

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Amendment of Part V, Chapter)	DOCKET NO. 860670-TP
25-24, F.A.C., pertaining to telephone)	
companies, general service provision.)	ORDER NO. 22389
)	
)	ISSUED: 1-9-90

NOTICE OF RULEMAKING

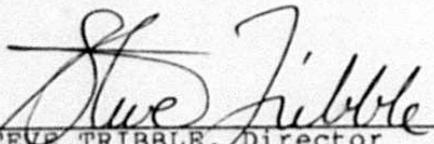
NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to amend Rule 25-24.475, F.A.C., pertaining to company operations/rules incorporated.

The attached Notice of Rulemaking appeared in the December 22, 1989, edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Thursday, January 25, 1990
 Room 122, Fletcher Building
 101 East Gaines Street
 Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rules must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, FL, 32399, no later than January 12, 1990.

By Direction of the Florida Public Service Commission,
 this 9th day of JANUARY, 1990.


 STEVE TRIBBLE, Director
 Division of Records & Reporting

(S E A L)

WJB

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DOCUMENT NUMBER-DATE
 80204 JAN-9 1990
 FPSC-RECORDS/REPORTING

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 860670-TP

RULE TITLE: Company Operations; Rules Incorporated
RULE NO.: 25-24.475

PURPOSE AND EFFECT: The rule changes made in this docket are intended to:

recognize, in the cross-reference rule, changes made in the foregoing rule (Rule 25-24.475).

SUMMARY: Rule 25-24.475 lists Commission rules applicable to interexchange areas by reference to existing rules and Chapter 25-4 of the Florida Administrative Code. Changes proposed in Rule 25-24.475 constitute a housekeeping measure to bring this rule into conformity with the changes made in the foregoing rules.

RULEMAKING AUTHORITY: 350.127(2), F.S.

LAW IMPLEMENTED: 364.035, 364.14, 364.15, 364.16, 364.185, 364.30, 364.337, 364.345, F.S.

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THIS RULE: Few additional costs are expected from the proposed changes to Part V, General Service Standards. Most companies are already meeting the new standards. Monitoring of compliance with this rule takes place within the context of a general service evaluation. The changes would not measurably increase or decrease staff time required to perform these evaluations.

IXCs report few if any costs expected if the proposed rule is adopted. Most indicated that the changes will not change either

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their current requirements and standards of their internal operation.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING. IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:
 TIME AND DATE: 9:30 A.M., Thursday, January 25, 1990.

PLACE: Room 122, 101 East Gaines Street, Tallahassee, Florida.

THE PERSON TO BE CONTACTED REGARDING THESE RULES AND THE ECONOMIC IMPACT STATEMENT IS: Director of Appeals, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, Florida 32399

THE FULL TEXT OF THE RULE IS:

25-24.475 Company Operations; Rules Incorporated

(1) The following rules are incorporated herein by reference and apply to Interexchange Companies. In these rules, the word "local" should be omitted or interpreted as "toll", as they shall apply only to interexchange and not local service.

(a) The following rules apply to all Companies:

<u>Section</u>	<u>Title</u>	<u>Portions Not Applicable</u>
25-4.022	Complaint - Trouble Reports, etc.	None

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25-4.036	Design and Construction of Plant	None
25-4.038	Safety	None
25-4.039	Traffic	None
25-4.071	Adequacy of Service	Subsections (1), (2), (3), (4), (5), (6)
25-4.077	Metering and Recording Equipment	<u>(5)</u>

(b) The following rules apply to Major Interexchange Companies only.

<u>Section</u>	<u>Title</u>	<u>Portions Not Applicable</u>
25-4.023	Report of Interruptions	None
25-4.069	Maintenance of Plant and Equipment	Subsection (3)
25-4.070	<u>Customer Trouble Reports</u> <u>interruption-of-Service</u>	Subsections <u>(1),(3),+4)</u> <u>(5),(6),(7)</u>
25-4.071	Adequacy of Service	Subsection (3), (4), (5), (6)
25-4.072	Transmission Requirements	Subsection (2),(3)
25-4.073	Answering Time	None
<u>25-4.077</u>	<u>Metering and Recording</u> <u>Equipment</u>	<u>None</u>
25-4.078	Emergency Operation	Subsection (2)

(2) A company may act as an agent of the customer in

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obtaining service from the local exchange company, provided the local exchange company bills the customer directly for the service rendered.

(3) A company shall not lease intrastate-tariffed private line, or foreign exchange (FX) services or facilities of local exchange companies for the purpose of routing its customers' traffic, except as indicated in subsection (4).

(4) Foreign exchange (FX) service provided by local exchange companies may be used by an interexchange company to originate calls for subsequent routing over the company's facilities. An Interexchange Company may not use FX service to terminate traffic.

(5) Each interexchange company shall order sufficient access facilities between the local exchange carrier's end office or tandem serving the interexchange company and the interexchange company's point of presence to meet the following service standard during the average business day busy hour during the busy season: At least ~~ninety-nine-(99%)~~ percent of all calls entering or exiting the local exchange carrier's local network at the interexchange company's point of interface on a Feature Group A or B basis will not encounter an all-trunk busy condition. Each interexchange company will maintain the required Busy Hour Minutes of Capacity to attain the 1% blockage requirement. For end-to-end Feature Group C & D service, the call completion rate shall not be less than the company's tariff standard, which in no case shall be less than 90 percent %.

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Proposed effective date: 90 days after filing with the Secretary of State.

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

Law Implemented: 364.03, 364.035, 364.17, 364.14, 364.15, 364.16, 364.18, 364.185, 364.30, 364.337, 364.345, F.S.

History: New

NAME OF PERSON ORIGINATING PROPOSED RULE: Alan Taylor, Division of Communications

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RULES: Florida Public Service Commission

DATE PROPOSED RULES APPROVED: October 17, 1989

If any person decides to appeal any decision of the Commission with respect to any matter considered at the rulemaking hearing, if held, a record of the hearing is necessary. The appellant must ensure that a verbatim record, including testimony and evidence forming the basis of the appeal is made. The Commission usually makes a verbatim record of rulemaking hearings.

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STATEMENT OF FACTS AND CIRCUMSTANCES
JUSTIFYING RULE

The Commission has determined a need to distinguish between out of service trouble reports and non-out of service trouble reports so that it can properly monitor on an exchange basis -- rather than on a service center basis -- whether customers who are out of service are receiving prompt attention. In the past, some exchanges with a high rate of outages have been overlooked because their trouble reports have been averaged in with many other exchanges within a service center. Also, company responsibilities regarding scheduling of repairs for customers needed to be clarified. Besides requiring operator backup for automatic number identification failure (which all companies already have in place) and specifying daily checking of company timing clocks against National Standard Time (for which companies already have measuring equipment in place), the other changes contemplated herein are essentially stylistic in nature.

STATEMENT ON FEDERAL STANDARDS

There are no federal regulations comparable to the rule amendments in this docket.

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STATEMENT OF IMPACT ON SMALL BUSINESS

None of the companies affected by these rule changes
qualifies as a small business.