TELECOMMUNICATIONS, INC  
FLORIDA  
ISSUED July 1, 1996  
BY Joseph P Lacher, President - FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF  
Tariff Revisions  
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Original Page 19

EFFECTIVE July 15, 1996

## A2. GENERAL REGULATIONS

## A2.4 Payment Arrangements and Credit Allowances (Cont'd)

## A2.4.3 Payment for Service (Cont'd)

- C. A Late Payment Charge of ~~one and a half percent (1.5 percent)~~ <sup>1.23</sup> will be applied to each customer's bill, (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) when the previous month's bill has not been paid in full prior to the next billing date. The ~~1.5 percent~~ charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. This Tariff shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1 percent Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Section 218.70-218.79, Florida Statutes.
- D. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4. of this Tariff.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- G. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company. However, the company may demand immediate payment under the following circumstances:
1. Where service is terminated or abandoned.
  2. Where toll service is two times greater than the subscriber's average usage as reflected on the monthly bills for the three months prior to the current bill or, in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.
  3. Where the Company has reason to believe that a business subscriber is about to go out of business or that bankruptcy is imminent for that subscriber.

## A2.4.4 Allowance for Service Outages

When the use of service or facilities furnished by the Company becomes unavailable due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, for the service and facilities rendered useless and inoperative by reason of the service outage during the time the outage continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days.

~~Note 1- Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA  
 ISSUED ~~July 1, 1996~~ June 20, 1997  
 BY Joseph P. Lacher, President - FL  
 Miami, Florida

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First Revised Page 1  
~~Original~~ Original Page 1  
 EFFECTIVE, July ~~15, 1996~~  
5, 1997

**A4. SERVICE CHARGES**

(J)

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TELECOMMUNICATIONS, INC.  
FLORIDA  
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BY Joseph P. Lacher, President - FL  
Miami, Florida

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5, 1997

## A4. SERVICE CHARGES

### A4.2 Application of Charges-(Cont'd)

#### A4.2.3 Line Change Charge Application (Cont'd)

D. The Line Change Charge applies: (Cont'd)

2. For each change of station number for Centrex-CO, ESSX<sup>®</sup> service, Digital ESSX<sup>®</sup> service, MultiServ<sup>®</sup> service and MultiServ PLUS<sup>®</sup> service, and for each change in the operation of a NAR for ESSX-1. This charge is applicable in addition to the appropriate charge for station number changes when a change of basic exchange telephone number is requested coincident with a change of station number.
3. For each line or trunk, or for each NAR on ESSX-1 being restored after service is temporarily denied for nonpayment.
4. For each line or trunk, for each NAR on ESSX-1 being temporarily suspended at the request of a customer
5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa, for changes in direction, etc.
6. For changing from Foreign Central Office Service to home wire center and vice versa.

#### A4.2.4 Secondary Service Charge Application

- A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- B. The Secondary Service Charge applies for adding or rearranging:

1. Custom Calling Service
2. Prestige<sup>®</sup> Communications service
3. Grouping Service
4. RingMaster<sup>®</sup> service
5. TouchStar<sup>®</sup> service
6. Customized Code Restriction
7. Customer requested directory listing changes
8. Remote Call Forwarding
9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable unless specifically excluded.

C. The Secondary Service Charge applies for:

1. Transfers of responsibility.
2. Changing from residence to business service and vice versa. The business charge applies when changing to business and the residence charge applies when changing to residence. If the telephone number changes the Line Change Charge applies in lieu of the Secondary Service Charge.
3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
4. Installing a Network Interface jack, at the customer's request, on existing service. Additionally, Premises Work Charges will apply.

Note 1: Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.



BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
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## GENERAL SUBSCRIBER SERVICE TARIFF

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First  
EFFECTIVE ~~April 1, 1997~~  
July 5, 1997

## A4. SERVICE CHARGES

## A4.2 Application of Charges (Cont'd)

## A4.2.4 Secondary Service Charge Application (Cont'd)

- C. The Secondary Service Charge applies for: (Cont'd)
5. Changing call referrals to another number at the customer's request.
- D. The Secondary service Charge is also applicable:
1. When installing or changing a station line or changing a station number on ESSX-1 service.
  2. When adding or changing the operation of a NAR or ESSX<sup>®</sup> service, Digital ESSX<sup>®</sup> service, Centrex service or MultiServ PLUS<sup>®</sup> service.
- E. Beginning December 1, 1995 and ending November 30, 1996, a special waiver of the Secondary Service Charge will apply when residence subscribers order one or more of the following services. Custom Calling services, Message Waiting Indication service, Prestige<sup>®</sup> Communications service, TouchStar<sup>®</sup> service, Designer Listings or RingMaster<sup>®</sup> service.

## A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
  - ~~2. (DELETED)~~
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.

