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100000-07

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**Sent:** Friday, May 07, 2010 11:58 AM  
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**Cc:** Masterton, Susan S; Khazraee, Sandra A  
**Subject:** CenturyLink's Post Workshop Comments  
**Attachments:** CenturyLink's Post Workshop Comments 5-7-10.pdf

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Docket No. Undocketed Matter

Title of filing: CenturyLink's Post Workshop Comments

Filed on behalf of: CenturyLink

No of pages: 26

Description: CenturyLink's Post Workshop Comments

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5/7/2010

DOCUMENT NUMBER-DATE  
 03882 MAY-7 2010  
 FPSC-COMMISSION CLERK

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May 7, 2010

**FILED ELECTRONICALLY**

Ms. Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

RE: Undocketed Proposed Rules Related to Publication of Service Schedules

Dear Ms. Cole:

Enclosed please find CenturyLink's Post Workshop Comments in the above Undocketed matter.

If you have any questions regarding this electronic filing, please do not hesitate to call my assistant, Roberta Cooper at (850) 599-1563.

Sincerely,

/s/ Susan S. Masterton  
Susan S. Masterton

DOCUMENT NUMBER DATE  
03882 MAY-7 0  
FPSC-COMMISSION CLERK

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

<b>In re:</b> Rulemaking to amend rules in Chapters 25-4 And 25-24, F.A.C., to address Publication of Service Schedules by Telecommunications Companies.	<b>Docket No.:</b> Undocketed  <b>Filed:</b> May 7, 2010
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**CENTURYLINK'S POST WORKSHOP COMMENTS**

In accordance with the Staff's request at the March 30, 2010 Workshop in this matter, CenturyLink<sup>1</sup> submits the following post-workshop comments to address the draft rule changes discussed at the workshop, as well as additional suggested changes. CenturyLink also is attaching a legislative mark-up of the Proposed Rule showing CenturyLink's suggested changes. CenturyLink's changes to the staff's draft are highlighted in yellow.

**Scope of Rule 25-4.034**

CenturyLink supports the Commission's efforts to revise the rules related to publication of tariffs or service schedules to reflect the statutory changes enacted in 2009 and the rule changes made last year. CenturyLink believes the rule changes should recognize the increasingly market-based approach to telecommunications regulation in Florida. In this vein, CenturyLink suggests that the rules should address the styling and timing, rather than the content, of tariff filings and should not expand upon the statutory requirements.

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<sup>1</sup> These comments are filed on behalf of all of the affected CenturyLink entities in Florida, including, Embarq Florida, Inc. d/b/a CenturyLink, Embarq Communications, Inc. d/b/a CenturyLink Communications, CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance and Madison River Communications, LLC d/b/a CenturyLink.

CenturyLink's approach is consistent with the parameters for Commission rulemaking set forth in the Administrative Procedures Act. Specifically, s. 120.536, F.S. provides:

**120.536 Rulemaking authority; repeal; challenge.--**

(1) A grant of rulemaking authority is necessary but not sufficient to allow an agency to adopt a rule; a specific law to be implemented is also required. An agency may adopt only rules that implement or interpret the specific powers and duties granted by the enabling statute. No agency shall have authority to adopt a rule only because it is reasonably related to the purpose of the enabling legislation and is not arbitrary and capricious or is within the agency's class of powers and duties, nor shall an agency have the authority to implement statutory provisions setting forth general legislative intent or policy. Statutory language granting rulemaking authority or generally describing the powers and functions of an agency shall be construed to extend no further than implementing or interpreting the specific powers and duties conferred by the enabling statute.

In addition, as Mr. Hatch noted at the March 30, 2010 Rule Development Workshop, this approach is consistent with the "generic legislative intent language" guiding the Commission's exercise of its jurisdiction. (Tr. at 8) Specifically, section 364.01(4)(b), Florida Statutes, directs the Commission to exercise its authority in a manner that will "encourage competition through flexible regulatory treatment among providers of telecommunications services in order to ensure the availability of the widest possible range of consumer choice in the provision of all telecommunications services." Paragraphs (f) and (g) of section 364.01(4), similarly direct the Commission to exercise its regulatory authority in a manner that encourages competition.

## Revisions to Specific Provisions

Consistent with the scope and intent of the Commission's rulemaking authority and section 364.04, F.S., CenturyLink recommends that subsections (2), (3) and (4) in Rule 25-4.034 be stricken. The requirements of section 364.04, F.S., speak for themselves and further clarification through rulemaking is not necessary, or appropriate. In addition, staff indicated at the workshop that the information required by subsection (4) was primarily related to Schedule 8 information and not to tariff information, further supporting deletion of this subsection. (Tr. at 29)

CenturyLink also recommends that the phrase "fees and surcharges" should not be added to the language in Rule 25-4.034 (1). Rather, the language in the rule should reflect the statute and should say "intrastate rates, tolls and rentals and charges for customer services." Additionally, CenturyLink believes that the statement regarding contract service arrangements should remain in Rule 25-4.034(1) for purposes of clarity.

