

Commissioners:
THOMAS M. BEARD, CHAIRMAN
MICHAEL WILSON
BETTY BASLEY
J. TERRY DEASON

State of Florida



STEVE TRIBBLE, Director
Division of Records and Reporting
(904) 488-8371

Public Service Commission

JULY 19, 1991

TO: All Interested Persons
FROM: Steve Tribble, Director of Records and Reporting
RE: Notice of Commission Conference

Attached is an excerpt of the Agenda for the Commission's regular conference, which is scheduled to begin at 9:30 a.m. on July 30, 1991 in Room 106 of the Fletcher Building, 101 East Gaines Street, Tallahassee. The attached excerpt summarizes the issues to be decided in a docket in which you have expressed an interest. As a party of record or interested person in this docket, you may wish to obtain a copy of the Commission staff's recommendation. To do so, call the Records Section of this office at (904) 488-8371.

Also, as a party of record or interested person, you may wish to attend the conference and address the Commission regarding the docket. If this is your intent, you will need to sign the appearance register, which is located on a table at the back of the hearing room near the double doors. (If you fail to sign the register, you may miss the opportunity to speak before the Commissioners vote on the docket.) The Chairman will then announce each item as it is taken up and ask for your comments at the appropriate time. Any comments you wish to make should be limited to approximately five minutes.

If you have any questions regarding this information, please feel free to call me.

ST:ds
Attachment

SWAFFORD *JS*

CLARK *AK*

FLORIDA PUBLIC SERVICE COMMISSION
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399

M E M O R A N D U M

July 5, 1991

TO : DIVISION OF RECORDS AND REPORTING

FROM : DIVISION OF LEGAL SERVICES (ADAMS) *AK*
DIVISION OF COMMUNICATIONS (AUSTIN) *AK*

RE : **DOCKET NO. 910694-JC** - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST TELEPHONE OPERATING SYSTEMS FOR
VIOLATION OF SERVICE STANDARDS AND RULE 25-4.043
F.A.C. - RESPONSE REQUIREMENT

AGENDA : PLACE ON JULY 30, 1991 - CONTROVERSIAL - PARTIES
MAY PARTICIPATE

PANEL : FULL COMMISSION

CASE BACKGROUND

Telephone Operating Systems (TOS or Company) has been a certificated pay telephone provider since September 9, 1988. TOS currently operates approximately 500 pay telephones in the state. On February 11, 1991, a service evaluation was performed on a pay phone operated by TOS and located at the Hoggly Woggly in Hosford. The evaluation indicated several service violations. Notice was sent to TOS to respond to the service evaluation on May 1, 1991. TOS failed to respond to staff and a certified letter was sent on May 29, 1991 requesting a response within fifteen (15) days from the receipt of the letter; however, a response has not been received.

DOCUMENT NUMBER-DATE

07144 JUL 15 1991

FPSC-RECORDS/REPORTING

Docket No. 910694-TC
July 5, 1991

ISSUE 1: Should the Commission require Telephone Operating Systems to show cause why its certificate should not be canceled and/or a fine imposed for violation of Service Standards and Rule 25-4.043 F.A.C.?

RECOMMENDATION: Yes, the Commission should require Telephone Operating Systems to show cause why its certificate should not be canceled and/or a fine imposed for violation of Service Standards and Rule 25-4.043 F.A.C.

STAFF ANALYSIS: On February 11, 1991, a service evaluation was performed on a pay phone operated by TOS (Attachment A). The evaluation indicated the following violations:

1. The station was not accessible to the physically handicapped, which is a violation of Rule 25-24.515(13) F.A.C.
2. Current Directory was not available, which is a violation of Rule 25-24.515(11) F.A.C.
3. The address of the pay phone station was not displayed, which is a violation of Rule 25-24.515(5)
4. Clear dialing instructions were not displayed. The instructions said "411 for directory assistance" instead of 1411. Posted instructions for emergency calls specify 911 although 911 is not in service. These are violations of 25-24.515(5) F.A.C.
5. Automatic coin return function was not operating properly. Coin was not returned when a busy signal was reached. This is a violation of Rule 25-24.515(2).
6. Access to all available interexchange carriers was not available. 102880 went to steady tone, 0+/0 went to ITI operator, there was no direct access to AT&T. This is a violation of Rule 25-24.515(6) F.A.C.