## A4.2.6 Service Charge Exceptions

- A. Any additional work done concurrently with the following excepted work will entail service charges applicable to that work.
- B. Service Charges do not apply for:
1. Adding Touch-Tone Service when no other services are requested.
  2. Changing from a private or semiprivate listing to a listed number.
  3. Requests for establishing toll credit cards.
  4. Requests for full or partial disconnection.
  5. Changing from one flat, measured or message rate basic service (including Area Plus<sup>®</sup> service and Complete Choice<sup>®</sup> options) to another.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
ISSUED: ~~July 1, 1996~~ June 20, 1997  
BY: Joseph P. Lacher, President - FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

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6, 1997

**A4. SERVICE CHARGES**

(M)

**A4.2 Application of Charges (Cont'd)**

**A4.2.6 Service Charge Exceptions (Cont'd)**

**B. Service Charges do not apply for: (Cont'd)**

- 6. Converting existing customers to Lifeline.
- 7. The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, at the new/temporary location or for the move back into the original location.
- 8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- 9. Changing the primary listing of a residence customer to the name of the remaining spouse in event of death or divorce of the spouse currently listed.
- 10. Additional features requested with and provided as a part of the customer's request for service that is subject to a service ordering waiver. Charges other than for service ordering may apply for additional services added.
- 11. Upgrades from Back-Up Line service to business individual line service.

**C. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.**

**A4.2.7 Installment Billing**

A. Except as provided in this paragraph and B. following, service connection, and/or rearrangement charges separately or in combination are required to be paid at the time of application for service. Service may be established in advance of payment of service connection charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations or agencies of the Federal, State, County or Municipal Government. Service Charges may be paid in monthly installments of not less than the amounts shown below not to exceed a total of more than six months. If additional such charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

1. First Month

- (a) Residence
- (b) Business

Monthly Rate	USOC
\$15.00	NA
25.00	NA

2. Subsequent Months

- (a) Residence
- (b) Business

5.00	NA
5.00	NA

~~**A4.3 Schedule of Charges for Connecting or Changing Service**~~

~~**A4.3.1 Rates and Charges**~~

~~Note 1: Text is shown as new due to revision of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

Material previously appearing on this page now appears on page(s) 6 of this section.

## A4. SERVICE CHARGES

### A4.3 Schedule of Charges for Connecting or Changing Service (Cont'd)

#### A4.3.1 Rates and Charges (Cont'd)

##### A. Line Connection Charge

1. Applies per exchange access line, trunk, or per NAR for ESSX-1.

	Residence	Business	USOC
(a) First Line <u>(per customer request)</u>	\$40.00	\$56.00	NA
(b) Additional Line (each)	12.00	12.00	NA

##### B. Line Change Charge

1. Applies per exchange access line, trunk, or per NAR for ESSX-1.

(a) First Line <u>(per customer request)</u>	23.00	38.00	NA
(b) Additional Line (each)	11.00	11.00	NA

##### C. Secondary Service Charge

1. Applies per customer request

(a) Each	10.00	19.00	NA
----------	-------	-------	----

##### D. Premises Work Charge

1. First 15-minute increment or fraction thereof

(a) Per increment	25.00	25.00	NA
-------------------	-------	-------	----

2. Each additional 15-minute increment or fraction thereof

(a) Per increment	9.00	9.00	NA
-------------------	------	------	----

### A4.4 Dual Service

#### A4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time (90 days maximum) for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Payment for Dual Service is provided for by billing the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap (90 days maximum).

#### A4.4.2 Rates and Charges

##### A. Exchange Access Line

1. Per line, trunk or main station line

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material appearing on this page previously appeared on page(s) 5 of this section.  
Material previously appearing on this page now appears on page(s) 7 of this section.

BELLSOUTH  
TELECOMMUNICATIONS, INC  
FLORIDA  
ISSUED: ~~July 1, 1996~~ JUNE 20, 1997  
BY Joseph P Lacher, President -FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Tariff Revisions  
Legislative Format  
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EFFECTIVE: July ~~1, 1996~~  
7, 1997

A4. SERVICE CHARGES

A4.4 Dual Service (Cont'd)

A4.4.2 Rates and Charges (Cont'd)

A. Exchange Access Line (Cont'd)

1. Per line, trunk or main station line (Cont'd)

- (a) Residence
- (b) Business

Charge	USOC
Nonrecurring	
520.00	NA
20.00	NA

A4.5 Reserved for Future Use

A4.6 Special Number Assignment Charge (DELETED)

A4.6.1 General

~~A. The charges listed herein apply for searching for and, if available, assigning a special telephone number, at the customer's request, other than that number which would normally have been assigned. The charges apply to requests for a specific number (including specific numerical patterns, such as XXXX, YYYX, YYYX, etc., where X and/or Y are not a specific numeral) or an "easy" number (i.e., one which the Company determines to have a numerical pattern not specified by the customer, which would make it easy to remember). The charges apply to any request regardless of the number of digits requested and/or provided. The Search Only charge listed applies when the requested number (either specific or "easy") is unavailable or unacceptable to the customer. The Search and Assign charge applies when the requested number (either specific or "easy") is assigned to the customer.~~

