

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950767-TL
tariff filing to introduce) ORDER NO. PSC-95-1063-FOF-TL
InContact Service by GTE Florida) ISSUED: August 24, 1995
Incorporated (T-95-339 filed)
6/9/95))
_____)

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 TARIFF

BY THE COMMISSION:

On June 9, 1995, GTE Florida Incorporated (GTEFL) filed proposed revisions to its General Services Tariff. The purpose of the revisions was to introduce a new service called InContact Service. This filing establishes the basic AIN InContact Service. In the future, optional features may be added as the platform software is enhanced.

Description of Service

InContact Service is an end user service that allows the customer to stay in touch without being restricted to a physical location. The service uses the Advanced Intelligent Network (AIN) integrated with existing products and services. InContact provides the customer with a "personal number" which is geographically based, within a particular central office, but is not associated with a physical line or trunk. The personal number resides in a network database which controls routing information for actual call termination. InContact Service will be furnished only from central offices which have been arranged to provide this service, meaning that the virtual numbers will be offered out of only 4 central offices. However, the customer may choose which office, based on his/her preferential calling area, to obtain the number.

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Call routing for calls placed to the personal number will be determined by a call forwarding list which can be updated by the user. This list will be established with a default time-of-day/day-of-week schedule per the user's request. The user can specify virtually any North American Numbering Plan number for call termination. The customer will receive a Customer Administrative Access Code (CAAC) that allows access to the Integrated Service Control Point (ISCP) to change their InContact call forwarding options or user data from a touchtone telephone.

Forecast Methodology

GTEFL reviewed a variety of Universal Personal Telecommunications (UPT) studies for the development of its InContact Service forecast. The target customers for UPT-type services will be primarily business users. The market will be driven by requirements for voice service, followed by requirements for data services.

UPT services are generally divided into three segments:

1. **Low Mobility** - These services involve offering a Personal Number with one or more basic telephone services. This type would be used by business customers who presently subscribe to voice-mail, call forwarding, etc.
2. **Feature Supplement** - These services include a variety of extensions to the low mobility concept, such as re-routing on busy/no answer, time-of-day/day-of-week routing, and calling card access. The target groups for this segment would be those who require a higher level of mobility, but do not justify the cost of a cellular phone.
3. **Integrated Services** - These services would represent complete mobility. Integrated services satisfy a user who needs to be fully and easily accessible to those who wish to contact him/her. Typical users will have a cellular phone, and subscribe to many features.

Rate Elements

GTEFL proposes to offer InContact Service in a bundled and unbundled tariff structure. The unbundled structure would allow the customer to choose Basic InContact Service at a flat monthly rate. Three features: User Schedule, Selective Call Acceptance,

and Caller Access Code can be selected individually, or as a group. The customer must subscribe to InContact Basic before adding the three optional features.

The User Schedule is a decision graph that determines the destination number to which calls to the InContact number are to be routed. The routing is based on time-of-day/day-of-week, call screening and Call Access Code criteria. A User Schedule charge applies for each routing schedule that the customer chooses and it includes one Caller Access Code. A customer may have a maximum of two user schedules. An example of a user schedule is:

Personal InContact Number: (214)-222-1234
Forward to:

Monday - Friday			Saturday and Sunday		
8 am - 5 pm		Office	8 am - 7 pm		Home
5 pm - 6 pm		Car/Mobile	7 pm - 10 pm		Pager
6 pm - 11 pm		Voice Mail	10 pm - 2 am		Car/Mobile
11 pm - 6 am		Home	2 am - 8 am		Voice Mail
6 am - 8 am		Car/Mobile			

Selective Call Acceptance is a feature that allows the customer to create a Selective Call Acceptance list (SCAL) of up to 20 numbers for permitting incoming calls only from certain calling numbers. The SCAL will support 3, 6, 7, or 10 digit screening. This feature will be conditioned on Automatic Number Identification (ANI) availability. At the time the customer subscribes to this service, the customer has the option to receive all calls where ANI is not available or elect to have an announcement played and/or forward these calls to another number.

A Caller Access Code is a 4 digit personal identification number that may be given to selected callers to allow them to override the Selective Call Acceptance List. If the call is not coming from a number on the list, or the caller does not provide the proper Access Code, the calls will be routed as defined by the customer.

GTEFL also proposes to offer basic service plus all optional services bundled together as a package at a discounted rate. There is a monthly recurring charge that is the same for all business and residence customers. All applicable service establishment charges referenced in the existing tariff will apply.

	Proposed Monthly Rates
Basic InContact Number	\$9.00
Optional Features:	
User Schedule, per schedule	\$2.00
Selective Call Acceptance	\$2.00
Caller Access Code	\$1.00
InContact Number Package *Includes all optional features	\$12.00

GTEFL states that the forecast for determining how many customers will take the bundled package with all features versus those that will take the basic with or without 1 or more options was not available. For revenue and contribution estimates in the filing, GTEFL assumed that each InContact customer would take the bundled package offering. The monthly demand forecast was developed by applying the UPT penetration rates to the existing R1 and B1 access line forecasts. The following table is the estimated revenue impact from the proposed monthly recurring charges:

Revenue Impact	1995	1996	1997	1998	1999
Monthly Demand	9,262	29,382	42,885	51,994	55,313
Annual Revenue	\$1,333,728	\$4,231,008	\$6,175,440	\$7,487,136	\$7,965,072
Annual Cost	\$671,254	\$2,129,433	\$3,108,051	\$3,768,217	\$4,008,758
Annual Contribution	\$662,473	\$2,101,575	\$3,067,389	\$3,718,919	\$3,956,314

We believe that GTEFL's proposed tariff filing introducing InContact Service is appropriate. This service will allow the customer to have one telephone number that follows him/her to different geographic locations at specified times of the day and days of the week. In addition, the filing is appropriate because the rates cover their associated incremental costs while generating revenue for GTEFL. Therefore, we find that GTEFL's proposed tariff filing introducing InContact Service should be and is hereby approved, effective August 8, 1995.

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Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that GTEFL's proposed tariff filing introducing InContact Service is approved, effective August 8, 1995.

ORDERED that if a protest is filed in accordance with the requirements 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 requirements set forth below, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 24th day of August, 1995.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

by: Kay Flynn
Chief, Bureau of Records

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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.

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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, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on September 14, 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.