

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff to delete three)	DOCKET NO. 911200-TL
Customized Large User Bill (CLUB))	ORDER NO. 25646
optional billing services by SOUTHERN)	ISSUED: 1/27/92
BELL TELEPHONE AND TELEGRAPH Company.)	

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK
J. TERRY DEASON
BETTY EASLEY

ORDER APPROVING TARIFF

BY THE COMMISSION:

Southern Bell Telephone and Telegraph Company (Southern Bell or the Company) filed a tariff on November 18, 1991, to eliminate charges for three billing services presently available as options to those businesses that subscribe to Customized Large User Business (CLUB). These additional three services currently available as options to CLUB subscribers are itemization of collect, international and directory assistance calls. Currently, those CLUB customers who subscribe to these services incur charges for each service. By this tariff filing, Southern Bell proposes that these three services be provided at no additional charge as part of CLUB service. The effect of this filing is that existing CLUB customers who have subscribed to the optional billing services will continue to receive those services at no charge. In addition, all existing CLUB customers and new CLUB customers will automatically receive these features at no charge.

CLUB was designed to meet the needs of business subscribers with very large or complex bills. CLUB currently offers the business subscriber itemization of four types of long distance calls as basic service at no extra charge. These four categories of long distance services are customer dialed, calling card, special collect and third number billed. This instant filing would offer an additional three services to the subscriber at no charge, specifically the itemization of collect, international and directory assistance calls.

The Company's filing results from a change in technology. When CLUB was introduced in 1988, Southern Bell incurred additional costs in providing itemization of collect calls, international calls and directory assistance calls. Southern Bell has started using a new software program for processing the bills of its

DOCUMENT NUMBER-DATE

00962 JAN 27 1992

FPSC-RECORDS/REPORTING

ORDER NO. 25646
DOCKET NO. 911200-TL
PAGE 2

business subscribers. This new program itemizes calls not only by customer dialed, calling card, special collect and third number billed but also by collect calls, international calls and directory assistance calls at no additional cost to Southern Bell.

In support of its tariff filing, Southern Bell asserts that it is no longer appropriate to charge for the itemization of collect, international and directory assistance calls when these services can be provided at no additional cost to Southern Bell due to its new software for processing business customers' bills. Southern Bell states that many of its business subscribers, who already receive four categories of itemizing of calls at no additional cost, believe they should also receive itemization of collect, international and directory assistance calls at no additional cost. The Company's rationale for its decision to file the tariff is to allow it to respond to the demand of its current customers for these services.

The revenue impact is minimal. Southern Bell estimates that the gross annual revenue decrease to discontinue billing of the three CLUB options is \$25,860.00. There are cost savings associated with this filing. Southern Bell estimates the discontinuance of charging for these services will result in annual cost savings of \$3,826.53 to the Company due to lower billing expenses.

We note that this filing results in the bundling of services. This Commission generally has supported the unbundling of telecommunications services so that customers pay for the services they actually subscribe to and incur a cost for using. However, since there is no longer an additional cost for providing these billing services to the customer, we find that bundling of these services is appropriate.

The changes in the pricing of services should, in part, be determined by the costs incurred by the Company in providing those services. Furthermore, it has been a goal of this Commission that information be provided to telephone subscribers so that they may be able to make informed decisions to meet their telecommunications needs. Upon review, we find that this filing which allows bills to business subscribers to be provided in a more useful format at no extra cost to the Company is consistent with these policies. Thus, we approve the tariff as filed with an effective date of January 16, 1992.

ORDER NO. 25646
DOCKET NO. 911200-TL
PAGE 3

Therefore, based upon the foregoing, it is

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's tariff is approved with an effective date of January 16, 1992. It is further

ORDERED that if a timely protest is filed pursuant to the requirements set forth below, all increased revenues resulting from this filing shall be held subject to refund. It is further

ORDERED that if no protest is received within the time frame set forth below, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 27th
day of JANUARY, 1992.



STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

JRW

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

ORDER NO. 25646
DOCKET NO. 911200-TL
PAGE 4

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 2/17/92

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.