~~B. Number alternatives will be limited to those normally available for the given serving central office or wire center in which the access line is provided. Therefore, the customer will be limited as to the available options for the first three digits of the special number.~~

~~C. All specific number requests other than numerical patterns must be made by specifying the digits desired.~~

~~Note: Text is shown as new due to revision of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

A4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time (90 days maximum) for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move. (M)
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved. (M)
- C. Dual Service will be offered subject to the availability of facilities and technical limitations. (M)
- D. Payment for Dual Service is provided for by billing the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap (90 days maximum). (M)

Material appearing on this page previously appeared on page(s) 6 of this section.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
ISSUED: ~~July 1, 1996~~ June 20, 1997  
BY: Joseph P. Lacher, President - FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF  
Tariff Revisions

Legislative Format  
Not for Approval

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5, 1997

**A4. SERVICE CHARGES**

(T)

**A4.6 Special Number Assignment Charge (Cont'd) (DELETED)**

**A4.6.1 General (Cont'd)**

- ~~D. If requesting a specific number, the customer will be allowed to name one or two alternative specific numbers, in order of preference, that would be acceptable if the first choice is not available.~~
- ~~If the customer does not wish to name any specific alternative choices, he may state a desire for two "easy" number alternatives. If his first choice is not available, he will be provided with two "easy" number candidates from which to choose. The customer may name one alternative specific number as his second choice and state a desire for an "easy" number as a third alternative. If his first and second choice are not available, he will be provided with one "easy" number candidate to consider.~~
- ~~If the customer has no specific number to request but merely desires an "easy" number, he will be provided with three "easy" number candidates from which to choose.~~
- ~~In the case of both specific and "easy" numbers, only one number may be assigned per each charge listed.~~
- ~~E. The appropriate charge applies in addition to all otherwise applicable charges, e.g., Number Change, Record Service Order, Foreign Central Office, etc.~~
- ~~F. If a customer obtains a number under this Tariff that must subsequently be changed for Company reasons (e.g., area transfer), this charge will not apply for providing this same customer a special number from the newly available pool. A customer that moves but remains in the same serving office or wire center may retain his special number at no additional charge. Any request to change to a new special number will be chargeable.~~
- ~~G. The charges apply for searching for and, if available, assigning a workable number and are not refundable. The number itself remains the property of the Company as stated in Section A2 of this Tariff.~~
- ~~H. This service is available where facilities or arrangements permit.~~

**A4.6.2 Rates and Charges**

- ~~A. Nonrecurring Charges, per request for a number to be assigned:~~
- ~~(a) Search Only~~

Nonrecurring	
Charge	USOC
<del>45.00</del>	<del>RNGSO</del>
<del>10.00</del>	<del>RNGSO</del>
<del>25.00</del>	<del>RNCSN</del>
<del>75.00</del>	<del>RNCSN</del>

~~(a) Residence~~

~~(b) Business~~

~~2. Search and Assign~~

~~(a) Residence~~

~~(b) Business~~

**A4.7 LINK-UP Florida**

**A4.7.1 General**

~~Note 1: Text is shown as non-due to review of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

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TELECOMMUNICATIONS, INC.  
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

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**A4. SERVICE CHARGES**

**A4.7 Link-Up Florida (Cont'd)**

**A4.7.1 General (Cont'd)**

- A. Link-Up Florida is offered in all exchanges to provide subsidized assistance to qualifying applicants. It is intended to preserve and promote subscribership among low income households by providing a credit to and a deferred schedule for payment of the installation and connection charges applicable to the provisioning of residence service.
- B. The Company's rules for the Link-Up Florida program are as provided in Commission Order No. 19684, Docket No 880847-TL.
- C. The Company's deferred payment schedule referenced in Commission Order No. 19684, Docket No. 880847-TL is as provided in this Tariff.

**A4.7.2 Regulations**

- A. Persons wishing to qualify for the credit must meet state certification criteria for eligibility. This credit is available only to residence customers, and will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence.
- B. The subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- C. The subscriber must be a current recipient of or certified eligible for Medicaid or Food Stamps.

**A4.7.3 Rates and Charges**

- 1. Federal credit

(a) Each

Nonrecurring Charge	USOC
2-	NA

**A4.8 Reserved for Future Use**

**A4.9 Reserved for Future Use**

**A4.10 Reserved for Future Use**

**A4.11 Reserved for Future Use**

~~Note 1: Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

Note 2: Credit is 50 percent of the Line Connection Charge. The credit is not to exceed \$30.00.

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GENERAL SUBSCRIBER SERVICE TARIFF

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**A15. CONNECTIONS OF TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS\***

**A15.3 Communications Systems (Cont'd)**

**A15.3.4 Reserved for Future Use**

**A15.3.5 Connecting Arrangements - Voice Communications - Automatic**

Except as otherwise provided in A15.1.7 and A15.1.8 of this Tariff, installations of new connecting arrangements will not be made for connection of terminal equipment, for connection of communications systems and for equipment-to-equipment connections. Treatment with respect to grandfathered installations which include such connecting arrangements is covered in A15.1.3 B of this Tariff.

