

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Amendment of Part V,)	DOCKET NO. 360670-TP
Chapter 25-4.070, 25-4.071,)	
25-4.0751, and 25-4.077, F.A.C.,)	ORDER NO. 23036
pertaining to General Service)	
Provisions, and Chapter)	ISSUED: 6-5-90
25-24.475, F.A.C., pertaining)	
to Company Operations; Rules)	
<u>Incorporated.</u>)	

NOTICE OF ADOPTION OF RULE AMENDMENTS

NOTICE is hereby given that the Commission, pursuant to Section 120.54, Florida Statutes, has adopted the amendments to Rules 24-4.070, 25-4.071, 25-4.0751, 25-4.077 F.A.C., relating to customer trouble reports, adequacy of service, direct distance dialing, and metering and reordering equipment, and Rule 25-24.475, F.A.C., relating to company operations/rules incorporated, without change.

The rule amendments were filed with the Secretary of State on June 5, 1990 and will be effective on June 25, 1990. A copy of the relevant portions of the certification filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By Direction of the Florida Public Service Commission,
this 5th day of JUNE, 1990.

STEVE TRIBBLE, Director
Division of Records & Reporting

(S E A L)

WJB
4182G

by: Kay Jeyon
Chief, Bureau of Records

DOCUMENT NUMBER-DATE

04895 JUN-5 1990

FPSC-RECORDS/REPORTING

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CERTIFICATION OF
 PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES
 FILED WITH THE
 DEPARTMENT OF STATE

I do hereby certify:

(1) The time limitations prescribed by paragraph 120.54(11)(a), F.S., have been complied with; and

(2) There is no administrative determination under section 120.54(4), F.S., pending on any rule covered by this certification; and

(3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(11)(b), F.S. They are filed not less than 28 days after the notice required by subsection 120.54(1), F.S., and;

(a) And are filed not more than 90 days after the notice; or

(b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

(c) Are filed within 21 days after the adjournment of the final public hearing on the rule; or

(d) Are filed within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

(e) Are filed within 21 days after the date the transcript was received by this agency.

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 TALLAHASSEE, FLORIDA
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Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

<u>Rule No.</u>	<u>Specific Rulemaking Authority</u>	<u>Law Being Implemented, Interpreted or Made Specific</u>
24-4.070	350.127(2), F.S.	364.03, 364.17 and 364.18, F.S.
25-4.071	350.127(2), F.S.	364.03, 364.17 and 364.19, F.S.
25-4.0751	350.127(2), F.S.	364.03, F.S.
25-4.077	350.127(2), F.S.	364.03, F.S.

Under the provision of paragraph 120.54(12)(a), F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: _____
(month) (day) (year)

Steve Tribble

Director, Division of Records & Reporting
Title

Number of Pages Certified

by: Kay Hester
Chief, Bureau of Records

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Rules 24-4.070, 25-4.071,
25-4.0751, 25-4.077
Docket No. 860670-TP

SUMMARY OF RULES

The amendment of Rule 25-4.070 will distinguish between service interruption (out of service or OOS) and service affecting (non-OOS) trouble reports. Companies will not be able to downgrade a service interruption report and will be required to make every reasonable attempt to restore service on the same day that interruption is reported. Companies will be required to investigate and to correct repeat trouble reports promptly.

The amendment will also require companies to meet the service objective of clearing 95% of service interruption reports within 24 hours and 95% of service affecting reports within 72 hours for each exchange.

Except for making the call completion standard a uniform 95%, the changes to Rule 25-4.071 are basically stylistic in nature.

The only substantive change to Rule 25-4.0751 applies to ANI (automatic number identification) failure. That is, calls without proper calling number identification will be automatically referred to a local exchange company (LEC) operator for the recording of such identification.

The amendment to Rule 25-4.077 will specify the accuracy levels or call measuring equipment and will establish acceptable variances for the timing of measured service calls. It also requires that companies verify with the National Standard time (Boulder, Colorado) the time of day reflected on the calculagraph or DDD ticketing equipment. A check of the timing clock will be required at least once every 24 hours to insure that the clocks

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are synchronized and that the time is correct.

