

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950275-TL
tariff filing to provide a) ORDER NO. PSC-95-0525-FOF-TL
service installation guarantee) ISSUED: April 26, 1995
program on switched and special)
access services by BellSouth)
Telecommunications, Inc. d/b/a)
Southern Bell Telephone and)
Telegraph Company.)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING SERVICE INSTALLATION GUARANTEE PROGRAM

BY THE COMMISSION:

BellSouth Telecommunications, Inc., d/b/a Southern Bell Telephone and Telegraph Company (Southern Bell) currently has no type of service installation guarantee in its Access tariff. It does have a commitment guarantee program in its General Subscriber Service, Access, and Private Line tariffs for local service. If Southern Bell misses an installation or repair commitment, the customer receives a credit of \$25 for residential customers and \$100 for business customers. The end-user must initiate contact with Southern Bell to receive the credit.

On February 15, 1995, Southern Bell filed a proposed tariff to provide a service installation guarantee to subscribers to specific switched and special access services. Under this program, if Southern Bell fails to meet the date specified in the firm order commitment notice, a credit equal to the nonrecurring charges for the covered service will be automatically applied to the customer's bill. The credit amounts vary from \$4 to \$915.

The Switched Access Service elements eligible under the service installation guarantee program are:

Local Transport Installation - line side;
Local Transport Installation - trunk side;

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Optional Features (installed coincident with line and trunk side service), and;
Dedicated Network Access Line Service.

The Special Access Services eligible under the service installation guarantee program are:

Voice Grade;
Digital Data Access Service (excluding the Data Over Voice Channel optional feature);
High Capacity Service;
Commercial Quality Video Service, and;
SMARTPath.

Had this program been in effect during 1994, credits would have totalled \$72,016. This amount was determined by multiplying historical demand quantities by the nonrecurring charge associated with the particular rate elements. Historical missed appointment rates of 3 percent and 1 percent were utilized for special and switched access services, respectively.

The service installation guarantee program will also apply to Vista-United Telecommunications (Vista), a local exchange company which concurs in Southern Bell's Access Tariff. Vista has no type of service guarantee program in effect. Vista advises that it has never missed a service commitment; however, it desires to have the program apply for its account. Vista believes this will further fortify their service commitment to its access customers. There would be no revenue impact to Vista.

Southern Bell and Vista will treat any credits under the service installation guarantee program, for accounting purposes, above the line. This accounting treatment is consistent with the stipulation in Docket No. 920260-TL. The program includes certain disclaimers, which are delineated in section E2.4.10 C of the tariff. In addition, the guarantee will not apply during a declared national emergency. Priority installation of national security emergency preparedness telecommunications services will take precedence.

We believe that the proposed service installation guarantee program will benefit the ratepayers of Southern Bell and Vista, as well as demonstrate Southern Bell's and Vista's commitment to customer satisfaction. Accordingly, we hereby approve the service installation guarantee program.

It is, therefore,

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ORDERED by the Florida Public Service Commission that the proposed service installation guarantee tariff, filed by BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company, and concurred in by Vista-United Telecommunications, is approved, effective April 16, 1995. It is further

ORDERED that, in the event of a timely protest, the tariff approved herein shall remain in effect pending resolution of the protest. It is further

ORDERED that, unless a timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 26th day of April, 1995.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

by: Kay Flynn
Chief, Bureau of Records

(S E A L)

RJP

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, 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on May 17, 1995.

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.