**A15.4 Trouble Location Charge**

**A15.4.1 Rates and Charges**

A. The customer shall be responsible for payment of a nonrecurring charge for each visit by the Company to the premises of the customer or joint user(s) solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or his joint user(s).

- 1. Exchange and WATS service

	Nonrecurring	
	Charge	USOC
<u>\$45</u>	<del>995.00</del>	MCE

(a) Per Service Call

**A15.4.2 Reserved for Future Use**

**A15.5 Connections of Other Carrier-Provided Communications Systems**

**A15.5.1 General Provision**

Communications systems provided by the Other Carrier (listed in A15.5.6) hereafter referred as the OC, may be connected with the facilities furnished by the Company for telecommunications services as specified in A15.5.2 through A15.5.9 following.

~~Note 1: Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

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FLORIDA

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Miami, Florida

PRIVATE LINE SERVICE TARIFF

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**B2. REGULATIONS**

**B2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**B2.4.1 Payment of Charges and Deposits (Cont'd)**

- B. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time an application for service is placed with the Company, equal to the service connection or installation charges, if applicable, and at least one month's charges for the service provided. In addition, where the furnishing of service involves an unusual investment, applicants may be required to make payment in advance of such portion of the estimated cost of the installation or construction as is to be borne by them. The amount of the advance payment is credited to the customer's account as applying to any indebtedness of the customer for the service furnished.
- C. The Company may, in order to safeguard its interests, require an applicant or customer to make such deposit as the Company deems suitable to be held by the Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments or the prompt payment of bills on presentation. At such time as the service is terminated the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Company such a deposit may be refunded in all or part or credited to the customer at any time prior to the termination of the service. In case of a cash deposit, interest is paid at the rate of 6% per annum to begin and run from the date said deposit is made except that, no interest shall apply on a deposit unless the deposit and the service have been in existence for a continuous period of six months.
- D. The Company reserves the right to increase the deposit requirement when in its judgment the conditions justify such action.
- E. Effective April 1, 1996, a charge of \$20.00 or 5 percent of the face value of the check, whichever is greater, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written. For a check or draft written prior to this date, a charge of \$15.00 will apply.
- F. A Late Payment Charge of ~~1 1/2%~~ applies to each customer's bill when the previous month's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) has not been paid in full prior to the next billing date. The ~~1 1/2%~~ charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. Late payment charges to governmental entities shall be the maximum allowed by law but no more than 1 1/2% per month.
- G. At the option of the customer, all nonrecurring charges associated with an order for service may be billed over a three month period subject to the following:
- 50% of the total nonrecurring charges will be billed in the first monthly billing period after the charges are incurred, and 25% of the total nonrecurring charges plus an Extended Billing Plan Charge will be billed in each of the following two monthly billing periods.
  - The Extended Billing Plan Charge is calculated at a rate of 1.0% per month or 12% annually, on the unbilled balance of the nonrecurring charges.
  - If the customer disconnects service before the expiration of the plan period, all unbilled charges plus the Extended Billing Plan charge, if applicable, will be included in the final bill rendered.
  - If the customer fails to make any of the payments prior to the next billing date these late payment charges as specified in F. preceding will apply.

~~Note 1: Text is shown as new due to reissue of all Tariff Sections. No changes in rates or regulations were made with this filing.~~

Note 2: Nonpayment of this charge will not constitute sufficient cause for interruption or cancellation of service.



# Status Tracking

Status: Working

	Save and Return	Send 4 Validation	Return to QC
Jurisdiction:	FLORIDA	Issue Date:	06/20/97
SME:	Wanda L Yow	Effective Date:	07/05/97
Folder Title:	FLXCOU	Filing Date:	
Filing Package #:	FL96-139	Approval Date:	
Tariff Notification Type:	<input type="checkbox"/> New Service Offering	Notification Date:	05/12/97
	<input type="checkbox"/> Changes in Existing Service	Posting Date:	05/09/97
	<input type="checkbox"/> Discontinued Service Offering	By:	Kay Williams
	<input type="checkbox"/> Promotion		

(Push Button to Identify PSIMS Effects)



Yes  
 No

Service Narrative: Increases the Late Payment Charge from 1.5% to 1.63%, Eliminates SNAC, Increase Trouble Location Charge from \$35 to \$45.

Sections: A2, B2

(Push Button to Identify Any Revenue Effects)



Is this a new service where Revenue is affected?

YES  
 NO

Is this an existing service where the rates have been changed or significantly impacted?

