

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for extension ) DOCKET NO. 920541-TL  
of temporary waiver of Rule ) ORDER NO. PSC-92-0792-FOF-TL  
25-4.110, F.A.C., pertaining ) ISSUED: 08/11/92  
to Customer Billing, by ALLTEL )  
FLORIDA, INC. )  
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The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman  
J. TERRY DEASON  
BETTY EASLEY  
LUIS J. LAUREDO

ORDER GRANTING EXTENSION OF  
TEMPORARY WAIVER OF RULE 25-4.110

BY THE COMMISSION:

On October 8, 1991, the Commission reached a consensus in favor of adopting the Pay Per Call rules, and so ruled from the bench. The rules governing the provision of 900 Pay Per Call became effective November 11, 1991. At the hearing, several local exchange companies stated that they may need additional time to implement changes to comply with the rules. The Commission stated that it would entertain requests for rule waivers on a case by case basis.

At the December 17, 1991 Agenda, the Commission approved the waiver requests on behalf of Southern Bell, United and Quincy Telephone. At the April 7, 1992 Agenda, Alltel Florida, Inc. (Alltel), General and Centel's requests for temporary waiver of Rule 25-4.110 were approved.

Rule 25-4.110(9), Florida Administrative Code, states in pertinent part:

Each local exchange company shall apply partial payment of an end user/customer bill first towards satisfying any unpaid regulated charges. The remaining portion of the payment (if any) shall be applied to nonregulated charges.

Subsequently, on May 26, 1992 Alltel filed a request for extension of time of its temporary waiver of Rule 25-4.110(9), F.A.C., pertaining to partial payments. The modifications to Alltel's billing system were previously projected to be completed

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by August 1, 1992. However, due to unforeseen complications, implementation has been delayed until January 1, 1993. Alltel has complied with all aspects of the 900 rules and asks to extend until January 1, 1993, the temporary waiver that was granted by Order No. PSC-92-0238-FOF-TL.

Alltel's request to extend until January 1, 1993, the temporary waiver of Rule 25-4.110(9), F.A.C., is reasonable and should be approved. However, if the billing system is operational prior to the January 1, 1993 extension date, compliance with Rule 25-4.110(9) should be simultaneous with implementation of the billing system. A monthly insert is not necessary because the required local or toll-free number is located on the customer's bill, and the disconnects for nonpayment of regulated charges are being reviewed manually to defray accidental disconnects until the billing system is operational. If a customer is accidentally disconnected because the payment was not applied to regulated charges first, the company will reconnect immediately without a charge.

After reviewing this request by Alltel, we find it appropriate to grant its request for extension of waiver of Rule 25-4.110(9), Florida Administrative Code.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Alltel Florida, Inc.'s request for temporary waiver of Rule 25-4.110(9), F.A.C., pertaining to partial payments, is hereby granted and same waiver shall expire on January 1, 1993. It is further

ORDERED that if Alltel Florida, Inc.'s billing system is operational prior to the January 1, 1993, extension date, compliance with Rule 25-4.110(9) shall be simultaneous with implementation of the billing system. It is further

ORDERED that a monthly insert is not necessary because the required local or toll-free number is located on the customer's bill. It is further

ORDERED that if a customer is accidentally disconnected because the payment was not applied to regulated charges first, the company will reconnect immediately without a charge. It is further

ORDERED that this docket is hereby closed.

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By ORDER of the Florida Public Service Commission this 11th  
day of August, 1992.

  
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STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

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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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or 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 after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Civil Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.