

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950971-TL
tariff filing to provide an) ORDER NO. PSC-95-1223-FOF-TL
enhancement to Custom Routing) ISSUED: October 3, 1995
service by GTE Florida)
Incorporated. (T-95-457 filed)
7/20/95))
_____)

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:

By Order No. PSC-95-0278-FOF-TL dated March 1, 1995, in Docket No. 941300-TL, the Commission approved GTE Florida Incorporated's (GTEFL or the Company) introduction of Custom Routing Service (CRS). CRS allows subscribers to bulk transfer groups of lines to another location, as well as control call forwarding on individual lines. The product was designed to provide GTEFL business customers with increased flexibility and efficiency. The tariff filing became effective on February 10, 1995. On July 20, 1995, the Company filed a tariff to enhance this service by providing the capability of re-routing calls based on the NPA-NXX or NPA of the calling party in addition to the originating telephone number. The initial tariff filing redirected calls based only upon the originating telephone number.

The Custom Routing Service consists of two offerings. They are Group Redirect and Flexible Call Forwarding.

Group Redirect capability allows the subscriber to create groups of user directory numbers and control whether calls made to members of the group will complete as dialed or be routed elsewhere. A subscriber can have up to three different routing options for each group of directory numbers. Each routing option chooses an alternate destination based on one or a combination of the following routing features:

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Basic Redirection - The subscriber can redirect incoming calls simply by command.

Time of Day/Day of Week/Percentage Distribution Redirection - These features allow the customer to redirect incoming calls at predesignated times or on a percentage basis.

Incoming Number Identification Redirection - This feature allows the customer to redirect an incoming call based upon the originating telephone number, NPA-NXX or NPA, of the call. If the incoming caller's number, NPA-NXX, or NPA is on a predesignated list, the call will be redirected to a preselected telephone number. If the incoming caller's number, NPA-NXX, or NPA is not on the list, the call will be completed as dialed or routed to a default number.

Flexible Call Forwarding offers a user at an individual station the capability of personally forwarding calls to another destination. The subscriber may forward calls to a default destination, an override destination, or to either of two pre-defined forwarding schedules which can determine the destination according to the time of day/day of week. If a user subscribes to the Flexible Call Forwarding Service and also subscribes to Group Redirect, the Flexible Call Forwarding feature takes precedence if both are active.

All customers must reside in GTEFL's service area. Service is available where required facilities exist. Group Redirect Basic Type 1 requires a minimum of 5 lines. Type 2 carries a one trunk minimum requirement. There is no maximum number of lines or trunks. The maximum number of Group Redirect options for each group is three.

The Company estimated CRS demand would be from multi-line, key system, and PBX customers. An annual growth factor of 2% was used. Penetration rate assumptions were:

<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>
2%	4%	9%	13%	15%

GTEFL believes that 40% of the customers will retain the service long-term. A 85/15% split assumption was applied between trunks and lines.

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The marketing strategy for CRS is to target the small, medium and large business customers. The Company proposes no changes in existing rates for this enhancement. Therefore, there will be no revenue impact.

Upon consideration, we find that GTEFL's proposed tariff to enhance its Custom Routing Service is appropriate.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff to enhance its Custom Routing Service is hereby approved. It is further

ORDERED that this tariff shall be effective September 18, 1995. 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

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 J. Lynn
Chief, Bureau of Records

(S E A L)

MMB

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.