

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 900959-TP

RULE TITLE:

Information to Customers

Initiation of Service

PURPOSE AND EFFECT: The purpose of this rule revision is to insure that all customers who wish to have telephone service, but have financial barriers to doing so, are adequately informed of the company's plan for extended payment of service connection charges. The effect will be a requirement that customer service representatives inform customers, at the time of initial contact, of the availability of the company's installment plan for the payment of service connection charges. The company will be required to permit customers to provide service connection charges in equal monthly installments over a period of at least three months.

SUMMARY: Rule 25-4.107, F.A.C., Information to Customers, promulgates the Commission's requirements regarding the substance of information that must be provided to customers by telephone

- ACK \_\_\_\_\_ company's at the time of initial contact with the company. The
- AFA \_\_\_\_\_ proposed rule revision adds the requirement that each company
- APP \_\_\_\_\_
- CAF \_\_\_\_\_ inform parties applying for service, or requesting service
- CMU \_\_\_\_\_ information, of the availability of the company's extended
- CTR \_\_\_\_\_ payment plan for the payment of service connection charges.
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_ Rule 25-4.108, F.A.C., Initiation of Service, specifies the
- LIN \_\_\_\_\_ rights and obligations of both applicants for and providers of
- OPC \_\_\_\_\_ telephone service at the time the application is made and service
- RCH \_\_\_\_\_
- SEC   /
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

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initiated. The proposed rule revision specifies that each company shall permit residential customers to pay service connection charges in equal monthly installments over a period of at least three months.

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

LAW IMPLEMENTED: 364.03, 364.04

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THIS THESE RULES:

There should be no direct agency costs occasioned by adoption of the proposed rule revision.

The direct costs to the companies to implement this rule appear negligible. Depending upon the percentage of customers opting for the extended payment plan, cash flow of the companies may be affected. In addition, there will be some unquantified number of those additional customers opting for extended payment which will become bad debts.

If cash flow and uncollectible amounts are affected to a great degree then it is possible some indirect costs would accrue to the subscriber body as a result of the rule revision. The rule revision should be of benefit to persons desiring telephone service but who are unable to pay all the installation charges up front.

There would be no impact on small businesses as defined in section 120.54, Florida Statutes, Florida Small and Minority Business Assistance Act of 1985, as none of the local exchange companies are small businesses. There should be no impact on competition or employment as a result of the proposed rule revisions. The methodology used to estimate the economic impact

of these rule revisions included discussions with staff of the Division of Appeals, the Division of Communications, and the Division of Consumer Affairs. Standard microeconomic analysis was applied to assess the impact of these rule revisions and the proposed rule.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULES 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., July 12, 1991

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 THESE RULES ARE:

25-4.107 Information to Customers.

(1) Each company shall provide such information and assistance as is reasonable to assist any customer or applicant in obtaining telephone service adequate to his communication needs. At the time of initial contact, each company shall advise the person applying for or inquiring about residential or singleline business service of the rate for the least expensive one party basic local exchange telephone service available to him unless he requests specific equipment or services. Each company shall inform all persons applying for residential service of the

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availability of the company's installment plan for the payment of service connection charges. The information will be provided at the time of initial contact and shall include, but not be limited to, information on rate amounts and installment time periods and procedures. The person shall also be informed of the availability and rate for a "No Sales Solicitation" listing. In any discussion of enhanced or optional services, each service shall be identified specifically, and the price of each service shall be given. Such person shall also be informed of the availability of and rates for local measured service, if offered in his exchange.

(2) At the earliest time practicable, the company shall provide to that customer the billing cycle and approximate date he may expect to receive his monthly billing.

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

Law Implemented: 364.03, 364.04, F.S.

History: New 7-6-79, Amended 11/30/86, Amended 11/28/89.

25-4.108 Initiation of Service. Any applicant for telephone service may be required to make application in writing in accordance with standard practices and forms prescribed by the utility, provided that the policy adopted by the utility for the initiation of service shall have uniform application and shall be set forth in its filed tariff. Such application shall be considered as notice to the utility that the applicant desires service and upon compliance by the applicant with such other provisions governing utility service as may be in effect, the utility shall undertake to initiate service without unreasonable

delay. Each company shall permit residential customers to pay service connection charges in equal monthly installments over a period of at least three (3) months.

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

Law Implemented: 364.03, 364.04, F.S.

History: New 12/1/68.

NAME OF PERSON ORIGINATING PROPOSED RULES: George Hanna,  
Director, Division of Consumer Affairs

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

DATE PROPOSED RULES APPROVED: May 21, 1991

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.