

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Amendment of) DOCKET NO. 950516-TP
Rule 25-24.620, F.A.C., Service) ORDER NO. PSC-95-1614-FOF-TP
Requirements) ISSUED: December 29, 1995
_____)

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

NOTICE OF ADOPTION OF RULE

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted the amendments to Rule 25-24.620, Florida Administrative Code, relating to service requirements, without changes.

The rule amendments were filed with the Department of State on December 27, 1995 and will be effective on January 16, 1996. A copy of the rule as filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By ORDER of the Florida Public Service Commission, this 29th day of December, 1995.

BLANCA S. BAYÓ, Director
Division of Records & Reporting

by: Kay Deason
Chief, Bureau of Records

(S E A L)

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FPSC-RECORDS/REPORTING

25-24.620 Service Requirements.

(1) An operator services provider shall clearly state the name of the company upon answer and again after accepting billing information before the call is connected.

(2) In its tariffs for and contracts with Florida call aggregators, billing and collection agents and other operator service providers, an operator service provider shall require the other party to:

(a) allow end-users to access, at no charge, all locally available long distance carriers via all locally available methods of access, including 10XXX and 950-XXX and any operator service provider's 1-800 access code; except that Feature Group A access lines are exempt from this requirement;

(b) allow end users to access the universal telephone number "911", where operable, at no charge to the end-user, and where not operable, to allow end-users to access the local exchange company toll operator at no charge, except that 911 access shall not be required at confinement facilities or hospitals;

(c) route all end-user dialed 1 + , 0 + , and 0- intraLATA local and toll calls to the local exchange company unless the end-user dials the appropriate access code for his carrier of choice, i.e., 950, 800, 10XXX;

(d) route all end-user dialed 0- calls to the local exchange company operator at no charge to the end user when no additional

digits are dialed after five seconds; and

(e) place a written notice in plain view, in the immediate vicinity of each telephone served by the company, which clearly states at least the following information:

1. name of the operator services provider as it appears on the certificate issued by the Commission;
2. instructions on how to obtain rate information;
3. instructions on how to reach the LEC operator;
4. instructions on how to reach emergency services;
5. instructions on how to place intraLATA and interLATA calls;
6. instructions on how to access other operator service providers;
7. a toll-free number for customer service;
8. the amount of any surcharge for local calls to be billed and collected by the call aggregator; and
9. the amount of any surcharge for long distance calls to be billed and collected by the call aggregator

(3) Each operator services provider shall provide an opportunity for each caller to be identified by name to the called party before any collect calls may be completed.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.01, 364.3376, F.S.

History: New 9/6/93, Amended 1/16/96.