YES  
 NO

If you entered YES to either of the above questions the following Revenue Data is required:

## Revenue Data

Test Period:

\_\_\_\_\_

## SUBJECT INDEX

### S. (Cont'd)

SUBJECT	SECTION
<b>(DELETED)</b>	
Special Promotions .....	A2.10
Special Reversed Charge Toll Service (Enterprise) .....	A118 I.1
Special Service Arrangements .....	A5.5
Special Text Listing (Business) .....	A6.7 18
Special Types of Installation .....	A5 4.1
Statewide Rate Groups .....	A3 2
Station Line Charges	
Key and Pushbutton Telephone Service (Obsoleted) .....	A110.
Private Branch Exchange Service (PBX) (Obsoleted) .....	A111.
HORIZON® Communication System (Obsoleted) .....	A125.
Stylist® Service Listing .....	A6.7.15
Supersedure (Assumption of Service) .....	A22.1.4
Surrogate Client Number .....	A13.49
Suspension of Business and Residence Service .....	A2.3.16
Suspension of Service for Non-Payment .....	A2.4.3
Switched Data Service I .....	A12.13.14

## A1. DEFINITION OF TERMS

### SERVICE LINE

A two-way business individual line, a dial PBX access line, a Centrex Type Services main access line, or an extension of any of the before mentioned, which is required for testing of certain services provided by the Company and which is to be billed at the existing tariff rate.

### SHARED TENANT SERVICES OR STS

The sharing or resale of a common group of local exchange service access lines through a common switching or billing arrangement to commercial tenants in a single building.

### SHARED TENANT SERVICES PROVIDER

One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270 Laws of Florida (or Section 364.339 Florida Statutes (Supp. 1986).

### SIMPLE BUSINESS<sup>1</sup>

The term Simple Business as specified herein is defined as business line Basic Exchange Service which does not terminate in a communications system. The term Business Non-Key is synonymous with the term Simple Business.

### (DELETED)

### SPEED CALLING

A private branch exchange, Centrex or local exchange feature which permits the station dialer to reach other stations by abbreviated dialing.

### STANDARD NETWORK INTERFACE

See Network Interface

### STATION

A unit of service, complete with instrument, either customer or Company provided and lines (circuits), so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments and lines when furnished by the Company, are charged for separately, unless otherwise specified in the Tariff.

#### a. Main and Extension Stations (See Centrex Type Services)

- (1) Main Station: A station, directly connected by means of an individual line with a central office.
- (2) Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto.

**Note 1:** In all sections of the General Subscriber Service Tariff, the Private Line Service Tariff and the Access Service Tariff, any references to the Business Line rates refer to the Complex Business Individual Line rates as provided in this Tariff.

## A2. GENERAL REGULATIONS

### A2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### A2.4.3 Payment for Service (Cont'd)

- C. A Late Payment Charge of 1.63 percent will be applied to each customer's bill, (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) when the previous month's bill has not been paid in full prior to the next billing date. The 1.63 percent charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. This Tariff shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1 percent Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Section 218.70-218.79, Florida Statutes.
- D. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4. of this Tariff.
- E. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.
- F. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- G. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the company. However, the company may demand immediate payment under the following circumstances:
  - 1. Where service is terminated or abandoned.
  - 2. Where toll service is two times greater than the subscriber's average usage as reflected on the monthly bills for the three months prior to the current bill or, in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.
  - 3. Where the Company has reason to believe that a business subscriber is about to go out of business or that bankruptcy is imminent for that subscriber.

#### A2.4.4 Allowance for Service Outages

When the use of service or facilities furnished by the Company becomes unavailable due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, for the service and facilities rendered useless and inoperative by reason of the service outage during the time the outage continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days.

## A4. SERVICE CHARGES

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.3 Line Change Charge Application (Cont'd)

D. The Line Change Charge applies: (Cont'd)

2. For each change of station number for Centrex-CO, ESSX<sup>®</sup> service, Digital ESSX<sup>®</sup> service, MultiServ<sup>®</sup> service and MultiServ PLUS<sup>®</sup> service, and for each change in the operation of a NAR for ESSX-I. This charge is applicable in addition to the appropriate charge for station number changes when a change of basic exchange telephone number is requested coincident with a change of station number.
3. For each line or trunk, or for each NAR on ESSX-I being restored after service is temporarily denied for nonpayment.
4. For each line or trunk, for each NAR on ESSX-I being temporarily suspended at the request of a customer.
5. For changing from loop start to ground start and vice versa and for changing from a line to a trunk and vice versa, for changes in direction, etc.
6. For changing from Foreign Central Office Service to home wire center and vice versa.

#### A4.2.4 Secondary Service Charge Application

A. The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.

B. The Secondary Service Charge applies for adding or rearranging:

1. Custom Calling Service
2. Prestige<sup>®</sup> Communications service
3. Grouping Service
4. RingMaster<sup>®</sup> service
5. TouchStar<sup>®</sup> service
6. Customized Code Restriction
7. Customer requested directory listing changes
8. Remote Call Forwarding
9. Other features or services for which the Line Connection Charge and Line Change Charge are not applicable.