SUMMARY OF HEARINGS ON THE RULES

Although no hearing was requested after these rule amendments were proposed, the Florida Pay Telephone Association (FPTA) filed comments seeking to add pay telephones to the list of emergency lines entitled to repair service on Sundays. At agenda conference on May 15, 1990, the Commission rejected FPTA's request because subsection (4) of Rule 25-4.070 already gives priority to the emergency situations FPTA is concerned about.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULES

The Commission has determined a need to distinguish between out of service trouble reports and non-out of service trouble reports so that it can properly monitor on an exchange basis -- rather than on a service center basis -- whether customers who are out of service are receiving prompt attention. In the past, some exchanges with a high rate of outages have been overlooked because their trouble reports have been averaged in with many other exchanges within a service center. Also, company responsibilities regarding scheduling of repairs for customers needed to be clarified. Besides requiring operator backup for automatic number identification failure (which all companies already have in place) and specifying daily checking of company timing clocks against National Standard Time (for which companies already have measuring equipment in place), the other changes made in this docket are essentially stylistic in nature.

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1 | 25-4.070 Customer Trouble Reports. Interruption-of-Service

2 | (1) Each telephone utility shall make all reasonable efforts
3 | to minimize the extent and duration of trouble conditions that
4 | disrupt or affect customer telephone service. Trouble reports
5 | will be classified as to their severity on a service interruption
6 | (synonymous with out-of-service or OOS) or service affecting
7 | (synonymous with non-out-of-service or non-OOS) basis. Service
8 | interruption reports shall not be downgraded to a service
9 | affecting report, however, a service affecting report shall be
10 | upgraded to a service interruption if changing trouble conditions
11 | so indicate. interruptions-of-service--Service-repair-programs
12 | ~~should-have-as-their-objective-the-restoration-of-service-on-the~~
13 | ~~same-day-that-the-interruption-is-reported-to-the-company-~~
14 | ~~(Sundays-and-holidays-excepted)--~~

15 | (a) Companies shall make every reasonable attempt to restore
16 | service on the same day that the interruption is reported to the
17 | serving repair center.

18 | (b) In the event a subscriber's service is interrupted
19 | otherwise than by negligence or willful act of the subscriber and
20 | it remains out of service in excess of 24 hours after being
21 | reported to the company, an appropriate adjustment or refund shall
22 | be made to the subscriber automatically, pursuant to Rule 25-4.110
23 | (Customer Billing). Service interruption time will be computed on
24 | a continuous basis, Sundays and holidays included. Also, if the
25 | company finds that it is the customer's responsibility to correct

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2 the trouble, it must notify or attempt to notify the customer
3 within 24 hours after the trouble was reported.

4 (c) If service is discontinued in error by the telephone
5 company, the service shall be restored without undue delay, and
6 clarification made with the subscriber to verify that service is
7 restored and in satisfactory working condition.

8 (2) Sundays and Holidays: Each telephone utility shall
9 conduct its operations in such manner to insure that, in each
10 exchange, ninety-five (95) percent of all interruptions in
11 telephone service occurring in any calendar month shall be
12 cleared and service restored within twenty-four (24) hours
13 (Sundays and holidays excepted) after the trouble is reported to
14 the company, except where such interruptions are caused by
15 emergency situations, unavoidable casualties and acts of God
16 affecting large groups of subscribers or due to subscriber-owned
17 equipment.

18 (a) Except for emergency services, i.e., military, medical,
19 police, fire, etc., Companies are not required to provide normal
20 repair service on Sundays. Where any repair action involves a
21 Sunday or holiday, that period shall be excepted when computing
22 service objectives, but not refunds for OOS conditions.

23 (b) Service interruptions occurring on a holiday not
24 contiguous to Sunday will be treated as in (2) (a) of this rule.
25 For holidays contiguous to a Sunday or another holiday, sufficient
repair forces shall be scheduled so that repairs can be made if

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 2 requested by a subscriber.

3 (3) Service Objectives:

4 (a) Service Interruption: Restoration of interrupted service
 5 shall be scheduled to insure at least 95 percent shall be cleared
 6 within 24 hours of report in each exchange as measured on a
 7 monthly basis. For any exchange failing to meet this objective,
 8 the company shall provide an explanation with its periodic report
 9 to the Commission.

