

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing to)	DOCKET NO. 900646-TL
introduce enhancements to the billing)	
and collection services by SOUTHERN)	ORDER NO. 23816
BELL TELEPHONE AND TELEGRAPH COMPANY)	
_____)	ISSUED: 11-29-90

The following Commissioners participated in the disposition of this matter:

MICHAEL MCK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 FRANK S. MESSERSMITH

ORDER APPROVING TARIFF

BY THE COMMISSION:

On June 18, 1990, Southern Bell Telephone and Telegraph Company (Southern Bell or Company) proposed revisions to its General Services Subscriber Tariff introducing enhancements to its Billing and Collection Services. In addition, the Company seeks to impose a late payment charge of .00059 per day on an end user's balance due and not to allow interexchange carriers (IXCs) to furnish any messages and/or charges for billings which are older than six months.

The enhancements that the Company is requesting are as follows:

- 1) Expanded Inquiry is the answering of end user questions about charges billed for IXC services which are beyond the scope of standard message inquiries. Such inquiries would include: IXC promotions, rate calculations and verifications, responding to questions regarding 700, 800, and 900 Service, and volume discounts. Standard inquiry does not include rate quotes or calculations.
- 2) Investigation of Bill Charges and Message Investigation are services currently included in Regular Inquiry Service but the Company is proposing to unbundle these services so that customers may purchase them separately. This filing unbundles the \$.0666 rate for bill processing service per message inquiry and breaks it down into three components: a \$.0032 per message rate for message billed investigation of bill charges, a \$.0210 per message rate for bill processing without inquiry,

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and a \$28.00 per month rate for message - billed message investigation per account.

3) Message Investigation is the Company's activity in securing or attempting to secure proper billing information for IXC messages. This includes the review of IXC messages to identify suspected unauthorized use of IXC service or to determine proper billing.

4) Marketing Message is IXC provided information that is printed on the IXC's end user's bill. A Marketing Message will be provided at the IXC's request when the IXC has ordered Bill Processing Service.

5) The Output Report will provide IXC's with information which will aid them in identifying the originator of calls to their Feature Group B or 800 numbers. This service is intended for IXCs that are looking for a mechanized means of identifying those who have obtained unauthorized access to their networks.

Southern Bell proposes individual case basis (ICB) rates for Expanded Inquiry because the service must be developed specifically for each IXC who orders it. If ICB rates apply, the operating procedures and rates will be unique for each IXC depending on the level of detail the IXC wants with its end users. Although we prefer tariffed rates to ICBs, there are some instances where ICB rates are appropriate. We believe that ICB rates are proper in this case so that Southern Bell can custom tailor this inquiry service to each IXC's needs. The other Billing and Collection Enhancements will be charged at tariffed rates that will appropriately cover the Company's costs.

Southern Bell estimates that these tariff revisions will result in \$539,960 additional revenue during the first year. Because these are new service offerings, the customer impact will be the new rates set forth in the tariff.

In addition to introducing enhancements to the Billing and Collection service, two revisions are proposed which address late payment charges and age limits of messages. First, the tariff filing proposes to impose a late payment interest charge of .00059 per day on an end user's balance due which may include charges for the IXC's services. An end user late payment charge has been in effect in Southern Bell's General Subscriber Services Tariff since

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1986. An IXC late payment charge has been in the Company's access tariff since 1986, at the .00059 interest rate. We believe that the Company's proposal is appropriate.

Finally, Southern Bell's proposal specifies that the IXC may not furnish any messages or charges for billings which are older than six months. Although the Company is capable of retaining billing data up to one year, we believe that, because long delays in billing can result in customer confusion, it is in the best interest of the customer if the Company does not bill for charges that are more than six months old.

We believe that Southern Bell's proposed tariff filing introducing enhancements to its Billing and Collection Service is appropriate. In addition, the Company's proposals to impose a late payment charge on an end user's balance due and to limit furnishing messages or charges to the previous six months are also proper.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's proposal to introduce enhancements to its Billing and Collection Services is hereby approved. It is further

ORDERED that Southern Bell Telephone and Telegraph Company's proposal to impose a late payment interest rate charge of .00059 per day on an interexchange carrier end users's balance due is hereby approved. It is further

ORDERED that Southern Bell Telephone and Telegraph Company's proposal to restrict interexchange carriers from furnishing any messages or charges for billings older than six months is hereby approved. It is further

ORDERED that this docket be closed if no protest is filed in accordance with the requirement set forth below.

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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.