

BEFORE THE PUBLIC SERVICE COMMISSION

In re: Petition for approval to revise customer contact protocol by BellSouth Telecommunications, Inc.	DOCKET NO. 031038-TL ORDER NO. PSC-04-0115A-PAA-TL ISSUED: May 19, 2004
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AMENDATORY ORDER

BY THE COMMISSION:

On January 30, 2004, we issued Order No. PSC-04-0115-PAA-TL. The Order granted BellSouth Telecommunications, Inc. (BellSouth) relief from our required intraLATA customer contact protocol. However, due to a scrivener's error, the words "offer to read" were not subscribed in the second ordering paragraph. Therefore, Order No. PSC-04-0115-PAA-TL is amended so that the last sentence of the second ordering paragraph reads "BellSouth Telecommunications, Inc. fulfills this requirement by making its representatives offer to read a list of intraLATA toll carriers to the new customers before recommending its own intraLATA toll service."

In addition, the first sentence under Roman numeral two (discussion of issues) must be clarified to read that this Commission should permit BellSouth to recommend its own intraLATA toll service. Therefore, we replace the first sentence of the first paragraph under Roman numeral two (discussion of issues) with the following sentence, "This Commission should permit BellSouth to recommend its own intraLATA toll service on new customer contacts after it informs customers that they have a choice of local toll providers and offers to read a list of all available intraLATA toll providers."

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Order No. PSC-04-0115-PAA-TL is hereby amended to reflect that the last sentence of the second ordering paragraph be replaced with "BellSouth Telecommunications, Inc. fulfills this requirement by making its representatives offer to read a list of intraLATA toll carriers to the new customers before recommending its own intraLATA toll service." It is further

ORDERED that Order No. PSC-04-0115-PAA-TL is hereby amended to reflect that the first sentence of the first paragraph under Roman numeral two (discussion of issues) must be replaced with the following sentence, "This Commission should permit BellSouth to recommend its own intraLATA toll service on new customer contacts after it informs customers that they have a choice of local toll providers and offers to read a list of all available intraLATA toll providers."

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ORDERED that Order No. PSC-04-0115-PAA-TL is reaffirmed in all other respects.

By ORDER of the Florida Public Service Commission this 19th day of May, 2004.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records

(SEAL)

JLS