10 (b) Service Affecting: Clearing of service affecting
 11 trouble reports shall be scheduled to insure at least 95 percent
 12 of such reports are cleared within 72 hours of report in each
 13 exchange as measured on a monthly basis.

14 (4) ~~(3)~~ Priority shall be given to service interruptions
 15 which affect public health and safety that are reported to and
 16 verified by the company and such service interruptions shall be
 17 corrected as promptly as possible on an emergency basis.

18 (5) ~~(4)~~ ~~Trouble-Index:~~ Each telephone company shall
 19 maintain an accurate record of trouble reports made by its
 20 customers and shall establish as its objective the maintenance of
 21 service at a level such that the average rate of all initial
 22 customer trouble reports (trouble index) in each exchange will not
 23 exceed six (6) reports per 100 telephone access lines when
 24 measured on a monthly basis.~~exchange-or-service-center-will-not~~
 25 ~~exceed-an-amount-equal-to-six-(6)-times-the-average-main-station~~
~~to-line-ratio-for-that-exchange-at-the-first-of-each-year-per-one-~~

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2 hundred-(100)-total-telephone-units-per-month;--The-calculation
3 of-telephone-units-shall-consist-of-the-following-computation:
4 Each-residence-main-and-business-extension-telephone--one
5 telephone-unit---each-business-main-or-PBX-trunk--two-and
6 one-half-(2-1/2)-telephone-units---each-key,centrex-or-coin
7 station--two-and-one-half-(2-1/2)-telephone-units-and-each
8 residence-extension-station--one-half-(1/2)-unit;--For-any
9 reporting-period-where-the-actual-average-trouble-index-during
10 that-period-exceeds-the-prescribed-level-for-any-exchange-by-two
11 (2)-or-more-reported-troubles-per-one-hundred-(100)-telephone
12 units,-such-a-situation-shall-be-considered-to-indicate-the-need
13 for-investigative-or-corrective-action-by-the-company;--These
14 average-rates-shall-not-apply-reports-resulting-from
15 interruptions-caused-by-emergency-situations,-unavoidable
16 casualties,-acts-of-God-affecting-large-groups-of-subscribers,
17 non-service-affecting-reports-or-troubles-found-to-be-beyond-the
18 control-of-the-telephone-company-or-due-to-subscriber-owned
19 equipment;--For-the-purpose-of-this-rule-an-initial-report-shall
20 be-construed-to-mean-a-customer-report-on-a-station,-or-other
21 plant-item,-on-which-all-previous-customer-reports-on-record-for
22 that-particular-trouble-have-been-closed;

23 (6) Margin of Error: When the monthly trouble index exceeds
24 the prescribed level for that exchange by two (2) or more reported
25 troubles per one-hundred (100) telephone access lines, the company
shall investigate such situation and take corrective action.

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2 (7) Repeat Trouble: Each telephone company shall establish
3 procedures to insure the prompt investigation and correction of
4 repeat trouble reports such that the percentage of repeat troubles
5 will not exceed 20 percent of the total initial customer reports
6 in each exchange when measured on a monthly basis. A repeat
7 trouble report is another report involving the same item of plant
8 within thirty days of the initial report.

9 (8) The service objectives of this rule will not apply to
10 subsequent customer reports (not to be confused with repeat
11 trouble reports), emergency situations, i.e., acts-of-GOD or
12 unavoidable casualties where at least 10 percent of an exchange is
13 out of service, or those reported troubles which are beyond the
14 control of the telephone company.

15 (9) Reporting Criteria - Each company shall periodically
16 report data as specified in 25-4.185, Periodic Reports.

17 Specific Authority: 350.127(2), F.S.

18 Law Implemented: 364.03, 364.17, 364.18, F.S.

19 History: Revised 12/1/68, Amended 3/31/76. (formerly 25-4.70)

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1 25-4.071 Adequacy of Service

2 (1) Each telephone utility shall furnish local and toll
3 central office switching service on a twenty-four (24) hour basis
4 each day of the year in all exchanges.