On April 24, 1991 a second evaluation of the same pay phone location was performed (Attachment B) and indicated that the violations stated above had not been corrected.

A letter indicated that service evaluations had been performed on a TOS pay phone was sent on May 1, 1991, requesting a response within 15 calendar days (Attachment C). A response was not received and a certified letter was sent to TOS on May 29, 1991 (Attachment D) requesting a response in fifteen days. To date, a

Docket No. 910694-TC
July 5, 1991

response has not been received regarding the service violations.

On June 21, 1991, a follow-up evaluation was performed (Attachment E) and indicated that the violations still had not been corrected.

Failure to respond to staff is a violation of Rule 25-4.043 Florida Administrative Code. Based on the number of violations indicated on the service evaluation, and the lack of action taken by TOS to respond to staff and correct the violations, staff recommends that TOS be show caused as to why its certificate should not be canceled and/or fined.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: If Issue 1 is approved, this docket should remain open.

STAFF ANALYSIS: Provided that Issue 1 is approved, this docket should remain open pending resolution of the show cause order, otherwise, this docket should be closed. If TOS fails to respond to the show cause order, certificate number 2111 should be administratively canceled and this docket closed.

ATTACHMENT A

PRIVATE PAY PHONE EVALUATION

Date: 2/11/91

Telephone Number: 904/379-8772 Address: HWY 20 & SR 65 (HOGGLY WOGGLY)

Evaluator: FRANK WILLIAMSON City: HOSFORD

Pay Phone Provider: TELEPHONE OPERATING SYSTEMS IXC: ITI

		SAT	UNSAT	N/A
1	Telephone was in service (originate and receive calls)	X		
2	Telephone was accessible to the physically handicapped		1	
3	Telephone number plate was displayed	X		
4	Address of responsible party for refunds/repairs displayed	X		
5	Coin free number for repairs/refunds works properly	X		
6	Current directory available		X	
7	Extended Area Service and Local calls \$25 or less			X
8	Wiring properly terminated and in good condition	X		
9	Address of pay phone location is displayed	X		
10	Instrument reasonably clean	X		
11	Enclosure is adequate and free of trash	X		
12	Glass is not chipped or broken	X		
13	Sufficient light to read instructions at night	X		
14	Name or logo of provider is displayed	X		
15	Local Telephone Company responsibility disclaimer is displayed	X		
16	Clear and accurate dialing instructions are displayed		2	
17	Statement of services not available is displayed			X
18	Automatic coin return function operated properly	X		
19	Bell rings and can be heard	X		
20	There was direct coin free service to the local operator		3	
21	There was direct coin free service to local Directory Assistance		4	
22	Access to all available interexchange carriers was available		5	
23	There was coin free service to 911			X
24	The 911 center could verify the street address of the pay phone			X
25	Transmission was adequately strong and free of noise	X		
26	Complies with interLATA Toll rate cap - coin AT&T +\$1.00			X
27	Complies with interLATA Toll rate cap - operator AT&T +\$0.25			X

REMARKS:

1. Two large dumpsters blocking access from parking area/ also sand in front of pay phone.
2. Instructions say 411 for DA instead of 1411/911 instructions for emergency- 911 not active in area.
3. "Payphone" recording too long.
4. Instructions on phone say dial 411 for DA should be 1411.
5. 102880 gets long tone.

