

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950972-TL
tariff filing to add Operator) ORDER NO. PSC-95-1222-FOF-TL
Assistance Charges in Local) ISSUED: October 3, 1995
Calling Area and Operator Dialed)
Surcharge by Indiantown)
Telephone System, Inc. (T-95-)
473 filed 7/25/95))

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 July 25, 1995, Indiantown Telephone System, Inc. (Indiantown or the Company) filed a tariff to revise its current operator services tariff offering to include an operator assistance charge in connection with local service and to include an operator dialed surcharge on both local and MTS services.

The proposed local operator assistance charges are \$.75 for station to station, customer dialed credit card calls; \$1.00 for all other station to station calls and \$2.50 for person to person calls. Other local exchange companies (LECs) such as BellSouth Telecommunications, Inc., d/b/a Southern Bell Telephone and Telegraph Company (Southern Bell) have the same or similar charges for local and toll traffic.

Indiantown also proposed to introduce an Operator Dialed Surcharge on both local and toll traffic. The proposed operator dialed surcharge is \$.60; the same rate approved for Southern Bell in its toll restructure, Docket No. 950714-TL. This surcharge would apply when the customer has the ability to complete the dialed digits of a call, but elects to dial only zero (0-) and requests the operator to dial the call. The operator dialed surcharge would be in addition to any alternate billing surcharges that may apply to collect and billed to third number calls, either station-to-station or person-to-person. The \$.60 rate is to

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recover the operator costs involved with dialing the number for the customer. The costs include the operator time involved with obtaining the terminating number from the customer and keying the number into the operator system. It should be noted that this charge would only apply to completed calls.

The imposition of the operator dialed surcharge may be perceived by customers as a degradation of service, since the service has historically been provided free of charge. We believe Indiantown, or its operator service provider, should be required to ask customers who request that an operator dial a number, if they are aware that they can dial the number; otherwise, an operator surcharge of \$.60 will apply. This notification should continue for a 16 month period. The charge will not apply in circumstances where a customer is identified as handicapped, or where an equipment failure results in the inability of a customer to dial the desired number. Included in the concept of an equipment failure is the circumstance where a customer is blocked by the equipment and is thus unable to dial a call.

Upon consideration, we believe Indiantown's proposal to revise its current operator services tariff offering to include an operator assistance charge in connection with local service and to include an operator dialed surcharge on both local and MTS services is appropriate.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Indiantown Telephone System, Inc.'s tariff to revise its current operator services tariff offering to include an operator assistance charge in connection with local service and to include an operator dialed surcharge on both local and MTS services is hereby approved. It is further

ORDERED that this tariff shall be effective September 23, 1995. It is further

ORDERED that Indiantown shall notify customers of the operator dialed surcharge as outlined in the body of this order. It is further

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

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ORDERED that if no protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 3rd day of October, 1995.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

by: Kay Feyn
Chief, Bureau of Records

(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, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on October 24, 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.