

ORIGINAL

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that Sprint-Florida Incorporated's amended petition seeking a limited waiver from Rules 25-4.066(2), 25-4.070(3)(a), 25-4.073(1)(c), 25-4.073(1)(d), and 25-4.110(6), Florida Administrative Code (F.A.C.), and approval of modification and extension of Service Guarantee Plan (SGP) approved by Order PSC-00-2462-PAA-TL, filed May 7, 2003, in Docket No. 030430-TL was approved by the Commission by Order No. PSC-03-0733-PAA-TP, issued June 19, 2003, consummated by Order No. PSC-03-0810-CO-TL, issued July 15, 2003. These rules address the service standards for incumbent local exchange carriers. Rule 25-4.066(2), F.A.C., requires that most installation of primary service be completed within 3 working days. Rule 25-4.070(3)(a), F.A.C., requires that most restoration of interrupted service be completed within 24 hours of the report. Rule 25-4.073(1)(c), F.A.C., requires that calls made to directory assistance, repair and the business office be answered within a specific time. Rule 25-4.073(1)(d), F.A.C., defines the processing of calls from customers to the business office. Rule 25-4.110(6), F.A.C., requires a pro rata refund or adjustment when a subscriber's service is out of order in excess of 24 hours after

AUS _____ the subscriber notices the company. The petition was approved on
CAF _____
CMP _____
COM _____ the basis that the purpose of the underlying statute could be
CTR _____
ECR _____ achieved by other means and application of the rule would create
GCL _____
OPC _____
MMS _____ substantial hardship. Notice of the petition was published in the
SEC _____
OTH _____

RECEIVED
ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 10/20/03 BY 60322
70001
DOCUMENT NUMBER-DATE

07702 AUG 20 03

FPSC-COMMISSION CLERK

FAW on May 30, 2003. A copy of the Order can be obtained from the Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6770.