PRIVATE PAY PHONE EVALUATION

Date: 4/24/91

Telephone Number: 904/379-8772 Address: HWY 20 & SR 65 (HOGGLY WOGGLY)

Evaluator: ED FUCHS City: HOSFORD

Pay Phone Provider: TELEPHONE OPERATING SYSTEMS IXC: ITI

SAT UNSAT N/A

1	Telephone was in service (originate and receive calls)	X		
2	Telephone was accessible to the physically handicapped		1	
3	Telephone number plate was displayed	X		
4	Address of responsible party for refunds/repairs displayed	X		
5	Coin free number for repairs/refunds works properly	X		
6	Current directory available		X	
7	Extended Area Service and Local calls \$.25 or less			X
8	Wiring properly terminated and in good condition	X		
9	Address of pay phone location is displayed	X		
10	Instrument reasonably clean	X		
11	Enclosure is adequate and free of trash	X		
12	Glass is not chipped or broken	X		
13	Sufficient light to read instructions at night	X		
14	Name or logo of provider is displayed	X		
15	Local Telephone Company responsibility disclaimer is displayed	X		
16	Clear and accurate dialing instructions are displayed		2	
17	Statement of services not available is displayed			X
18	Automatic coin return function operated properly	X		
19	Bell rings and can be heard	X		
20	There was direct coin free service to the local operator		3	
21	There was direct coin free service to local Directory Assistance		4	
22	Access to all available interexchange carriers was available		5	
23	There was coin free service to 911			X
24	The 911 center could verify the street address of the pay phone			X
25	Transmission was adequately strong and free of noise	X		
26	Complies with interLATA Toll rate cap - coin AT&T + \$1.00			X
27	Complies with interLATA Toll rate cap - operator AT&T + \$0.25			X

REMARKS:

1. Pad located in sand and 4 to 5 inches high.
2. Instructions say 411 for DA instead of 1411/911 instructions for emergency- 911 not active in area.
3. "Payphone" recording too long could hinder emergency situation, did complete to operator.
4. Instructions on phone say dial 411 for DA should be 1411.
5. 102880 gets long tone.

Commissioners:
THOMAS M. BEARD, CHAIRMAN
J. TERRY DEASON
BETTY EASLEY
GERALD L. (JERRY) GUNTER
MICHAEL WILSON



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 488-1280

Public Service Commission

May 1, 1991

File Number
TD904.3(91)

TELEPHONE OPERATING SYSTEMS
P.O. BOX 88604
ATLANTA, GA 30356

Dear Mr. Perry:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Violation Summary form. Please provide an explanation of the action taken to correct any violation(s) within 15 calendar days on the Service Violation Correction form. The Service Violation Correction form must be signed and returned with this letter to the Commission staff. We suggest you verify that all pay phones you own that have these same violations are corrected.

NUMBER	ADDRESS	CITY	EVAL DATE	VIOLATION ITEMS
9043798772	3300 CAPITAL CIRCLE SW	HOSFORD	02/11/91	2 6 16 25 27

If you have any questions, please contact me at 904/488-1280.

Sincerely,

Rick Moses
Eng. Supv.
Bureau of Service Evaluation

State of Florida



Commissioners:
 THOMAS M. BEARD, CHAIRMAN
 J. TERRY DEASON
 BETTY EASLEY
 GERALD L. (JERRY) GUNTER
 MICHAEL WILSON

DIVISION OF COMMUNICATIONS
 WALTER D'HAESELEER,
 DIRECTOR
 (904) 488-1280

Public Service Commission

May 29, 1991

File Number
TD904.3(91)

TELEPHONE OPERATING SYSTEMS
 P.O. BOX 88604
 ATLANTA, GA 30356

CERTIFIED LETTER

Dear Mr. Perry:

The Commission staff has not received your response to the previous letter concerning the violations listed below. For your convenience, you may complete this letter as your response.

Please provide an explanation of the action taken to correct any violation(s) within 15 calendar days on the Service Violation Correction form. The Service Violation Correction form must be signed and returned with this letter to the Commission staff. We suggest you verify that all pay phones you own that have these same violations are corrected.