5 (2) Usage studies, including operator intercept, recorded
6 announcement, directory assistance, repair and business office
7 services shall be made and records maintained to the extent and
8 frequency necessary to determine that sufficient equipment is
9 provided during the average busy season busy hour, that an
10 adequate operating force is provided to meet the prescribed
11 answering time requirements of Rule 25-4.73 and to permit force
12 adjustments through-out the year for greater operating economy.

13 (3) Each telephone utility shall provide switching equipment,
14 trunking and associated facilities within its operating territory
15 for the handling of local and toll traffic, designed and
16 engineered on the basis of realistic forecasts of growth so that
17 ~~as-to-meet-the-following-service-standard~~ during the average
18 busy season busy hour:

19 (a) At least ~~ninety-five-(95%)~~ percent of all calls will
20 receive a dial tone within three (3) seconds.

21 (b) At least ~~ninety-seven-(97%)~~ percent of all calls offered
22 to any trunk group (toll connecting, inter-office, extended area
23 service) will not encounter an all-trunk busy condition.

24 (4) Telephone calls to valid numbers should encounter a
25 ring-back tone, line busy signal, or non-working number intercept

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1 facilities (operator or recording) after completion of dialing.

2 The call completion standards established for such calls by

3 category of call is as follows:

4 Intra-office Calls -- ~~ninety-five-(95%)~~ percent

5 Inter-Office Calls -- ~~ninety-five-(95%)~~ percent

6 Extended Area Calls --~~ninety-five-(95%)~~ percent

7 Intra-LATA Company DDD Calls -- 95 ~~Ninety-two-(92%)~~ percent

8 ~~Inter-Company-DDD-Calls~~

9 ~~and-Intra-Company-Calls-~~

10 ~~utilizing-the-facilities-~~

11 ~~of-two-or-more-companies---Ninety-(90%)--percent~~

12 (5) All telephone calls to invalid telephone numbers in
 13 common controlled central offices, and to vacant selector levels
 14 in step-by-step central offices will encounter an operator or
 15 suitable recorded intercept facility, preferably a recording other
 16 than the non-working number recording used for valid number
 17 ~~calls;-provided-that-in-those-central-offices-designed-to-use~~
 18 ~~digit-absorption-in-the-processing-of-calls-a-period-of-five-(5)~~
 19 ~~years-from-the-effective-date-of-these-rules-shall-be-permitted~~
 20 ~~to-meet-this-requirement;-except-where-practical-or-economic~~
 21 ~~considerations-dictate-otherwise.~~

22 (6) Intercept service shall be as outlined in Rule 25-4.074.

23 (7) ~~(6)~~ A line busy signal (60 impulse per minute tone)
 24 shall not be used for any signaling purpose except to denote that
 25 a subscriber's line or other valid terminal or centrex or PBX

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1 trunks and/or equipment where the quantity is controlled by the
2 customer is in use. ~~These companies now using this tone to~~
3 ~~denote other conditions, such as all-trunk-busy conditions,~~
4 ~~congestion or blockage in common control central office~~
5 ~~facilities, etc., will establish and report to the Commission~~
6 ~~objective dates for correcting this condition within one hundred~~
7 ~~eighty (130) days of the effective date of this rule.~~
8 Specific Authority 350.127(2), FS.
9 Law Implemented 364.03 364.17, 364.18 FS.
10 History-Revised 12-1-68, Amended 3-31-76 (25-4.71)

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1 25-4.0751 Direct Distance Dialing Service.

2 Each telephone utility shall undertake such additions to and
3 modifications of its equipment and facilities as may be required
4 to provide, on customer dialed toll calls and on calls to
5 directory assistance, a method to record identify automatically
6 the calling number (ANI) for both individual and two-party line
7 service. In the event any properly dialed call fails to identify
8 the calling number (ANI failure) the call shall be extended to an
9 operator for recording of the calling number. All new central
10 office units and/or additions shall provide ANI service for both
11 individual and two-party line service immediately upon being
12 placed into service. ~~This program shall be initiated without~~
13 ~~unreasonable delay and shall have as its objective the~~
14 ~~satisfaction of this requirement on the following schedule,~~
15 ~~except where economically impracticable:~~

16 (a) ~~Within three (3) years on existing central offices~~
17 ~~equipped for one and two party ANI.~~