C. The Secondary Service Charge applies for:

1. Transfers of responsibility.
2. Changing from residence to business service and vice versa. The business charge applies when changing to business and the residence charge applies when changing to residence. If the telephone number changes the Line Change Charge applies in lieu of the Secondary Service Charge.
3. Rearrangement of drop wire, protector, and/or network interface. Additionally, Premises Work Charges will apply.
4. Installing a Network Interface jack, at the customer's request, on existing service. Additionally, Premises Work Charges will apply.

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BY Joseph P. Lacher, President-FL  
Miami, Florida

## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.4 Secondary Service Charge Application (Cont'd)

- C. The Secondary Service Charge applies for: (Cont'd)
  - 5. Changing call referrals to another number at the customer's request.
- D. The Secondary service Charge is also applicable:
  - 1. When installing or changing a station line or changing a station number on ESSX-1 service.
  - 2. When adding or changing the operation of a NAR on ESSX<sup>®</sup> service, Digital ESSX<sup>®</sup> service, Centrex service or MultiServ PLUS<sup>®</sup> service.
- E. Beginning December 1, 1995 and ending November 30, 1996, a special waiver of the Secondary Service Charge will apply when residence subscribers order one or more of the following services. Custom Calling services, Message Waiting Indication service, Prestige<sup>®</sup> Communications service, TouchStar<sup>®</sup> service, Designer Listings or RingMaster<sup>®</sup> service.

#### A4.2.5 Premises Work Charge Application

- A. The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to the Premises Work Charge.
- B. Premises Work Charges apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where additional employees are specifically requested by the customer, the initial increment charge will also apply per additional Company employee specifically requested.
- C. Premises Work Charges apply:
  - 1. For, but not limited to, rearrangement of drop wire, protector and/or network interface.
- D. The charge for a Network Interface jack applies in addition to the appropriate Premises Work Charges for installing a Network Interface at the customer's request on existing service.

#### A4.2.6 Service Charge Exceptions

- A. Any additional work done concurrently with the following excepted work will entail service charges applicable to that work.
- B. Service Charges do not apply for:
  - 1. Adding Touch-Tone Service when no other services are requested.
  - 2. Changing from a private or semiprivate listing to a listed number.
  - 3. Requests for establishing toll credit cards.
  - 4. Requests for full or partial disconnection.
  - 5. Changing from one flat, measured or message rate basic service (including Area Plus<sup>®</sup> service and Complete Choice<sup>®</sup> options) to another.

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## A4. SERVICE CHARGES

### A4.2 Application of Charges (Cont'd)

#### A4.2.6 Service Charge Exceptions (Cont'd)

B. Service Charges do not apply for: (Cont'd)

6. Converting existing customers to Lifeline.
7. The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, at the new/temporary location or for the move back into the original location.
8. Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
9. Changing the primary listing of a residence customer to the name of the remaining spouse in event of death, or divorce of the spouse currently listed.
10. Additional features requested with and provided as a part of the customer's request for service that is subject to a service ordering waiver. Charges other than for service ordering may apply for additional services added.
11. Upgrades from Back-Up\* Line service to business individual line service.

C. Service charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

#### A4.2.7 Installment Billing

- A. Except as provided in this paragraph and B. following, service connection, and/or rearrangement charges separately or in combination are required to be paid at the time of application for service. Service may be established in advance of payment of service connection charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations or agencies of the Federal, State, County or Municipal Government. Service Charges may be paid in monthly installments of not less than the amounts shown below not to exceed a total of more than six months. If additional such charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

1. First Month

- (a) Residence
- (b) Business

Monthly Rate	USOC
\$15.00	NA
25.00	NA

2. Subsequent Months

- (a) Residence
- (b) Business

5.00	NA
5.00	NA

Material previously appearing on this page now appears on page(s) 6 of this section.

\* Service Mark of BellSouth Corporation



## A4. SERVICE CHARGES

### A4.3 Schedule of Charges for Connecting or Changing Service

#### A4.3.1 Rates and Charges

##### A. Line Connection Charge

1. Applies per exchange access line, trunk, or per NAR for ESSX-1.

	Residence	Business	USOC
(a) First Line ( <i>per customer request</i> )	540.00	556.00	NA
(b) Additional Line (each)	12.00	12.00	NA

##### B. Line Change Charge

1. Applies per exchange access line, trunk, or per NAR for ESSX-1.

(a) First Line ( <i>per customer request</i> )	23.00	38.00	NA
(b) Additional Line (each)	11.00	11.00	NA

##### C. Secondary Service Charge

1. Applies per customer request

(a) Each	10.00	19.00	NA
----------	-------	-------	----

##### D. Premises Work Charge

1. First 15-minute increment or fraction thereof

(a) Per increment	25.00	28.00	NA
-------------------	-------	-------	----

2. Each additional 15-minute increment or fraction thereof

(a) Per increment	9.00	9.00	NA
-------------------	------	------	----

## A4. SERVICE CHARGES

### A4.4 Dual Service

#### A4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time (90 days maximum) for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.
- D. Payment for Dual Service is provided for by billing the nonrecurring charge following plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap (90 days maximum).