CenturyLink also suggests several revisions to specific provisions of the proposed rules, as follows:

- With regard to 25-4.034 (5), CenturyLink recommends that the rule be clarified to indicate that customer notice can be made electronically if the customer chooses to receive the bill electronically.
- With regard to 25-4.034(7)(g), CenturyLink suggests elimination of the requirement that tariff changes be filed in legislative format. Currently, in CenturyLink's thirty-three state region, only three states in addition to Florida require legislative format

and one of those permits the legislative mark ups to be hand-written.<sup>2</sup> Preparing filings in legislative format is time-consuming and administratively burdensome. As an alternative, the Company suggests that each tariff filing contain an Exhibit A which is the current tariff page(s) for which the revisions are being proposed and an Exhibit B which is the revised tariff pages. For further clarity, the Company could bold the changes on Exhibit B. Also, if a company chooses to detariff and post price schedules on the internet, that company should not be required to post superseded/outdated pages. A requirement to post all superseded/outdated pages would outweigh the administrative benefits of detariffing.

- With regard to Rule 25-24.470, relating to the service schedule section applicable to IXCs, CenturyLink has no changes to the staff's proposal but does point out that four of the five statutes cited in the "Law Implemented" reference are not applicable to IXCs. Those statutes are 364.051, 364.08, 364.183 and 364.3381.

- With regard to Rule 25-24.825 (1), CenturyLink agrees with the comments made by Mr. Hatch at the workshop that it is unnecessary and inconsistent with the trend toward market-based regulation of telecommunications to expand the requirements for CLECs' price schedules. (Tr. at 39) In addition, the changes staff suggests on line 2 of page 22 of the proposed rule, i.e., deletion of the words "basic local," puts paragraph (d) in conflict with Section 364.337(5), F.S., which only requires CLECs to include the levels of service quality the company holds itself out to provide for basic local service. Therefore, the scope of the rule should remain "basic local telecommunications service" and the words "basic local" should be reinserted.

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<sup>2</sup> The three other states which require legislative formatting are Oklahoma, Maryland and Oregon. CenturyLink is an ILEC in only one of those states.

### Conclusion

In conclusion, CenturyLink supports rule changes which reflect market-oriented regulatory environment for telecommunications companies in Florida. Accordingly, CenturyLink requests the Commission to adopt the rule changes suggested by CenturyLink in the attached document.

Respectfully submitted this 7<sup>th</sup> day of May, 2010.

/s/ Susan S. Masterton  
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COUNSEL FOR CENTURYLINK

NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 25-4.034 Service Schedules Tariffs.

2 (1) Pursuant to Section 364.04, F.S., ~~Except to the extent otherwise permitted by~~  
3 ~~Section 364.051(5)(a), F.S.,~~ each telecommunications company shall publish its Florida-  
4 specific service schedules ~~maintain on file with the Commission tariffs~~ which shall set forth  
5 all intrastate rates, tolls, rentals and charges for customer services, ~~fees and surcharges, the~~  
6 ~~classes and grades of service available to subscribers, the conditions and circumstances under~~  
7 ~~which service will be furnished, and all general rules and regulations governing the relation of~~  
8 ~~customer and company.~~ The rates and charges for contract service arrangements for an  
9 individual customer need not be filed where the company's tariff provides a description of the  
10 circumstances under which such arrangements are offered for specified tariffed services.

11 (2) The schedules shall plainly state the places telecommunications service will be  
12 rendered and shall also state separately all charges and all privileges or facilities granted or  
13 allowed and any rules or regulations or forms of contract which may in anywise change,  
14 affect, or determine any of the aggregate of the rates, tolls, rentals, or charges for the service  
15 rendered.

16 (a) Service schedules shall be clearly written in simple words, sentences and  
17 paragraphs, avoiding unnecessarily long, complicated or obscure phrases or acronyms so that  
18 the customer is able to understand the services offered.

19 (b) Service schedules shall have a table of contents or index identifying the location of  
20 the rates, fees and surcharges, terms and conditions for service.

21 (c) Service schedules shall fully define company-specific technical terms and  
22 abbreviations.

23 (d) No public statement of service quality, rates, or service offerings or billings shall  
24 be misleading or differ from the terms stated in the service schedules.

25 CODING: Words underlined are additions; words in ~~struck through~~ type are deletions  
from existing law.



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1           ~~(ae)~~ If a company intends to temporarily bill lower rates or charges than is contained in  
2 a published service schedule, the company shall publish a single service schedule change  
3 reflecting the conditions of the temporary service. Such a service schedule provision shall  
4 include the heading "Promotion," and shall state the name of the promotion, a specific  
5 description of the scheduled service involved, including all applicable rates, benefits, terms,  
6 and conditions, and the beginning and ending dates of the promotion.

7           ~~(f)~~ Service schedules shall define a telecommunications company's service area(s) as  
8 identified in its certificate of public convenience and necessity.

9           ~~(g)~~ Each telecommunications company shall make its retail service schedules available  
10 for public inspection upon request.

11           ~~(h)~~ Notification of proposed changes to an existing nonbasic service schedule must be  
12 received by the Division of Regulatory Analysis before 5:00 p.m. on a normal Commission  
13 work day in order for the Commission to be noticed on that day and the changes to become  
14 effective on the following day.

