

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 970120-TL
tariff filing to introduce) ORDER NO. PSC-97-0247-FOF-TL
Visual Message Waiting) ISSUED: March 3, 1997
Indication and Audible Message)
Waiting Indication by Frontier)
Communications of the South,)
Inc. (T-97-046 filed 1/17/97))

The following Commissioners participated in the disposition of this matter:

JULIA L. JOHNSON, Chairman
SUSAN F. CLARK
J. TERRY DEASON
JOE GARCIA
DIANE K. KIESLING

ORDER APPROVING TARIFF

BY THE COMMISSION:

On January 17, 1997, Frontier Communications of the South, Inc. (Frontier or the Company) filed a tariff to introduce Visual Message Waiting Indication (VMWI) and Audible Message Waiting Indication (AMWI) in its Subscriber Services Tariff. While VMWI is offered as an enhancement to the Voice Mail service, AMWI is the current mode of message waiting indication, and it is being tariffed for the first time.

Voice Mail is a deregulated service. However, VMWI and AMWI are central office functions that are offered through the switch; therefore, they are regulated enhancements. VMWI and AMWI are similar to custom calling features that are regulated, such as Call Waiting, Call Forwarding and Caller ID.

The Company's proposed addition will add value to its existing Voice Mail service. This addition will ensure that a customer no longer has to wonder if he or she has a waiting Voice Mail message; the customer need only look at his or her customer premises equipment (CPE) to determine the presence of a waiting Voice Mail message. With the VMWI, the customer can better retrieve and respond to Voice Mail messages.

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The Company is proposing to price VMWI so that it will not cost the customer any more than he or she is already paying for Voice Mail. This pricing balance has been achieved by pricing the VMWI for \$.50 per month and reducing the Voice Mail service by the same amount monthly. For the customer who does not utilize VMWI, his or her monthly charge for the Voice Mail service remains unchanged.

The Company has not conducted a market trial for its VMWI; however, Frontier already offers Voice Mail service. The Company is introducing VMWI because of a recent switch upgrade that makes VMWI possible. The Company indicates that it will incur no cost in providing VMWI to its Voice Mail customers. Since the customer does not pay more to utilize VMWI, the customer receives more value for his or her service, and the Company receives a satisfied customer in return. It is anticipated that this offering will have a revenue-neutral effect on the Company.

Upon consideration, we approve Frontier's request to introduce Visual Message Waiting Indication and Audible Message Waiting Indication in its Subscriber Services Tariff. This tariff shall become effective February 18, 1997.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Frontier Communications of the South, Inc.'s request for approval of tariff filing to introduce Visual Message Waiting Indication and Audible Message Waiting Indication is hereby approved, effective February 18, 1997. It is further

ORDERED that if a protest is filed within 21 days from the issuance date of this Order, 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 timely protest is filed, this docket shall be closed.

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By ORDER of the Florida Public Service Commission, this 3rd
day of March, 1997.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

by: Kay Hign
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 120.569(1), 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 March 24, 1997.

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.