

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of ) DOCKET NO. 940436-TL  
tariff filing to change Call ) ORDER NO. PSC-94-0788-FOF-TL  
Forwarding to Call Forwarding- ) ISSUED: June 27, 1994  
Variable and to introduce Remote )  
Access and Multipath services by )  
GTE FLORIDA INCORPORATED. (T-94- )  
227 filed 4/26/94) )  
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The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK  
JULIA L. JOHNSON  
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING TO RENAME CALL FORWARDING  
TO CALL FORWARDING-VARIABLE AND ADD TWO NEW FEATURES  
FOR EXISTING CALL FORWARDING CUSTOMERS:

BY THE COMMISSION:

On April 26, 1994 GTE Florida Incorporated (GTEFL or the Company) filed a tariff to rename Call Forwarding to Call Forwarding-Variable. The tariff also proposed to add two new features for existing Call Forwarding customers: Remote Access and Multipath.

First, the Company wants to change the name of its basic call forwarding service from Call Forwarding to Call Forwarding-Variable. Call Forwarding permits a subscriber to arrange to have all incoming calls to his or her telephone transferred to another active telephone number during any period in which this feature is activated. The customer controls the functionalities that determine to where calls are forwarded. This subscriber control of call forwarding functionalities makes the Company's Call Forwarding service a variable forwarding service versus a fixed call forwarding service such as Call Forwarding Busy Line-Fixed or Call Forwarding No Answer-Fixed. With a fixed call forwarding service the Company changes the number to which calls are forwarded. The Company states that the name change is being requested in order to ensure that the variable forwarding service is not confused with fixed call forwarding services.

Second, the Company wants to introduce two new enhancements to its call forwarding variable service. These enhancements are Remote Access and Multipath. Remote Access allows a Call

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Forwarding-Variable customer to activate, change, or deactivate Call Forwarding service remotely from any line capable of Touch-Call signalling rather than only from the base station line. Multipath allows a Call Forwarding-Variable subscriber the capability to specify the number of calls that may be forwarded simultaneously to a designated phone number. Each one of these calls may take a specific calling path to the destination number. This service allows customers who are forwarding calls to a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number.

Changing Call Forwarding to Call Forwarding-Variable is simply a name change and involves no changes in rates. The Company is proposing to offer Multipath and Remote Access service on a banded rate basis. The Company currently offers its other custom calling features on a banded rate basis.

The Company estimates that its monthly cost for providing Multipath service is \$.57 per calling path. The proposed current rate for residential subscribers is \$2.50 per calling path and for business subscribers the proposed current rate is \$4.00 per calling path. The proposed current rates cover GTEFL's estimated monthly cost per calling path.

The Company estimates that its monthly cost for providing Remote Access service is \$1.47. The proposed current rate for residential subscribers per line is \$5.00 and for business subscribers the proposed current rate is \$7.00 per line. The proposed current rates cover the Company's estimated monthly cost for providing Remote Access.

These changes in service are beneficial to the customers and the company, and the proposed rates exceed estimated costs. Multipath service is especially helpful to business customers who will be able to provide prospective clients with a "local presence." For example, an auto insurance salesperson who is located in Lake Wales can have calls forwarded to her Lake Wales office from Indian Lake, Bartow, Haines City, Winter Haven, and Frost Proof. Banks that open some of their branches on a weekend can have calls forwarded from a main office to a branch office. Remote Access allows customers who are waiting for an important call to reprogram their calls from wherever they are. Remote Access allows the customer to be mobile while waiting for an important call. The name change from Call Forwarding to Call Forwarding-Variable provides specificity and clarity in the tariff. The name change helps to reduce any confusion that may arise from trying to distinguish between different types of call forwarding services.

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This tariff provides GTEFL with another venue to enhance its revenues. Remote Access and Multipath services can be provided with existing central office hardware and software, therefore the Company does not have to invest in additional hardware or software to provide these services.

The change from Call Forwarding to Call Forwarding-Variable is a name change and involves no changes in rates. The Company's estimated monthly cost for providing Remote Access and Multipath services are covered by the Company's proposed current residential and current business rates for the respective services.


It is, therefore,

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's proposed tariff to rename Call Forwarding to Call Forwarding-Variable and add Remote Access and Multipath for existing call forwarding customers is approved, with an effective date of June 25, 1994. It is further

ORDERED that, unless a person whose interests are substantially affected by the tariff approved herein files a petition in the form and by the date specified in the Notice of Further Proceedings or Judicial Review, this Order shall become final and this docket shall be closed on the following date. It is further

ORDERED that, if a timely protest is filed, this tariff shall remain in effect with any increase held subject to refund pending resolution of the protest.

By ORDER of the Florida Public Service Commission, this 27th day of June, 1994.

  
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BLANCA S. BAYÓ, 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.

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 18, 1994.

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.