

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing to	)	DOCKET NO. 910841-TL
introduce bill processing service	)	
for telemessaging service providers	)	ORDER NO. 25321
by SOUTHERN BELL TELEPHONE AND	)	
TELEGRAPH COMPANY	)	ISSUED: 11/12/91

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman  
 SUSAN F. CLARK  
 J. TERRY DEASON  
 BETTY EASLEY  
 MICHAEL MCK. WILSON

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

Southern Bell Telephone and Telegraph Company (Southern Bell or Company) filed proposed revisions to its General Subscriber Service Tariff on June 14, 1991. Southern Bell proposes to offer a billing and collection service to telemessaging companies. This is an expansion of the Company's previous policy of only providing billing and collection to other telephone companies and pay-per-call services.

Southern Bell's Bill Processing Service will provide a billing option exclusively for telemessaging companies. The service will allow a telemessaging firm to send billing data to Southern Bell for inclusion on a subscriber's monthly telephone bill. Southern Bell will render the bill, collect the charges and remit the balance (minus adjustments and fees) back to the telemessaging company.

The Company plans to charge a telemessaging firm a \$3000 nonrecurring charge to set up the service and \$.04 per line for each bill it renders. Southern Bell also proposes to reserve the right to charge a deposit of up to 3 months' estimated charges to limit its financial exposure. The Company expects to receive \$186,549 in additional revenues from this service. Southern Bell's voice mail division, MemoryCall, will also pay the tariffed rates for this service.

These charges will be different from those charges to IXCs for billing and collection. The Company's rate for IXCs is currently \$.021 per message (a message is usually one line), substantially lower than the \$.04 per line proposed for this service. Southern Bell's rationale for the difference is as follows. First, the Company's costs are different for the two services. IXCs send data

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in a BellCore-standard format that the Company does not need to interpret. Telemessaging companies will send summary billing data in another format, or several formats, that Southern Bell must interpret and merge into its billing system.

Second, Southern Bell usually contracts with an IXC for statewide billing. Also, the average number of messages per bill and the number of bills rendered is much higher for IXCs than they would be for this service. Therefore, the total charge per bill for IXCs, even at the lower rate, is expected to be greater than that for Bill Processing Service.

Currently, no Florida LEC provides this type of billing and collection service. Southern Bell offers billing and collection for 976 service, but a rate comparison with this service is not relevant. Southern Bell's 976 billing service includes features such as transport, recording, and inquiry. Bill Processing Service simply takes billing information from the telemessaging firm and renders a bill. Under the proposal, all rating and recording functions must be completed by the telemessaging company and all inquiries and disputes from end users will be referred to the telemessaging service provider.

Southern Bell used an incremental cost study for this service. We have reviewed the cost information and the proposed rates appear to cover the Company's costs for providing it.

Southern Bell intends to follow the same policies regarding customer disconnect notices as it does for other unregulated services. Currently, the Company does not include in its bills a statement that customers cannot be disconnected for nonpayment of unregulated charges, only that they will be disconnected for nonpayment of regulated charges. This complies with Rule 25-4.110(1)(c)2., F.A.C. What should be stated on the customer's bill, including disconnect notice, is currently an issue in Docket No. 910060-TP.

Initially, we were concerned that the required deposit would discourage subscription and that the Company's financial exposure would not warrant the proposed large deposit. However, Southern Bell explained that the time intervals from the telemessaging company generating the data to sending it to Southern Bell to rendering a bill to collecting the charges could easily run 45 days. Nonpayment by an end user could then double that time frame. Also, the Company stated that a letter of credit from a bank could be accepted in lieu of a cash deposit, and that telemessaging firms did not seem to be adverse to a three month deposit in industry workshops.

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Upon review we find that this tariff filing is appropriate.

Therefore, based upon the foregoing, it is hereby

ORDERED that the proposed tariff to introduce Bill Processing Service for telemessaging service providers by Southern Bell Telephone and Telegraph Company is approved. It is further

ORDERED that this tariff shall become effective on 10/21/91. If a timely protest is filed this tariff shall remain in effect with any increase held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 12th  
day of NOVEMBER, 1991.

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STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

by: Kay Hegan  
Chief, Bureau of Records

CWM

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

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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 12/3/91.

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.