

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed tariff filing) DOCKET NO. 930423-TL
to offer a thirty day money back) ORDER NO. PSC-93-1253-FOF-TL
guarantee for Smart Call) ISSUED: August 30, 1993
features and certain Custom)
Calling Local Area Signalling)
Service features by GTE FLORIDA)
INCORPORATED)
_____)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman
THOMAS M. BEARD
SUSAN F. CLARK
JUIIA L. JOHNSON

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On March 26, 1993, GTE Florida Incorporated (GTEFL or the Company) filed tariff revisions proposing to offer a Thirty Day Money Back Guarantee to those customers subscribing to certain Smart Call features and packages and certain Custom Calling Local Area Signaling Service (CLASS) features and packages. If the customer is not satisfied with the service, he will be entitled to a full refund of one month's monthly recurring charge, or portion thereof if the subscription is less than 30 days. The refund will be applied as a credit on the customer's bill and each customer will be entitled to the credit one time per service. The customer will not be refunded the nonrecurring charge associated with ordering the new service. GTEFL anticipates that the Money Back Guarantee will encourage customers to try new network services, thus increasing network sales.

The services available for the Money Back Guarantee include: Call Forwarding; Three-Way Calling; Speed Calling (8 Code); Speed Calling (30 Code); Call Waiting; Cancel Call Waiting; Smart Ring; Smarter Call; Smarter Call (30 Code); Smarter Call with Smart Ring; Smarter Call (30 Code) with Smart Ring; Automatic Busy Redial; Automatic Call Return; Call Block; Smart Call PAK 4400; Smart Call PAK 4900; Special Call Acceptance; Special Call Forwarding; Special Call Waiting; VIP Alert; and, Calling Number ID.

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In its cost study, the Company indicates that there will be a revenue loss associated with the Money Back Guarantee during the 1993-95 period. However, that loss appears to be more than offset by the projected net gain in sales.

We believe that this filing is appropriate. It will encourage customers to try new network services, while guaranteeing their money back if they are dissatisfied with the service. Accordingly, we hereby approve the tariff, effective August 4, 1993. GTEFL shall provide reports tracking the results of the offering for a period of time to be determined with the assistance of the staff.

Based on the foregoing, it is


ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff to introduce a Thirty-Day Money Back Guarantee for Smart Call features and packages and certain Custom Calling Local area Signalling Service features and packages is hereby approved, effective August 4, 1993. It is further

ORDERED that GTE Florida Incorporated will file reports tracking the Money Back Guarantee, as set forth in the body of this Order. 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 30th day of August, 1993.



STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

PAK

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 September 20, 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.