15           ~~(b)~~ Services schedules shall be current. Changes to the rates, tolls, rentals and charges  
16 surcharges, fees, or the terms and conditions of the offered services, or the addition of new  
17 services shall be published before taking effect.

18           ~~(2)~~ All published service schedules, whether filed with the Commission or published  
19 through other reasonably publicly accessible means, including on a website, shall contain, at a  
20 minimum:

21           ~~(a)~~ The name(s) used to market the service;

22           ~~(b)~~ A description of the service;

23           ~~(c)~~ The current rate(s) for the service, including all surcharges and fees;

24           ~~(d)~~ The service specific terms and conditions, and

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1 ~~(e) The availability and effective date(s) for the service(s) and rate(s).~~

2 ~~(3) Changes to service schedules shall be retained to permit a historical review of all~~  
3 ~~changes to the schedules for a period of six years and shall be made available to the~~  
4 ~~Commission upon request.~~

5 ~~(4) Complete information concerning a company's service offerings, rates and charges,~~  
6 ~~conditions of service, terms and conditions, service area, and subscribership information~~  
7 ~~identified by exchange shall be made available to Commission staff upon request.~~

8 (35) Each telecommunications company shall inform the Commission and its  
9 customers, in writing, where its published service schedules may be viewed. If a customer  
10 chooses to receive bills through electronic means, then the notice may be made electronically.  
11 The Commission shall be notified at the address in 25 4.034(6), or electronically following the  
12 procedures set forth at <http://www.psc.state.fl.us/utilities/telecomm/>. For existing customers,  
13 customer notification shall be in the form of a prominent notice on the customer bill or other  
14 reasonable method and shall be made once annually. New customers shall be informed upon  
15 application and thereafter once annually in writing.

16 (462) If a telecommunications company chooses to publish its schedules by filing them  
17 with the Commission, it shall file two copies of all new service schedules and proposed  
18 changes to existing service schedules with the Director of the Division of Regulatory  
19 Analysis, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee,  
20 Florida 32399-0850, or it shall file electronically pursuant to the requirements set forth at  
21 <http://www.psc.state.fl.us/utilities/telecomm/>. A filing must be received by the Division of  
22 Regulatory Analysis before 5:00 p.m. on a normal Commission work day in order to be  
23 considered filed on that day. Filing shall mean received by the office of the Division of  
24 Regulatory Analysis during normal business hours. Any tariff received by the Division of

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1 ~~Regulatory Analysis after 5:00 p.m. shall be considered filed on the next regular business day.~~  
2 ~~All proposed changes to an existing tariff that are submitted by hard copy shall be directed to~~  
3 ~~the Director of the Division of Regulatory Analysis, Florida Public Service Commission, 2540~~  
4 ~~Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and shall include an original and two~~  
5 ~~(2) copies of each revised tariff sheet. A letter of transmittal shall accompany each tariff~~  
6 ~~filing, which lists the included sheets, by sheet number and revision level as specified in~~  
7 ~~paragraphs (6)(c) (c), and gives a brief description of all changes. If acknowledgment of~~  
8 ~~receipt a hard copy filing is desired, the letter of transmittal shall be sent in duplicate with a~~  
9 ~~request that the duplicate be returned and a postage paid envelope shall be provided for that~~  
10 ~~purpose.~~

11 (3) ~~Each company shall file, as an integral part of its tariff, maps defining the exchange~~  
12 ~~service areas. These maps shall delineate the boundaries in sufficient detail that they may be~~  
13 ~~located in the field and shall embrace all territory included in the certificate of convenience~~  
14 ~~and necessity.~~

15 (4) ~~Each telecommunications company shall make available for public inspection upon~~  
16 ~~request, either a printed copy or an electronic copy of its retail schedules tariffs.~~

17 (5) ~~Companies shall charge only the rates and credits contained in their tariff. If a~~  
18 ~~company intends desires to deviate temporarily from its normal tariffed rates and credits, the~~  
19 ~~company shall publish file a single tariff change reflecting the conditions of the temporary~~  
20 ~~tariff change. Such schedule tariff provision shall include the heading "Promotion," and shall~~  
21 ~~state the name of the promotion, a specific description of the tariffed service(s) involved,~~  
22 ~~including all applicable rates, terms, and conditions, and the beginning and ending dates of the~~  
23 ~~promotion.~~

24 (576) Service schedules filed with the Commission Tariffs shall comply with the

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1 following conventions:

2 (a) Each sheet shall have a left-hand margin of at least 3/4". All sheets and copies must  
3 be clear and legible. Service schedules ~~Tariffs submitted in hard copy form~~ shall be in loose  
4 leaf form on 8 1/2" x 11" sheets, typewritten on white paper, using one side of the paper only.

5 (b) Each sheet shall bear the name of the company, as certificated with the  
6 Commission, ~~the name and title of the issuing officer,~~ and the effective date of the sheet.

7 (c) Every sheet ~~in the tariff~~ shall be numbered.