18 (b) ~~Within five (5) years from the effective date of this rule~~
19 ~~in all existing central office units.~~

20 (c) ~~Immediately upon placing into service any new central~~
21 ~~office units.~~

22 Specific Authority: 350.127(2), FS.

23 Law Implemented: 364.03 FS.

24 History: New 3-31-76 (25-4.751)

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1 25-4.077 Metering and Recording

2 (1) Where mechanical or electronic means are used for
3 registering or recording information which will affect a
4 subscriber's bill, such equipment shall be in good mechanical and
5 electrical condition, shall be accurately read, and shall be
6 frequently inspected daily to insure that it is functioning
7 properly. Where message rate service (MRS) or any type of
8 optional calling that involves customer billing other than by a
9 flatrate method is used, the metering or measuring device(s) used
10 to record call data shall be accurate 95 percent of the time.

11 (2) Every telephone meter and recording device shall be
12 tested prior to its installation, either by the manufacturer, the
13 utility or an approved organization equipped for such testing.

14 (3) Each utility shall provide, or have access to, the
15 necessary facilities, instruments, and equipment for testing its
16 metering and recording equipment and shall adopt appropriate
17 practices for the periodic testing and maintenance of such devices
18 to insure the integrity of their operation. Such practices shall
19 include specific instruction for verifying with National Standard
20 Time, Boulder, Colorado area code 303-499-7111, including the
21 frequency of such verification, the time of day reflected on the
22 operator calculagraphs and/or DDD ticketing equipment.

23 (4) Operator-handled calls shall be carefully supervised
24 and disconnects made promptly. A check of the timing clock shall
25 be made at least once each twenty-four (24) hours to insure that

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1 the clocks are synchronized and that the time is correct. Clock
2 deviations shall not be in excess of 12 seconds.

3 (5) Metering and timing equipment shall be maintained so
4 that the accuracy of company billing operations enjoy a high
5 confidence level from their customers. After allowance for a
6 one-second variation, timing accuracy should be not less than 97
7 percent.

8 Specific Authority 350.127(2), FS.

9 Law Implemented 364.03 FS. History-New 12-1-68, Amended
10 3-31-76 (25-4.77)

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CERTIFICATION OF
PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES
FILED WITH THE
DEPARTMENT OF STATE

I do hereby certify:

/X/ (1) The time limitations prescribed by paragraph 120.54(11)(a), F.S., have been complied with; and

/X/ (2) There is no administrative determination under section 120.54(4), F.S., pending on any rule covered by this certification; and

/X/ (3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(11)(b), F.S. They are filed not less than 28 days after the notice required by subsection 120.54(1), F.S., and;

/ (a) And are filed not more than 90 days after the notice; or

/ (b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

/X/ (c) Are filed within 21 days after the adjournment of the final public hearing on the rule; or

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hearing; or

(e) Are filed within 21 days after the date the transcript was received by this agency.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

<u>Rule No.</u>	<u>Specific Rulemaking Authority</u>	<u>Law Being Implemented, Interpreted or Made Specific</u>
24-24.475	350.127(2), F.S.	364.03, 364.035, 364.17, 364.14, 364.15, 364.16, 364.18, 364.185, 364.30, 364.337, 364.345, F.S.

Under the provision of paragraph 120.54(12)(a), F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: _____
(month) (day) (year)

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RECORDS SECTION
DEPARTMENT OF STATE
TALLAHASSEE, FLORIDA

Steve Tribble
Director, Division of Records & Reporting
Title

Number of Pages Certified

by: Kay Selman
Chief, Bureau of Records

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Rules 25-24.475
Docket No. 860670-TP

SUMMARY OF RULE

Rule 25-24.475 lists Commission rules applicable to interexchange carriers by reference to existing rules in Chapter 25-4 of the Florida Administrative Code.

