

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing to reduce)	DOCKET NO. 900650-TL
the nonrecurring rate for Automatic Call)	
Distribution-Management Information)	ORDER NO. 23617
System (ACD/MIS) Network Management)	
Reports (NMR) feature by SOUTHERN BELL)	ISSUED: 10-15-90
TELEPHONE AND TELEGRAPH COMPANY (T-90-301))	
FILED 7/17/90).)	

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 FRANK S. MESSERSMITH

ORDER APPROVING TARIFF

BY THE COMMISSION:

On July 17, 1990, Southern Bell Telephone and Telegraph Company (Southern Bell) filed a tariff proposing to reduce the non-recurring rate for ACD-MIS Network Management Reports from \$9,315 to \$5,400. The reduction is proposed in response to a reduction in the company's right-to-use fee negotiated between Northern Telecom and BellSouth Services.

ACD is an add-on offering to digital ESSX service which allows for call distribution and queing of incoming calls to digital ESSX stations. There are two types of ACD to which customers may subscribe: (1) ACD Basic (without NMR), and (2) ACD with NMR. NMR is an offering which provides for management detail reports for subscribers to ACD. NMR is the reporting of calling detail (e.g. the average hold time, the total number of calls, and the number of calls per main station attendant) to the customer's personal computer. NMR enhances the value of the ACD service to customers by allowing the customer to make educated business decisions regarding staffing and telecommunications system deployment and development.

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Based on the information provided by Southern Bell, it appears that the proposed nonrecurring charge covers relevant costs and provides a contribution. Since the proposed reduction in the nonrecurring rate for ACD-MIS NMR exceeds the costs, and since the proposed offering will add value to the end user by allowing him to make educated business decisions regarding staffing and telecommunications system deployment and development. We approve the proposed tariff filing by Southern Bell to reduce the nonrecurring rate for ACD-MIS Network Management Reports from \$9,315 to \$5,400 to become effective September 19, 1990.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's tariff proposing to reduce nonrecurring rates for ACD-MIS Network Management is hereby approved. It is further

ORDERED that this tariff filing become effective September 19, 1990. It is further

ORDERED that this docket be closed.

By ORDER of the Florida Public Service Commission, this
15th day of OCTOBER, 1990.



STEVE TRIBBLE, Director
Division of Records and Reporting

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on November 5, 1990

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.