8 (d) Each initially received ~~approved~~ sheet ~~in the tariff~~ shall be marked "Original Sheet"  
9 in the upper right-hand corner of the sheet. ~~As an example: Original Sheet No. 4, or Original~~  
10 ~~Sheet No. 5.2.~~

11 (e) Revised sheets ~~in the tariff~~ shall be marked with the number of the revision in the  
12 upper right-hand corner and the number of the sheet it replaces. As an example:  
13 First Revised Sheet No. 4

14 Cancels Original Sheet No. 4

15 ~~(f) The tariffs shall contain at a minimum the following:~~

16 ~~1. Table of Contents and Index.~~ All tariffs shall have a table of contents identifying the  
17 page location of each section in the tariff. Each section shall also be individually indexed by  
18 subject.

19 ~~(g) 2. Symbols Used in Service Schedule Tariff Filings.~~ Symbols used in any proposed  
20 change to the existing service schedule tariff shall appear on the right hand side of each sheet  
21 on the same line(s) in which any change has been made. If three or more consecutive lines are  
22 affected, one symbol shall be placed on the first and last lines with a vertical line connecting  
23 the two symbols. Two or more symbols shall be placed next to each other on any line with  
24 multiple types of changes. The symbol page shall identify and explain all symbols used in the

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1 service schedule tariff.

2 ~~3. Technical Terms and Abbreviations. This section shall contain all technical and~~  
3 ~~special terms and abbreviations used in the tariff.~~

4 ~~(g7) With each filing, the company shall provide a coded copy of each service~~  
5 ~~schedule tariff sheet filed showing changes to the existing tariff sheet. Changes shall be~~  
6 ~~indicated by inserting and underlining new words; words to be deleted shall be lined through~~  
7 ~~with hyphens.~~

8 Rulemaking Authority 350.127(2) FS. Law Implemented 364.04, 364.051(5), 364.183,  
9 ~~364.163~~ FS. History—New 3-31-76, Amended 11-29-82, Formerly 25-4.34, Amended 9-13-88,  
10 4-16-90, 3-10-96, 1-25-09.

11 **25-24.470 Registration Required.**

12 (1) No person shall provide intrastate interexchange telephone service without first  
13 publishing its Florida-specific service schedules as required by Sec. 364.04, F.S., and filing an  
14 initial tariff containing the rates, terms, and conditions of service and providing the company's  
15 current contact information with the Office of Commission Clerk using Form PSC/RAD 31  
16 (xx/xx), entitled "IXC Registration Form" which is hereby incorporated into these rules. A  
17 copy of the form may be obtained from the Commission's website at  
18 www.floridapsc.com/utilities/telecomm/ or by contacting the Commission's Division of  
19 Regulatory Analysis.

20 (2) Publication of the company's service schedules ~~An original and two (2) copies of~~  
21 ~~the company's initial tariff shall be filed. The tariff filing shall conform to the requirements of~~  
22 ~~Rule 25-4.034(1)(a) (c), (g) (i) and (2) (7)(a) (f).~~ If a company chooses the option of  
23 publishing its initial service schedules by filing them with the Commission, it shall file two  
24 copies by attaching them to the IXC Registration Form PSC/RAD 31. 25-24.485, F.A.C.

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1           ~~(3) The company's contact information shall be provided using Form PSC/RAD 31~~  
2 ~~(08/05), entitled "IXC Registration Form" which is hereby incorporated into these rules. A~~  
3 ~~copy of the form may be obtained from the Commission's website at~~  
4 ~~www.floridapsc.com/utilities/telecomm/ or by contacting the Commission's Division of~~  
5 ~~Regulatory Compliance.~~

6           (34) Each IXC shall file and update, within 10 days after any change, the following  
7 contact information with the Office of Commission Clerk:

8           (a) Official company name, including any fictitious names, as filed with the  
9 Department of State, Division of Corporations; and

10           (b) Mailing address, including street name and address and post office box, city, state,  
11 and zip code.

12           (c) Name, address, telephone number, and e-mail address and FAX number, where  
13 applicable, of the individual who is to serve as primary liaison with the Commission in regard  
14 to ongoing operations of the company within the state.

15 Rulemaking Authority 350.127(2) FS. Law Implemented 364.02, 364.04 FS. History—New 2-  
16 23-87, Amended 8-25-05, 5-29-08.

17 **25-24.485 Service Schedules Tariffs.**

18           ~~(1) All initial tariffs filed as part of the registration process in Rule 25-24.470, F.A.C.,~~  
19 ~~shall be filed with the Office of Commission Clerk, using the following guidelines, before~~  
20 ~~becoming effective.~~

21           (a) Each IXC shall publish its Florida-specific service schedules pursuant to Rule 25-  
22 4.034(1)(a) — (e), (g) — (i), and (2) — (7)(a) — (f), which shall set forth maintain on file with the  
23 Commission tariffs which set forth all of the rates and charges for customer services, the  
24 different services available to subscribers and the conditions and circumstances under which

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1 ~~service will be furnished.~~

2       (b) ~~The tariff will be Florida specific~~ all intrastate rates and charges for customer  
3 services, fees and surcharges, the classes and grades of service available to subscribers, the  
4 conditions and circumstances under which service will be furnished, and all general rules and  
5 regulations governing the relation of customer and company, and all intrastate rates, charges,  
6 and service descriptions shall be for intrastate usage, unless interstate rates are necessary to  
7 compute the intrastate portion of a customer's monthly bill; then, the interstate rates, charges,  
8 and service descriptions shall also be quoted in the tariff to the extent necessary to compute  
9 the intrastate portion of a customer's bill.