SUMMARY OF HEARINGS ON THE RULE

Although no hearing was requested after this rule amendment was proposed, the Florida Pay Telephone Association (FPTA) filed comments seeking to add pay telephones to the list of emergency lines entitled to repair service on Sundays. At agenda conference on May 15, 1990, the Commission rejected FPTA's request because subsection (4) of Rule 25-4.070 already gives priority to the emergency situations FPTA is concerned about.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

In this docket, the Commission has determined a need to distinguish between out of service trouble reports and non-out of service trouble reports so that it can properly monitor on an exchange basis -- rather than on a service center basis -- whether customers who are out of service are receiving prompt attention. In the past, some exchanges with a high rate of outages have been overlooked because their trouble reports have been averaged in with many other exchanges within a service center. Also, company responsibilities regarding scheduling of repairs for customers needed to be clarified. Besides requiring operator backup for automatic number identification failure (which all companies already have in place) and specifying daily checking of company

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timing clocks against National Standard Time (for which companies already have measuring equipment in place), the other changes made in this docket are essentially stylistic in nature.

Changes to Rule 25-24.475 constitute a housekeeping measure to bring this rule into conformity with the changes made to other rules in this docket.

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25-24.475 Company Operations; Rules Incorporated

(1) The following rules are incorporated herein by reference and apply to Interexchange Companies. In these rules, the word "local" should be omitted or interpreted as "toll", as they shall apply only to interexchange and not local service.

(a) The following rules apply to all Companies:

<u>Section</u>	<u>Title</u>	<u>Portions Not Applicable</u>
25-4.022	Complaint - Trouble Reports, etc.	None
25-4.036	Design and Construction of Plant	None
25-4.038	Safety	None
25-4.039	Traffic	None
25-4.071	Adequacy of Service	Subsections (1), (2), (3), (4), (5), (6)
25-4.077	Metering and Recording Equipment	<u>(5)</u>

(b) The following rules apply to Major Interexchange Companies only.

<u>Section</u>	<u>Title</u>	<u>Portions Not Applicable</u>
25-4.023	Report of Interruptions	None
25-4.069	Maintenance of Plant and Equipment	Subsection (3)

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1	25-4.070	<u>Customer Trouble Reports</u>	Subsections <u>(1), (3), (4)</u>
2		<u>Interruption-of-Service</u>	<u>(5), (6), (7)</u>
3	25-4.071	Adequacy of Service	Subsection (3), (4),
4			(5), (6)
5	25-4.072	Transmission Requirements	Subsection (2), (3)
6	25-4.073	Answering Time	None
7	<u>25-4.077</u>	<u>Metering and Recording</u>	<u>None</u>
8		<u>Equipment</u>	
9	25-4.078	Emergency Operation	Subsection (2)
10	(2)	A company may act as an agent of the customer in	
11		obtaining service from the local exchange company, provided the	
12		local exchange company bills the customer directly for the service	
13		rendered.	
14	(3)	A company shall not lease intrastate-tariffed private	
15		line, or foreign exchange (FX) services or facilities of local	
16		exchange companies for the purpose of routing its customers'	
17		traffic, except as indicated in subsection (4).	
18	(4)	Foreign exchange (FX) service provided by local exchange	
19		companies may be used by an interexchange company to originate	
20		calls for subsequent routing over the company's facilities. An	
21		Interexchange Company may not use FX service to terminate traffic.	
22	(5)	Each interexchange company shall order sufficient access	
23		facilities between the local exchange carrier's end office or	
24		tandem serving the interexchange company and the interexchange	
25		company's point of presence to meet the following service standard	

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1 | during the average business day busy hour during the busy season:
2 | At least ~~ninety-nine-(99%)~~ percent of all calls entering or
3 | exiting the local exchange carrier's local network at the
4 | interexchange company's point of interface on a Feature Group A or
5 | B basis will not encounter an all-trunk busy condition. Each
6 | interexchange company will maintain the required Busy Hour Minutes
7 | of Capacity to attain the 1% blockage requirement. For end-to-end
8 | Feature Group C & D service, the call completion rate shall not be
9 | less than the company's tariff standard, which in no case shall be
10 | less than 90 percent %.
11 | Proposed effective date: 90 days after filing with the Secretary
12 | of State.
13 | Specific Authority: 350.127(2), F.S.
14 | Law Implemented: 364.03, 364.035, 364.17, 364.14, 364.15, 364.16,
15 | 364.18, 364.185, 364.30, 364.337, 364.345, F.S.
16 | History: New 2/23/87
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