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Public Service Commission

December 9, 2002

Ms. Patricia Spencer
CAT Communications
P.O. Box 6129
Roanoke, VA 24017-0129

Re: CAT Communication's Response to Order No. PSC-02-1656-PAA-TX, Issued November 26, 2002, in Docket No. 020646-TX

Dear Ms. Spencer:

Thank you very much for bringing your concerns regarding Order No. PSC-02-1656-PAA-TX to our attention. As discussed with you, Order No. PSC-02-1656-PAA-TX is being amended to correct an error regarding the obligations that CCI must meet to settle this docket. The date of December 15, 2002, is the deadline by which CCI's customers must provide notice that they want to retain a PC Freeze. CCI has 30 calendar days after issuance of the Consummating Order to submit its final report to the Commission. Currently, the Consummating Order is scheduled to be released on or about December 20, 2002.

In its correspondence, CCI states that the PC Freeze needs to be identified more clearly as a local and a long distance carrier choice. CCI further states that the rule needs to be made more exact as to what the Commission feels is fair to the consumer. Staff directs CCI to Rule 25-24.845, Florida Administrative Code, Customer Relations; Rules Incorporated, which states:

The following rules are incorporated herein by reference and apply to ALECs. In the following rules, the acronym 'LEC' should be omitted or interpreted as 'ALEC'.

AUS _____
CAF _____
CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
WMS _____
SEC _____
OTH _____

<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
25-4.110	Customer Billing	Subsections (14), (15), (16), (17), (18), and (20)

Further, the definition of PC Freeze, as provided in Rule 25-4.003, Florida Administrative Code, is "A service offered that restricts the customer's carrier selection until further notice from the customer." Please note that the customer is not limited in regard to the types of services for which a PC Freeze can be requested. Thus, the customer could request a freeze on any of the

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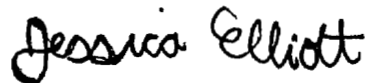
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services he has, e.g. local, local toll or toll services. The definition of a PC Freeze was intentionally meant not to limit a freeze to just one specific service. Even so, staff has initiated rulemaking to clarify the providers' obligations regarding PC Freezes and number portability. Staff has conducted two workshops and will soon release an updated version of the proposed rule amendments. Staff will place CCI on an e-mail distribution for a copy of the proposed rule amendments.

In the last paragraph of its correspondence, CCI describes problems that it has experienced with other carriers regarding delays in the migration of customers or delay in the disconnection of service. These problems are unrelated to this proceeding. If CCI deems it necessary, it should file a complaint with this Commission when there are specific cases at hand. CCI can contact our Division of Consumer Affairs at 1-800-342-3552 to lodge a complaint. Please let us know if we can be of further assistance.

Sincerely,

A handwritten signature in black ink that reads "Jessica Elliott". The signature is written in a cursive, flowing style.

Jessica Elliott
Attorney

JAE:js

cc: Melinda Watts