10       (c) ~~The tariff must be clearly expressed in simple words, sentences and paragraphs. It~~  
11 ~~must avoid unnecessarily long, complicated or obscure phrases or acronyms so that the~~  
12 ~~customer will understand that for which he is contracting.~~

13       (d) ~~No public statement of service quality, rates, or service offerings or billings should~~  
14 ~~be misleading or differ from those stated in the tariff.~~

15       (e) ~~All proposed changes to an existing tariff shall be directed to the Director of the~~  
16 ~~Division of Regulatory Analysis, Florida Public Service Commission, 2540 Shumard Oak~~  
17 ~~Boulevard, Tallahassee, FL 32399-0850. A filing must be received by the Division of~~  
18 ~~Regulatory Analysis before 5:00 p.m. of a normal Commission workday in order for it to be~~  
19 ~~"filed" on that day.~~

20       (f) ~~All tariff changes shall be submitted to the Division of Regulatory Analysis in~~  
21 ~~triplicate in the form prescribed herein. If acknowledgement of the filing at the time of receipt~~  
22 ~~is desired, the letter of transmittal shall be sent in duplicate with a request that the duplicate be~~  
23 ~~returned.~~

24       (g) ~~Companies shall charge only the rates contained in their tariff. If a company desires~~

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1 ~~to charge rates or charges at a lower level than is contained in an existing tariff and wishes to~~  
2 ~~charge those lower rates only temporarily file a single tariff change reflecting the conditions of~~  
3 ~~the temporary tariff change. Such tariff provision shall include the heading "Promotion," and~~  
4 ~~shall state the name of the promotion, a specific description of the tariffed service involved,~~  
5 ~~including all applicable rates, terms, and conditions, and the beginning and ending dates of the~~  
6 ~~reduction.~~

7 ~~(h) The requirements of the following subsections shall apply on a prospective basis~~  
8 ~~from the effective date of this rule. Existing tariffs on the effective date of this rule need not be~~  
9 ~~amended to comply with the following except upon Commission staff request.~~

10 ~~(2) The initial tariff will become effective on the date of the company's registration~~  
11 ~~pursuant to Rule 25-24.470, F.A.C. Changes to an existing tariff will become effective on the~~  
12 ~~day following the day it is filed with the Division of Regulatory Analysis unless the company~~  
13 ~~requests a later effective date.~~

14 ~~(3) Tariffs shall comply with the following format requirements:~~

15 ~~(a) All tariffs shall be submitted in loose leaf form on 8 1/2" x 11" sheets, typewritten~~  
16 ~~on a good grade of white paper of durable quality, using one side of the paper only. All copies~~  
17 ~~must be clear and legible. Sufficient margin shall be allowed on each sheet for a left hand~~  
18 ~~binding edge so that when the tariff book is open all printed matter will be in view.~~

19 ~~(b) Every sheet in the tariff shall be numbered.~~

20 ~~(c) Each sheet shall bear the name of the company, as registered with the Commission,~~  
21 ~~in the upper left hand corner of the sheet.~~

22 ~~(d) Each initially approved sheet in the tariff shall be marked "Original Sheet" in the~~  
23 ~~upper right hand corner of the sheet. As an example: Original Sheet No. 1, or Original Sheet~~  
24 ~~No. 5.2.~~

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1           ~~(e) Revised sheets in the tariff shall be marked with the number of the revision in the~~  
2 ~~upper right hand corner and the number of the sheet(s) it replaces. As an example:~~

3 ~~First Revised Sheet No. 1~~

4 ~~Cancels Original Sheet No. 1~~

5 ~~or~~

6 ~~Fourth Revised Sheet No. 5.2~~

7 ~~Cancels Third Revised Sheet No. 5.2~~

8           ~~(f) The name and title of the issuing officer shall be placed at the bottom of each sheet.~~

9 ~~To the right of the issuing officer's name there shall appear "Effective: 8-25-05."~~

10           ~~(g) The tariffs shall contain the following:~~

11           ~~1. Title Page. The title page shall contain a brief description of the tariff and the~~  
12 ~~services offered therein.~~

13           ~~2. Table of Contents or Index. All tariffs shall have a table of contents identifying the~~  
14 ~~page location of each section in the tariff. In tariffs of 30 sheets or more, each subsection shall~~  
15 ~~also be individually indexed by subject.~~

16           ~~3. Symbols Used in Tariff Filings. Symbols used in any proposed change to the~~  
17 ~~existing tariff shall appear in the right hand margin of each sheet on the same line(s) in which~~  
18 ~~any change has been made. If three or more consecutive lines are affected, one symbol shall~~  
19 ~~be placed on the first and last lines with a vertical line connecting the two symbols. Two or~~  
20 ~~more symbols may be placed next to each other on the affected line. The symbol page shall~~  
21 ~~identify all symbols used in the tariff.~~

22           ~~4. Technical Terms and Abbreviations. This section shall contain all technical and~~  
23 ~~special terms and abbreviations used in the tariff.~~

24           ~~5. Rules and Regulations. This section shall include all rules, regulations, practices,~~