#### A4.4.2 Rates and Charges

##### A. Exchange Access Line

- 1. Per line, trunk or main station line

- (a) Residence
- (b) Business

Nonrecurring Charge	USOC
\$20.00	NA
20.00	NA

### A4.5 Reserved for Future Use

### A4.6 (DELETED)

BELLSOUTH  
TELECOMMUNICATIONS, INC  
FLORIDA  
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BY Joseph P. Lacher, President -FL  
Miami, Florida

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## A4. SERVICE CHARGES

### A4.6 (DELETED) (Cont'd)

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## A4. SERVICE CHARGES

### A4.7 Link-Up Florida

#### A4.7.1 General

- A. Link-Up Florida is offered in all exchanges to provide subsidized assistance to qualifying applicants. It is intended to preserve and promote subscribership among low income households by providing a credit to and a deferred schedule for payment of the installation and connection charges applicable to the provisioning of residence service.
- B. The Company's rules for the Link-Up Florida program are as provided in Commission Order No. 19684, Docket No. 880847-TL.
- C. The Company's deferred payment schedule referenced in Commission Order No. 19684, Docket No. 880847-TL is as provided in this Tariff.

#### A4.7.2 Regulations

- A. Persons wishing to qualify for the credit must meet state certification criteria for eligibility. This credit is available only to residence customers, and will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence.
- B. The subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- C. The subscriber must be a current recipient of or certified eligible for Medicaid or Food Stamps.

#### A4.7.3 Rates and Charges

- 1. Federal credit<sup>1</sup>

(a) Each

<b>Nonrecurring Charge</b>	<b>USOC</b>
\$-	NA

### A4.8 Reserved for Future Use

### A4.9 Reserved for Future Use

### A4.10 Reserved for Future Use

### A4.11 Reserved for Future Use

Note 1: Credit is 50 percent of the Line Connection Charge. The credit is not to exceed \$30.00.

ISSUED: June 20, 1997  
BY: Joseph P. Lacher, President -FL  
Miami, Florida

EFFECTIVE: July 5, 1997

## A15. CONNECTIONS OF TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

### A15.3 Communications Systems (Cont'd)

#### A15.3.4 Reserved for Future Use

#### A15.3.5 Connecting Arrangements - Voice Communications - Automatic

Except as otherwise provided in A15.1.7 and A15.1.8 of this Tariff, installations of new connecting arrangements will not be made for connection of terminal equipment, for connection of communications systems and for equipment-to-equipment connections. Treatment with respect to grandfathered installations which include such connecting arrangements is covered in A15.1.3.B of this Tariff.

### A15.4 Trouble Location Charge

#### A15.4.1 Rates and Charges

- A. The customer shall be responsible for payment of a nonrecurring charge for each visit by the Company to the premises of the customer or joint user(s) solely to determine that the service difficulty or trouble report results from the use of equipment or facilities provided by the customer or his joint user(s).

1. Exchange and WATS service

	Nonrecurring Charge	USOC
(a) Per Service Call	\$45.00	MCE

#### A15.4.2 Reserved for Future Use

### A15.5 Connections of Other Carrier-Provided Communications Systems

#### A15.5.1 General Provision

Communications systems provided by the Other Carrier (listed in A15.5.6) hereafter referred as the OC, may be connected with the facilities furnished by the Company for telecommunications services as specified in A15.5.2 through A15.5.9 following.

ISSUED June 20, 1997

BY: Joseph P. Lacher, President-FL  
Miami, Florida

EFFECTIVE July 5, 1997

## B2. REGULATIONS

### B2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### B2.4.1 Payment of Charges and Deposits (Cont'd)

- B. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time an application for service is placed with the Company, equal to the service connection or installation charges, if applicable, and at least one month's charges for the service provided. In addition, where the furnishing of service involves an unusual investment, applicants may be required to make payment in advance of such portion of the estimated cost of the installation or construction as is to be borne by them. The amount of the advance payment is credited to the customer's account as applying to any indebtedness of the customer for the service furnished.
- C. The Company may, in order to safeguard its interests, require an applicant or customer to make such deposit as the Company deems suitable to be held by the Company as a guarantee of the payment of charges. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments or the prompt payment of bills on presentation. At such time as the service is terminated the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Company such a deposit may be refunded in all or part or credited to the customer at any time prior to the termination of the service. In case of a cash deposit, interest is paid at the rate of 6% per annum to begin and run from the date said deposit is made except that, no interest shall apply on a deposit unless the deposit and the service have been in existence for a continuous period of six months.
- D. The Company reserves the right to increase the deposit requirement when in its judgment the conditions justify such action.
- E. Effective April 1, 1996, a charge of \$20.00 or 5 percent of the face value of the check, whichever is greater, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.<sup>1</sup> For a check or draft written prior to this date, a charge of \$15.00 will apply.
- F. A Late Payment Charge of 1.63% applies to each customer's bill when the previous month's bill (including amounts billed in accordance with the Company's Billing and Collections Services Tariff) has not been paid in full prior to the next billing date. The 1.63% charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill. Late payment charges to county and municipal governments entities shall be assessed a 1 percent Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Section 218.70-218.79, Florida Statutes.
- G. At the option of the customer, all nonrecurring charges associated with an order for service may be billed over a three month period subject to the following:
- 50% of the total nonrecurring charges will be billed in the first monthly billing period after the charges are incurred, and 25% of the total nonrecurring charges plus an Extended Billing Plan Charge will be billed in each of the following two monthly billing periods.
  - The Extended Billing Plan Charge is calculated at a rate of 1.0% per month or 12% annually, on the unbilled balance of the nonrecurring charges.
  - If the customer disconnects service before the expiration of the plan period, all unbilled charges plus the Extended Billing Plan charge, if applicable, will be included in the final bill rendered.
  - If the customer fails to make any of the payments prior to the next billing date these late payment charges as specified in F. preceding will apply.

