

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition to initiate investigation of potential changes to Rules 25-4.066 through 25-4.080, F.A.C. by BellSouth Telecommunications, Inc.

DOCKET NO. 950778-TL
ORDER NO. PSC-99-1109-FOF-TL
ISSUED: June 2, 1999

The following Commissioners participated in the disposition of this matter:

JOE GARCIA, Chairman
J. TERRY DEASON
SUSAN F. CLARK
JULIA L. JOHNSON
E. LEON JACOBS, JR.

ORDER CLOSING DOCKET

BY THE COMMISSION:

On July 7, 1995, BellSouth Telecommunications, Inc., d/b/a Southern Bell Telephone and Telegraph Company (BellSouth or the company) petitioned the Commission to review our quality of service rules set out in Part V of Chapter 25-4, Florida Administrative Code. The company sought a change in focus away from quantitative review standards to qualitative standards based on customer satisfaction. BellSouth asked the Commission to conduct workshops and make other appropriate inquiries to determine whether the Commission should change the manner in which it evaluates the quality of service provided by local exchange companies (LECs).

We treated BellSouth's petition as a petition to initiate rulemaking, even though it was not filed as such. By order issued September 5, 1995, we granted the petition. In re: Petition to Initiate Investigation of Potential Changes to Rules 25-4.066 Through 25-4.080, F.A.C., by BellSouth Telecommunications, Inc., PSC-95-1093-FOF-TL, 95 F.P.S.C. 9:40 (1995).

According to BellSouth:

[T]he interests of the ratepayers of Florida would be better served by service rules that focus more directly

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upon what the Florida customers want regarding their service needs and desires. Specifically, the appropriate standard for customer satisfaction should be the customers' opinions and views on whether they are receiving a satisfactory quality of service.

We disagree that a customer satisfaction survey should become the sole gauge for measuring customer service in Florida. Because customer satisfaction measurement indices differ from company to company, it would be impossible to establish a standard measure against which to evaluate customer satisfaction surveys. Another problem is that some LECs do not currently survey their customers. In addition, customer satisfaction surveys do not have a historical record or "service benchmark" against which to evaluate telecommunications service. If we were to ultimately decide that customer satisfaction surveys were an appropriate measure, it may become necessary for us to develop our own survey so that there would be a survey standard.

Moreover, since BellSouth filed the petition to open this docket, there have been significant changes to telecommunications technology and the regulatory environment. Most companies have installed electronic switching equipment. Also, because of the move to Integrated Voice Response Units (IVRU), companies now measure response time using average speed of answer (ASA) in seconds. Congress passed the Telecommunications Act of 1996 to encourage local service competition, and the Federal Communications Commission deregulated the pay phone industry. Changes such as these were not contemplated in BellSouth's petition, and all of these changes should be considered in any rulemaking proceedings to amend the quality of service rules.

For these reasons, we find that this docket should be closed. We do not believe that we should implement customer satisfaction surveys at this time. We will continue to study the survey technique, however, to assess whether we should use surveys as a quality of service measure in the future. In addition, due to the changes in the telecommunications arena, the scope of what should be considered when evaluating the quality of service rules has changed, and we will need to consider any revisions to our quality of service rules in a separate docket.

It is therefore

ORDERED that this docket shall be closed.

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By ORDER of the Florida Public Service Commission this 2nd day
of June, 1999.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records

(S E A L)

MAH

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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/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 after the issuance of this order, 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.



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: June 1, 1999
 TO: BLANCA BAYO, DIRECTOR OF RECORDS AND REPORTING
 FROM: MARY NNE HELTON, DIVISION OF APPEALS *nat*
 RE: DOCKET NO. 950778-TL

RECORDS AND REPORTING

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RECEIVED- FPSC

99-1109-FOF

FILE NAME: 950778.ORD

Attached is an order to be issued as soon as possible.

MAH

Attachment

cc: Wanda Terrell

*faxed - 16/1
 wanted - 1/1*

FLORIDA PUBLIC SERVICE COMMISSION - RECORDS AND REPORTING

Requisition for Photocopying and Mailing

Date 6/3/99
Number of Originals 3 Copies Per Original 19
Requested By Kent

Item Presented
Agenda For (Date) _____ Order No. 99-1109 In Docket No. 950728
Notice of _____ For (Date) _____ In Docket No. _____
Other _____

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