25           CODING: Words underlined are additions; words in ~~struck through~~ type are deletions  
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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 ~~exceptions and conditions which are general and apply to all or many of the services offered.~~

2 ~~If a general regulation does not apply to a particular service, that fact should be clearly stated.~~

3 ~~6. Description of Services Offered. This section shall describe all services available to~~  
4 ~~end users in Florida.~~

5 ~~7. Rates. All rates and charges for all services, and other data necessary to compute the~~  
6 ~~customers' bills for intrastate service shall be placed in this section.~~

7 ~~(4) Information to Accompany Tariff Filings.~~

8 ~~(a) A letter of transmittal shall accompany each filing, which lists the sheets (by sheet~~  
9 ~~number and revision level) being transmitted and gives a brief description of all changes.~~

10 ~~(b) Along with each tariff filing the company shall include three (3) copies of the tariff~~  
11 ~~pages which contain proposed changes as they will appear in the approved tariff.~~

12 Rulemaking Authority 350.127(2) FS. Law Implemented 364.04, ~~364.051, 364.08, 364.183,~~  
13 ~~364.3381~~ FS. History—New 2-23-87, Amended 11-19-89, 11-21-95, 3-13-96, 8-25-05.

14 **25-24.560 Terms and Definitions.**

15 For purposes of ~~this~~ Part XII, Shared Tenant Services, Rules 25-24.555 through 25-24.585,  
16 F.A.C., the definitions for the following terms apply:

17 (1) "Alternative Access Vendor" (AAV) means any telecommunications company, as  
18 defined in Section 364.337(6)(a), Florida Statutes.

19 (2) "Agent" means one authorized to act on behalf of another.

20 (3) "Competitive local exchange telecommunications company" (CLEC) means any  
21 company as defined in Section 364.02(~~54~~), Florida Statutes.

22 (4) "Company" means a shared tenant service company.

23 (5) "Interexchange Company" (IXC) means any telecommunications company, as  
24 defined in Section 364.02(~~146~~), Florida Statutes, which provides telecommunication service

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 between exchange areas as those areas are described in the approved tariffs of individual local  
2 exchange companies.

3 (6) "Local Exchange Telecommunications Company" (LEC) means any  
4 telecommunications company, as defined in Section 364.02(~~86~~), Florida Statutes.

5 (7) "Local Service Area" or "Local Calling Area" means the area within which  
6 telecommunications service is furnished to subscribers under a specific schedule of exchange  
7 rates and within which calls may be completed without toll charges. A local service area may  
8 include one or more exchange areas or portions of exchange areas.

9 (8) "Pay telephone service company" means any telecommunications company, as  
10 defined in Section 364.02(~~146~~), Florida Statutes, other than a Local Exchange Company,  
11 which provides pay telephone service as defined in Section 364.335(3), Florida Statutes.

12 (9) "Private Branch Exchange" (PBX) means a system in which trunk lines connect a  
13 telephone company central office to a switching system which directs incoming calls to the  
14 appropriate user.

15 (10) "Shared tenant service" (STS) as defined in Section 364.339(1), Florida Statutes,  
16 means the provision of service which duplicates or competes with local service provided by an  
17 existing local exchange telecommunications company and is furnished through a common  
18 switching or billing arrangement to tenants by an entity other than an existing local exchange  
19 telecommunications company.

20 (11) "Tenant" means any person entitled to occupy a premises under a rental or lease  
21 agreement.

22 (12) "Unaffiliated Entities" means those corporations, partnerships, proprietorships, or  
23 other groups that control less than 50 percent of the stock of the entity which claims to be  
24 affiliated.

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 ~~Rulemaking-Specific~~ Authority 350.127(2) FS. Law Implemented 364.33, 364.335,  
2 ~~364.337(6)~~, 364.339 FS. History—New 1-28-91, Amended 7-29-97.

3 **25-24.620 Service Requirements for Companies Providing Operator Services.**

4 (1) Every company providing operator services shall clearly state the name of the  
5 company upon answer and again after accepting billing information before the call is  
6 connected.

7 (2) In its service schedules ~~tariffs~~ for and contracts with billing and collection agents  
8 and other companies providing operator services, every company providing operator services  
9 shall require the other party to:

10 (a) Allow end-users to access, at no charge, all locally available interexchange  
11 companies via all locally available methods of access, such as 10XXX, 10XXXX, 101XXXX,  
12 950, and toll-free access codes, such as 800, 877, and 888; except that Feature Group A  
13 (seven-digit local number) access lines are exempt from this requirement;

14 (b) Allow end users to access the universal telephone number "911", where operable,  
15 at no charge to the end-user, and where not operable, to allow end-users to access the operator  
16 of the provider of local exchange telecommunications services at no charge;

17 (c) Route all end user dialed 0+ local and all 0- calls to the provider of local exchange  
18 telecommunications services unless the end user dials the appropriate access code for his  
19 carrier of choice, such as 950, 800, 877, 888, 10XXXX, 101XXXX, or 10XXX; and

20 (d) Route all end user dialed 1+ and 0+ toll calls to the preselected carrier unless the  
21 end user dials the appropriate access code for his carrier of choice, such as 950, 800, 877, 888,  
22 or 10XXXX, 101XXX, or 10XXX; and

23 (e) Route all end user dialed 0- calls to the operator of the provider of local exchange  
24 telecommunications services at no charge to the end user when no additional digits are dialed

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 after five seconds.

