

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: 010774-TP

IN RE: PETITION OF THE CITIZENS OF THE STATE OF FLORIDA TO INITIATE RULEMAKING WHICH WILL REQUIRE TELEPHONE COMPANIES TO GIVE CUSTOMERS REASONABLE NOTICE BEFORE CUSTOMERS INCUR HIGHER CHARGES OR CHANGE IN SERVICES, AND ALLOW THEM TO EVALUATE OFFERS FOR SERVICE FROM COMPETING ALTERNATIVE PROVIDERS

NOTICE OF CHANGE

TO

ALL INTERESTED PERSONS

ISSUED: January 29, 2003

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission has approved a change to proposed Rule 25-24.491, Florida Administrative Code.

The attached Notice of Change will appear in the February 7, 2003, edition of the Florida Administrative Weekly.

By Direction of the Florida Public Service Commission, this 29th day of January, 2003.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By:

Kay Flynn
Kay Flynn, Chief
Bureau of Records and Hearing
Services

(S E A L)

MCB

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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 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_____.