

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed tariff filing) DOCKET NO. 930242-TL
to introduce Directory Connect) ORDER NO. PSC-93-0946-FOF-TL
Plus service by GTE FLORIDA) ISSUED: June 24, 1993
INCORPORATED)
_____)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman
SUSAN F. CLARK
JULIA L. JOHNSON

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On March 1, 1993, GTE Florida Incorporated (GTEFL or the Company) filed tariff revisions proposing to introduce Directory Connect Plus Service. Directory Connect Plus Service allows a customer to have a call automatically completed to the number for which the Directory Assistance Listing was requested. The service will be available to customers making local and intraLATA toll sent paid directory assistance calls.

Directory Connect Plus is designed to function in the following manner. When a customer dials directory assistance (DA) and gives the operator his request, the DA operator retrieves the number in the DA data base and sends the customer to the Audio Response Unit (ARU) for quotation of the number. After the number is retrieved, the Operator Services Switch (OSS) reads the calling and the called number to determine if this call is eligible for call completion. Eligibility is based on restrictions that may be on the called or calling number that would cause the caller not to be given the call completion offer. For example, if the called number resides outside the LATA it will not be a candidate for call completion. This is determined by the location of the call origin and not by the location of the operator services center that processes the completion request. The OSS also verifies any special blocking or screening information associated with the called and calling number.

If Directory Connect Plus is available, the ARU is prompted to make an offer to the customer that the Directory Assistance call requested can be completed for a \$.35 surcharge. If the customer wants to accept the offer, he will touch ONE and the number will be

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FLORIDA PUBLIC SERVICE COMMISSION

ORDER NO. PSC-93-0946-FOF-TL
DOCKET NO. 930242-TL
PAGE 2

automatically completed. After the customer requests call completion, a DA Automatic Message Accounting (AMA) record is produced for billing purposes.

The Company proposes a charge of \$.35 for each Directory Connect Plus call completion. This charge is in addition to any applicable Directory Assistance and intraLATA local or toll charges. There is no call allowance for Directory Connect Plus.

If the calling and the called number are not eligible for call completion, the ARU will quote the number and the call completion offer will never be given to the customer. Directory Connect Plus Service will not be provided to the following: 800 Service; 976 Service; 900 Service; Inmate Telephone Service; Public Telephone Access Service (PATS) for Customer Provided Equipment (CPE); Public Telephone Service; and, Semi Public Telephone Service. GTEFL will not offer Directory Connect Plus Service to its own pay telephones until it can also offer the service to nonLEC pay telephones. At present, alternate billing is not available for Directory Connect Plus because some additional changes need to be made to GTEFL's billing system. GTEFL expects these changes to be made and ready for implementation by September 1993. When the alternative billing is available, the Company will propose tariff revisions.

The Directory Connect Plus service will be installed into the existing operator services network. The majority of the cost will be in the installation of the software. Labor costs for Data Base administration, engineering, and installation are the major cost components. The costs for the vendor's Right to Use fees and Central Office Equipment (COE) hardware were added to the labor costs. GTEFL used a levelized annuity pricing program to develop the cost for Directory Connect Plus. The pricing program develops a total recurring cost for the Directory Connect Plus Service including levelizing the non-recurring costs and evenly spreading them over all of the calls to produce a uniform cost per call. GTEFL applied a 10% market penetration to the total potential to derive the Directory Connect Plus Unit forecast.

We believe that Directory Connect Plus is an added convenience to customers provided by GTEFL. The Directory Connect Plus service is a complementary product offering, is an expansion of Directory Assistance service, and it adds time-savings to the customer. Directory Connect Plus will eliminate frustration for customers who hurriedly call Directory Assistance and do not have the means to record the telephone number. The cost study indicates that the

ORDER NO. PSC-93-0946-FOF-TL
DOCKET NO. 930242-TL
PAGE 3

proposed rate covers the cost of providing the service and provides significant contribution as well. Accordingly, we hereby approve the tariff as filed.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff introducing Directory Connect Plus Service is hereby approved, effective June 9, 1993. It is further

ORDERED that if a protest is filed in accordance with the requirement set forth below, the tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. It is further

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

By ORDER of the Florida Public Service Commission this 24th day of June, 1993.

STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

PAK

by: Kay Flynn
Chief, Bureau of Records

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 July 15, 1993.

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 wastewater 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.