2 (3) Each operator services provider shall provide an opportunity for each caller to be  
3 identified by name to the called party before any collect calls may be completed.

4 ~~Rulemaking Specific~~ Authority 350.127(2) FS. Law Implemented ~~364.04364.01~~, 364.3376  
5 FS. History—New 9-6-93, Amended 1-16-96, 9-10-97, 2-1-99.

6 **25-24.721 Service Schedules Tariffs Not Required.**

7 Alternative Access Vendors are not required to file Service Schedules Tariffs.

8 ~~Rulemaking Specific~~ Authority 350.127(2) FS. Law Implemented 364.337 FS. History—New  
9 1-8-95.

10 **25-24.820 Revocation of a Certificate.**

11 (1) The Commission may on its own motion, after notice and opportunity for hearing,  
12 revoke a company's certificate for any of the following reasons:

13 (a) Violation of a term or condition under which the authority was originally granted;

14 (b) Violation of Commission rule or order;

15 (c) Violation of Florida Statute; or

16 (d) Violation of a service schedule ~~price list~~ standard.

17 (2) If a certificated company desires to cancel its certificate, it shall request  
18 cancellation from the Commission in writing and shall provide the following with its request.

19 Cancellation of a certificate shall be ordered subject to the holder providing the required  
20 information.

21 (a) A statement of intent and date certain to pay regulatory assessment fee.

22 (b) A statement of why the certificate is proposed to be cancelled.

23 (c) A statement as to how customer deposits and final bills will be handled.

24 (d) Proof of individual customer notice regarding discontinuance of service.

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.345 FS. History--New  
2 12-27-95.

3 **25-24.825 Service Schedules Price List.**

4 (1) Prior to providing service, each telecommunications company subject to these rules  
5 shall publish its Florida-specific service schedules ~~file and maintain with the Commission a~~  
6 ~~current price list~~ which shall clearly sets forth the following information for the provision of  
7 ~~residential dial tone, single line business dial tone, and dial tone with any combination of the~~  
8 ~~services included as part of basic local telecommunications services, as defined in Section~~  
9 ~~364.02(2), F.S.: If residential dial tone, single line business dial tone, or dial tone with any~~  
10 ~~combination of the services included as part of basic local telecommunications service is~~  
11 ~~offered on a package basis, the following information must be provided for each package:~~

12 (a) Current prices,

13 (b) Customer connection charges,

14 (c) Billing and payment arrangements, and

15 (d) Conditions and circumstances under which services will be furnished, and levels  
16 ~~of service quality which the company holds itself out to provide for each service.~~

17 (e) All general rules and regulations governing the relations of customer and company.

18 (2) ~~At the company's option, price list information in subsection (1) above and other~~  
19 ~~information concerning the terms and conditions of service may be filed for services other~~  
20 ~~than basic local telecommunication services.~~

21 (3) ~~A price list revision must be physically received by the Commission's Division of~~  
22 ~~Regulatory Analysis at least one day prior to its effective date.~~

23 (4) ~~Price lists must be on 8 1/2 by 11 inch paper in loose leaf form and must utilize an~~  
24 ~~ongoing page identification system which will allow for the identification of inserted and~~

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 ~~removed pages. The color of paper on which price lists are filed must be amenable to being~~  
2 ~~clearly photocopied on standard photocopy equipment.~~

3 ~~(5) Complete information concerning a company's service offerings, rates and charges,~~  
4 ~~conditions of service, service quality, terms and conditions, service area, and subscribership~~  
5 ~~information identified by local exchange company exchange must be made available to~~  
6 ~~Commission staff upon request.~~

7 Rulemaking Authority 350.127(2) FS. Law Implemented 364.04, 364.337(5) FS. History—  
8 New 12-27-95, Amended 4-8-98.

9 **25-24.830 Consumer Information.**

10 (1) The quality of service information in paragraph (1)(d) of Rule 25-24.825, F.A.C.,  
11 shall be provided, verbally or in writing, upon request to any person inquiring about the  
12 company's basic local exchange telecommunications service. In addition, the above  
13 information shall be provided in writing before or in the basic local exchange  
14 telecommunications customer's first bill for service. The above information shall be expressed  
15 in simple words, sentences, and paragraphs. Unnecessarily long, complicated, or obscure  
16 phrases or acronyms must be avoided.

17 (2) If a CLEC elects not to provide any third-party billing or collect call services to its  
18 customers, the CLEC shall so state in its service schedule price list and shall notify customers  
19 of such prior to a customer agreeing to obtain local service from the CLEC. In addition, the  
20 above information shall be provided in writing before or in the basic local exchange  
21 telecommunications customer's first bill for service. The above information shall be expressed  
22 in simple words, sentences, and paragraphs. Unnecessarily long, complicated, or obscure  
23 phrases or acronyms must be avoided.

24 Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.337(5) FS., Ch. 95-403,

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NOTICE OF PROPOSED RULE DEVELOPMENT  
 UNDOCKETED  
 CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 § 32, L.O.F. History—New 12-27-95, Amended 4-7-03.