**Note 1:** Nonpayment of this charge will not constitute sufficient cause for interruption or cancellation of service.

*To be filed 6/20*

Filing Package: 870.0600-FL96-139

Birmingham, Alabama  
June 12, 1997

To: George L. Frazee, Manager - Regulatory and External Affairs - FL  
From: Wanda L. Yow, Manager - PCU - Regulatory and Pricing Support  
Subject: Transmittal of Tariff Filing Package to Increase the Late Payment Charge, Eliminate the Special Number Assignment Charge (SNAC), and Increase the Trouble Location Charge in Florida

Attached is the original and the requested copies of an A2, B2, A4, and A15 Tariff Filing Package that will increase the Late Payment Charge from 1.5% to 1.63%, eliminate the Special Number Assignment Charge (SNAC), and increase the Trouble Location Charge from \$35 to \$45 in Florida. The Late Payment Charge for local government entities will remain at 1.0%.

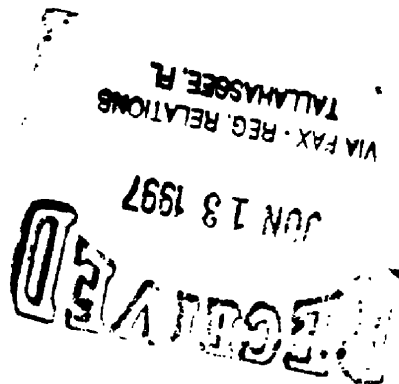
This Tariff will have a file date of June 20, 1997 with a proposed effective date of July 5, 1997.

If you have any questions, please call me at (205) 977-2338.

*Wanda L. Yow*

**Attachments**

cc: See Distribution List  
Basic Exchange Product Team  
Conrad Martin  
Linda Lemmon  
Sandra Owens  
Janis Lane  
Dale Johnson  
Connie Cortez  
Steve Daniels  
Sherry Bircheat  
Bonnie O'Bannon  
Vickie Milne



<u>Tariff</u>	<u>Recipient</u>
A,B - S,T	Pam Belrose, Tariff Implementor-Customer Billing Svcs.-FL
All - S,T	Dorothy Bennett, State Product Champion-Florida
All - S,T	Chuck Blackburn, Manager-Interconnection Services
B - S	Herb Cash, Executive Director-Broadband
E - S,T	Marc Cathey, Senior Director-Interconnection Services
All - P	Judy Cobb, Manager-Economic Analysis
E - P,R	Nita Furlong, Manager-Billing Management-CABS
E - P	Clyde Green, Specialist-CBS
All - S	Jerry Hendrix, Director-Interconnection Services-Pricing
All - P,R	Sharon Hutchens, Manager-Pricing Strategy
ALL - P,R	Patti Klein, Manager-Finance
All - S	Tony Lombardo, President-Regulatory-FL
E - S,T	Marie Luft, Manager-Finance
E - S,T	LaFawn McCormick, Manager-Interconnection-Sales
E - S,T	Rick Ratliff, Manager-Interconnection-Sales
All - S,T	Nancy Sims, Director-Regulatory-Florida
All - S,T	Usage Billing Supervisor-Comptrollers
All - P	Tom Walden, Manager-Pricing Strategy
All - P	Johnnie Walker, Director-Complex Services
All - P,R	Kay Williams, Manager-Pricing Strategy
A - S	Terry Yarbrough, Senior Director-Consumer Services
All - P	Marva Ziegler, Pricing-Special Assembly Group

A = General Subscribers Service Tariff	P = Package with cost
B = Private Line Services Tariff	PNC = Package without cost
E = Access Services Tariff	R = Revenue
ALL = A, B, and E Tariffs	S = Commission Letter/ Executive Summary
	T = Tariff Pages

04/24/97 - Contact Rachel Lance (404-529-2922) with changes to this list.



22. Florida Regulatory Meeting - LPC/DCA dated June 9, 1999.

**PROPRIETARY**

**REDACTED VERSION**