

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for Amendment of Rule )	DOCKET NO. 910506-TP
25-4.073, F.A.C., regarding Answer )	
Time, by Southern Bell Telephone and )	ORDER NO. 24905
Telegraph Company. )	
_____ )	ISSUED: 8/9/91

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman  
 J. TERRY DEASON  
 BETTY EASLEY  
 GERALD L. GUNTER  
 MICHAEL MCK. WILSON

ORDER GRANTING PETITION FOR AMENDMENT OF  
RULE 25-4.073, F.A.C., REGARDING ANSWER TIME  
BY SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

BY THE COMMISSION:

By petition filed on April 17, 1991, Southern Bell Telephone and Telegraph Company asked the Commission to amend Rule 25-4.073, F.A.C., which sets service quality standards regarding answering time for calls received by telephone company offices. Petitioners also proposed specific language to amend the rule.

Petitioners claim that the rule change will enhance service to customers form both the repair and customer service areas of the company. This claim is based on belief that an interactive automated answering system best serves the customer and that the rule change is needed to clarify whether or not the rule requires a live operator.

We believe that interactive automated answering systems can potentially enhance service to customers and that this question can be explored in the context of a rulemaking proceeding. If staff finds that such automated systems can enhance service then Rule 25-4.073, F.A.C, should be amended to accommodate such systems consistent with the public interest. Therefore, we approve the initiation of rulemaking to address those issues.

We also note that granting this petition does not operate to adopt the amendments as proposed by petitioners. The proposed changes are subject to the rulemaking process, including the review and suggestions of other interested persons.

In view of the above, it is

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ORDERED by the Florida Public Service Commission that the Petition for Amendment of Rule 25-4.073, F.A.C, by Southern Bell Telephone and Telegraph Company is hereby granted.

By ORDER of the Florida Public Service Commission, this  
9th day of AUGUST, 1991.

STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )  
WEW  
0204.CJP

by Kary Dizon  
Chief, Bureau of Records

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearings or judicial review of Commission orders that is available under Sections 120.57 or 120.68, 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 or judicial review will be granted or result in the relief sought.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: 1) reconsideration within 10 days pursuant to Rule 25-22.038(2), Florida Administrative Code, if issued by a Prehearing Officer; 2) reconsideration within 15 days pursuant to Rule 25-22.060, Florida Administrative Code, if issued by the Commission; or 3) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or sewer utility. A motion for reconsideration shall be filed with the Director, Division of Records and Reporting, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.