2 **25-24.835 Rules Incorporated.**

3 (1) The following rules are incorporated herein by reference and apply to competitive local  
 4 exchange companies.

5	<u>Section</u>	<u>Title</u>	<u>Portions</u>
6			<u>Applicable</u>
7	25-4.0161	Regulatory Assessment Fees	All
8	25-4.020	Location and Preservation of Records	(2) <del>(3)</del>
9	<del>25-4.043</del>	<del>Response to Commission Staff Inquiries</del>	All
10	<u>25-4.034</u>	<u>Service Schedules Tariffs</u>	<u>All</u>
11			<del>(1)(a) (c), (g)</del>
12			<del>(i) and (2)</del>
13			<del>(7)(a) (f)</del>
14	25-4.036	Design and Construction of Plant	All
15	25-4.038	Safety	All
16	<u>25-4.043</u>	<u>Response to Commission Staff Inquiries</u>	<u>All</u>
17	25-4.160	Operation of Telecommunications Relay	All
18		Service	

19 (2) Each company shall file updated information for the following items with the  
 20 Office of Commission Clerk within 10 days after any changes to the following:

21 (a) The address of the certificate holder's main corporate and Florida offices (if any)  
 22 including street name and address and post office box, city, state and zip code; or

23 (b) Telephone number, name, and address of the individual who is to serve as primary  
 24 liaison with the Commission in regard to the ongoing Florida operations of the certificated

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 company.

2 Rulemaking Specific Authority 350.127(2), 364.337(2), 427.704(8) FS. Law Implemented  
3 364.016, 364.183, 364.336, 364.337(2) FS. History—New 12-27-95, Amended 4-8-98, 6-24-  
4 99, 8-25-05.

5 **25-24.915 Service Schedules ~~Tariffs or Price Lists~~.**

6 (1) This section applies to all companies as defined in subsection 25-24.905(1), F.A.C.

7 (2) Each company shall file a service schedule ~~tariff or price list~~ for PPCS.

8 (3) Each company shall include in its service schedule ~~tariff or price list~~ the following  
9 information:

10 (a) Maximum amount a person will be charged per billing increment for PPCS, and

11 (b) Any applicable surcharges or other fees assessed in addition to the billing

12 increment that reduces the value of the card.

13 Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.04, 364.051, 364.057,  
14 364.08, 364.09, 364.10, 364.19, 364.27, 364.337 FS. History—New 3-26-98, Amended 8-25-  
15 05.

16 **25-24.920 Standards for Prepaid Calling Services and Consumer Disclosure.**

17 (1) The following information shall be legibly printed on the card:

18 (a) The Florida certificated or registered name, or “doing business as” name as  
19 provided for by Rule 25-24.910, F.A.C., clearly identified as the provider of the PPCS;

20 (b) Toll-free customer service number;

21 (c) Toll-free network access number; and

22 (d) Authorization code, if required to access service.

23 (2) Each company shall provide the following information legibly printed either on the  
24 card, packaging, or display visibly in a prominent area at the point of sale of the PPCS in such

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 a manner that the consumer may make an informed decision prior to purchase:

2 (a) Maximum charge per billing increment for PPCS;

3 (b) Any applicable surcharges or other fees assessed in addition to the billing  
4 increment that reduces the value of the card; and

5 (c) Expiration policy, if applicable.

6 The company must insure by contract with its retailers or distributors that the information is  
7 provided to the consumer.

8 (3) Each company shall provide through its customer service number the following  
9 information:

10 (a) Certificate or registration number;

11 (b) Rates and surcharges;

12 (c) Balance of use in account; and

13 (d) Expiration date or period, if any.

14 (4) Each company shall provide a live operator to answer incoming calls 24 hours a  
15 day, 7 days a week or shall electronically voice record end user complaints. A combination of  
16 live operators or recorders may be used. If a recorder is used, the company shall attempt to  
17 contact each complainant no later than the next business day following the date of the  
18 recording.

19 (5) The rates displayed in accord with subsection (2) above shall be no more than those  
20 reflected in the service schedule ~~tariff or price list~~ for PPCS.

21 (6) A company shall not reduce the value of a card by more than the charges printed on  
22 the card, packaging, or visible display at the point of sale. The service may, however, be  
23 recharged by the consumer at a rate higher than the rate at initial purchase or last recharge.  
24 The higher rate and surcharges shall be no more than the rates and surcharges in the service

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
CENTURYLINK'S PROPOSED CHANGES TO STAFF DRAFT RULE

1 ~~schedule tariff or price list~~ and the consumer shall be informed of the higher charges at the  
2 time of recharge.

3 (7) Cards without a specific expiration period printed on the card, and with a balance  
4 of service remaining, shall be considered active for a minimum of one year from the date of  
5 first use, or if recharged, from the date of the last recharge.

6 (8) If PPCS are sold without a card or printed material, ~~tariffed~~ charges and surcharges  
7 as shown on the service schedule shall be disclosed at the point of sale.

8 Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.01, 364.02, 364.03,  
9 364.04, 364.19 FS. History--New 3-26-98, Amended 8-25-05.

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