ORIGINAL

FLORIDA PUBLIC SERVICE COMMISSION

OFFICE OF THE GENERAL COUNSEL

DOCKET NO. 010774-TP

RULE NO:25-24.491   RULE TITLE: Notice to Customers

Prior to Increase in Rates or Charges

NOTICE OF CHANGE

Notice is hereby given that the following changes have been made to
the proposed rules in accordance with subparagraph 120.54(3)(d)1.,
F.S., published in Volume 28, No. 42, October 18, 2002, issue of
the Florida Administrative Weekly:

25-24.491 Notice to Customers Prior to Increase in Rates or Charges

(1)   All interexchange telecommunications companies shall
      provide reasonable notice of any increase in intrastate
      telecommunications rates, or any changes in terms or
      conditions that would cause an ~~material~~ increase in
      customer charges, to each of their affected residential
      and single-line business retail subscribers, prior to
      implementation of the increase.

(2)   The notice shall be clear and conspicuous, shall be
      identified with the heading: "Notice of Price Increase,"
      or "Notice of Price Change," if the change will result in
      a price increase for some customers and a price decrease
      for some customers, and shall be presumed reasonable if
      provided in any of the following manners:

a) First class mail postmarked at least 15 days prior to the effective date of the increase in rates or charges to the customer;

b) A bill insert or bill message mailed to the customer no later than one billing cycle prior to the effective date of the increase in rates or charges to the customer;

c) For those customers who have elected to receive electronic billing, an electronic message sent at least 7 days prior to the effective date of the increase in rates or charges to the customer; or

d) Pursuant to a written contract that specifically and conspicuously prescribes a method for notice of price increases.

Specific Authority: 350.127; 364.0252; 364.19, F.S.

Law Implemented: 364.0252; 364.19, F.S.

History: New_____.