

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950327-TL
tariff filing to eliminate) ORDER NO. PSC-95-0589-FOF-TL
Remote Access to Call Forward by) ISSUED: May 11, 1995
GTE Florida Incorporated.)
_____)

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 ELIMINATION OF
REMOTE ACCESS TO CALL FORWARD

BY THE COMMISSION:

On February 24, 1995, GTE Florida Incorporated (GTEFL) filed a proposed tariff to eliminate Remote Access to Call Forwarding. Call Forwarding allows a subscriber to have incoming calls automatically transferred to another telephone number. Remote Access is an enhancement to Call Forwarding, which permits a customer to activate, change, or deactivate the service remotely from any touch-tone line. GTEFL plans to grandfather Remote Access for customers who currently subscribe to the service, but only at their present locations. Should they relocate, they will no longer be able to subscribe to Remote Access.

GTEFL states that it wishes to eliminate Remote Access to Call Forwarding due to the potential for toll fraud. Since someone can order the service and obtain a personal identification number, which will allow him to activate Call Forwarding and forward calls to any destination, over the telephone, GTEFL cannot be sure that the caller and the subscriber of the telephone number are the same.

GTEFL offers a service similar to Remote Access, which requires a security clearance. This service, Custom Routing Service, enables a customer to redirect all or part of the customer's incoming voice and data calls to other telephone numbers of the customer's choice. This service also offers a user at an individual line the capability to personally forward calls to another location. In order to subscribe, the customer must go to GTEFL and provide identification prior to receiving a pin number.

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This reduces, if not eliminates, the chance of using Custom Routing Service without a customer's authorization.

GTEFL estimates that the foregone revenue from eliminating the Remote Access offering and grandfathering the existing customers will run approximately \$25,824 for 1995. However, it also believes that this amount will be offset by avoided toll fraud.

Although GTEFL has not yet been subjected to toll fraud in association with Remote Access to Call Forwarding, the potential does seem to exist. In addition, it does not appear that any customers will be adversely impacted by the elimination of Remote Access to Call Forwarding, since current subscribers to the service will be grandfathered, and new customers may subscribe to Custom Routing Service. Accordingly, we find it appropriate to approve GTEFL's request to eliminate Remote Access to Call Forwarding and to grandfather existing customers, effective April 25, 1995.

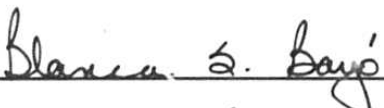
It is, therefore,

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's proposed tariff to eliminate Remote Access to Call Forwarding and to grandfather existing subscribers to the service is approved, effective April 25, 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 11th day of May, 1995.



BLANCA S. BAYO, Director
Division of Records and Reporting

(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 June 1, 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.