NUMBER	ADDRESS	CITY	EVAL DATE	VIOLATION ITEMS
9043798772	HIGHWAY 20 (HOGGLY WOGGLY)	HOSFORD	02/11/91	2 6 16 25 27

If you have any questions, please contact me at 904/488-1280.

Sincerely,

Rick Moses
 Eng. Supv.
 Bureau of Service Evaluation

SENDER: Complete items 1 and 2 when additional services are desired, and complete items 3 and 4.

Put your address in the "RETURN TO" Space on the reverse side. Failure to do this will prevent this card from being returned to you. The return receipt fee will provide you the name of the person delivered to and the date of delivery. For additional fees the following services are available. Consult postmaster for fees and check box(es) for additional service(s) requested.

1. Show to whom delivered, date, and addressee's address. (Extra charge) 2. Restricted Delivery (Extra charge)

<p>3. Article Addressed to:</p> <p>Telephone Operating Systems P.O. Box 88604 Atlanta, Georgia 30356</p>	<p>4. Article Number 78974</p> <p>Type of Service:</p> <p><input type="checkbox"/> Registered <input type="checkbox"/> Insured</p> <p><input checked="" type="checkbox"/> Certified <input type="checkbox"/> COD</p> <p><input type="checkbox"/> Express Mail <input type="checkbox"/> Return Receipt for Merchandise</p> <p>Always obtain signature of addressee or agent and DATE DELIVERED.</p>
<p>5. Signature - Address X <i>[Signature]</i></p>	<p>8. Addressee's Address (ONLY if requested and fee paid)</p>
<p>6. Signature - Agent X</p>	
<p>7. Date of Delivery 6-3-91</p>	

PS Form 3811, Mar. 1988 * U.S.G.P.O. 1988-212-E65 DOMESTIC RETURN RECEIPT

PRIVATE PAY PHONE EVALUATION

Date: 6/2/91

Telephone Number: 904/379-8772 Address: HWY 20 & SR 65 (HOGGLY WOGGLY)

Evaluator: RICK MOSES City: HOSFORD

Pay Phone Provider: TELEPHONE OPERATING SYSTEMS IXC: ITI

SAT UNSAT N/A

1	Telephone was in service (originate and receive calls)	X		
2	Telephone was accessible to the physically handicapped		1	
3	Telephone number plate was displayed	X		
4	Address of responsible party for refunds/repairs displayed	X		
5	Coin free number for repairs/refunds works properly	X		
6	Current directory available		X	
7	Extended Area Service and Local calls \$.25 or less			X
8	Wiring properly terminated and in good condition	X		
9	Address of pay phone location is displayed	X		
10	Instrument reasonably clean		X	
11	Enclosure is adequate and free of trash	X		
12	Glass is not chipped or broken	X		
13	Sufficient light to read instructions at night	X		
14	Name or logo of provider is displayed	X		
15	Local Telephone Company responsibility disclaimer is displayed	X		
16	Clear and accurate dialing instructions are displayed		2	
17	Statement of services not available is displayed			X
18	Automatic coin return function operated properly		3	
19	Bell rings and can be heard	X		
20	There was direct coin free service to the local operator	X		
21	There was direct coin free service to local Directory Assistance	X		
22	Access to all available interexchange carriers was available		4	
23	There was coin free service to 911			X
24	The 911 center could verify the street address of the pay phone			X
25	Transmission was adequately strong and free of noise		5	
26	Complies with interLATA Toll rate cap - coin AT&T + \$1.00			X
27	Complies with interLATA Toll rate cap - operator AT&T + \$0.25			X

REMARKS:

- Two large dumpsters blocking access from parking area/ also sand in front of pay phone.
- Instructions say 411 for DA instead of 1411/911 instructions for emergency- 911 not active in area.
- Coin did not return when a busy signal was reached.
- 102880 goes to steady tone/0+0 goes to ITI/10 direct access to AT&T.
- Loud ground hum on line.