

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Implementation of 711  
Access for Telecommunications  
Relay Services.

DOCKET NO. 001809-TP  
ORDER NO. PSC-01-0455-PAA-TP  
ISSUED: February 26, 2001

The following Commissioners participated in the disposition of this matter:

E. LEON JACOBS, JR., Chairman  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI

NOTICE OF PROPOSED AGENCY ACTION  
ORDER IMPLEMENTING 711 ACCESS FOR TELECOMMUNICATIONS RELAY SERVICES

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

711 is the dialing pattern some states currently use to access telecommunications relay service for the hearing and speech impaired. It is an abbreviated number that the local telephone companies can translate or convert to an 800 number for transmission to the relay provider. With 711 access implemented nationwide, a person traveling across the United States may dial 711 instead of being required to obtain the 800 number appropriate for each state's relay system.

On July 21, 2000, the Federal Communications Commission (FCC) adopted its Second Report and Order (FCC 00-257) in the matter of the use of N11 codes and other abbreviated dialing arrangements. The order mandates nationwide implementation of 711 dialing for access to telecommunications relay service on or before October 1,

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REG. AFFAIRS/REPORTING

2001. The order further authorizes states to develop and determine the most appropriate technological means of implementing 711.

The Commission is vested with jurisdiction pursuant to Section 427.702(3)(a)(b)(c), Florida Statutes and Section 427.704(1)(d)(8), Florida Statutes.

Our staff held a workshop on December 14, 2000, to determine if there were any technical or logistical problems associated with implementing 711. All certificated telecommunications companies and the Hotel/Motel Association were notified of the workshop. No alternative local exchange, shared tenant, or interexchange companies attended the workshop. However, we do not believe that these companies will have problems with the implementation of 711 for relay since it has been implemented in other states.

The only implementation issue raised was in BellSouth's territory in South Florida. BellSouth currently has a customer using 711 in that area, and according to BellSouth's tariff, the customer must be given six months notice before being required to relinquish use of 711. BellSouth sent a letter to the customer on January 15, 2001, notifying the customer that 711 must be vacated by June 1, 2001. This will allow sufficient time for an intercept message to notify prior users of the new method to access services.

Pay telephone providers were represented at the workshop and stated that pay telephones can easily be reprogrammed to pass 711 to the local exchange company (LEC) much in the same manner as 911 is currently done.

Costs for implementing 711 access were not discussed at the workshop, because paragraph 43 of the FCC order states that "carriers bear and recover their own costs associated with providing access to TRS." The order further states that wireline carriers "recover these costs from the rates charged for intrastate and interstate services, separated pursuant to the Commission's jurisdictional separation rules."

It appears that telecommunications providers will be able to implement 711 for access to relay services without hardship or delay. Accordingly, we direct all certificated telecommunications companies to provide 711 access to telecommunications relay

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services by August 1, 2001. The local telephone companies should use the 800 number, 800/955-8771, to translate 711 calls.

We also direct telecommunications companies that bill customers for local service to include a bill insert informing customers that 711 access to relay services will be available effective August 1, 2001.

Paragraph 61 of the FCC order requires carriers to engage in outreach programs for 711 access, but does not mandate a method. A bill insert is an economical way for the billing companies to reach existing customers regarding 711 access. Additional outreach regarding 711 is being planned by Florida Telecommunications Relay, Inc.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that all certificated telecommunications companies shall provide 711 access to telecommunications relay service by August 1, 2001. It is further

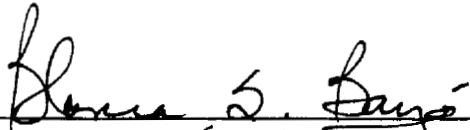
ORDERED that all telecommunications companies that bill customers for local service shall include a bill insert informing customers that 711 access to relay services will be available effective August 1, 2001. It is further

ORDERED that the provisions of this Order, issued as a proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this docket shall be closed.

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By ORDER of the Florida Public Service Commission this 26th  
day of February, 2001.

  
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BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

JAE

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 that is available under Section 120.57, 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 will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, 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 19, 2001.

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In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

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.