

FLORIDA PUBLIC SERVICE COMMISSION
FLETCHER BUILDING
101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399-0850

MEMORANDUM

August 15, 1991

TO : DIRECTOR OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS (LONG, AUSTIN) *JA*
DIVISION OF LEGAL SERVICES (MURPHY) *JA*

RE : ~~DOCKET NO. 860723-TP~~ - PROPOSED TARIFF FILING
INTRODUCING PUBLIC INMATE CALLING SERVICES BY SOUTHERN
BELL TELEPHONE AND TELEGRAPH COMPANY (T-91-143 FILED
3/22/91)

AGENDA: AUGUST 27, 1991 - CONTROVERSIAL - PARTIES MAY
PARTICIPATE - DEFERRED FROM THE JULY 30, 1991 AGENDA

CRITICAL DATES: TARIFF SUSPENSION DEADLINE - MAY 21, 1991
COMPANY WAIVED 60-DAY RULE

DISCUSSION OF ISSUES

ISSUE 1: Should the proposed tariff filing introducing Public Inmate Calling Service by Southern Bell Telephone and Telegraph Company be approved?

RECOMMENDATION: Yes, the proposed tariff filing introducing Public Inmate Calling Service by Southern Bell Telephone and Telegraph Company should be approved.

STAFF ANALYSIS: Southern Bell Telephone and Telegraph Company (Southern Bell or Company) filed proposed revisions to its General Subscriber Service Tariff on March 22, 1991 (Attachment A). The purpose of this filing was to introduce pay telephone services for use in confinement facilities (i.e., correctional facilities and hospitals for the mentally ill) that followed the guidelines delineated in Docket No. 860723-TP, Order No. 24101.

This item was deferred from the July 30, 1991 agenda when it was discovered that some of the tariff information was incorrect. A provision was included in the original proposal to allow nonLEC PATS providers to use the features of Southern Bell's offering. It was discovered that the tariff actually did not provide the

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08248 AUG 15 1991

TPSC-RECORDS/REPORTING

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features to the nonLEC PATS providers, but simply gave them the authority to provide them themselves. Staff believed this language to be inappropriate; the language was deleted and the tariff resubmitted.

The Company proposes to introduce Public Inmate Calling Service. The service will be provided by LEC payphones to confinement facilities.

Public Inmate Calling Service will provide the confinement facility administrator with several call management options:

1. It may be arranged for outward-only calling.
2. It may be arranged to limit calls to fifteen minutes, with notice of disconnect.
3. It may be arranged to block 911 and 411 calls.
4. It may provide unrestricted use in fully supervised areas.
5. It will be arranged to allow only 0+ collect calls for local, intra/interLATA calls and to block all other calling.
6. It may be arranged to allow seven digit sent-paid local calling. This would be allowed by assigning PIN numbers to the inmates and allowing them to make a specified number of local calls without being charged at the time of the call. The confinement facility would be billed \$.25 per call by the LEC.
7. It may be arranged to limit calls to approved numbers.
8. It may be arranged to block access to certain numbers or NXX codes.
9. It may be arranged to deny access to all locally available interexchange carriers.
10. It may be arranged to provide call detail information such as date, time, and duration of calls, and called and calling telephone numbers if the facility stipulates that such information is necessary for fraud prevention and that it does not violate any laws. A conspicuous notice will be

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placed on or near the telephone station notifying callers that the information is being recorded.

11. It may be arranged to provide inmates with "free" calls to the local public defender's office. The confinement facility will be billed \$.25 per call by the LEC.

All of these restrictions are in compliance with the provisions outlined on pages 48-50 of Order No. 24101.

In addition to the service, a provision has been proposed to limit the charge for use of a debit card pay telephone station for local calls to \$1.00. This also complies with provisions mandated in Order No. 24101.

Southern Bell did not include any revenue or cost data with this filing. The Company does not propose to charge for this service (although all calls made from the paystations will incur normal usage charges, such as the \$.25 per local message billed to the confinement facility but perceived as "free" to the inmates). The costs to the facility will consist of the charges for calls placed using the various methods of access and charges for unregulated CPE hardware and software, if required (some of the more advanced features, such as call detail and PIN number assignments will require a PC and special software). The costs to the Company are expected to be minimal.

Southern Bell currently offers some of these features to confinement facilities at the facilities' request. This proposal will add to those features and tariff the features that are currently included in the facilities' individual contracts. Public Inmate Calling Service is designed to reduce fraud in these facilities and reduce the overall costs to the facility administrators as well as to the Company. Also, some nonLEC "smart" phones provide some or all of these capabilities today. Therefore, the Company views this service as more of an upgrade to their network and services as opposed to a new service. It will be provided by request only and will not be aggressively marketed.

Staff believes this tariff filing is appropriate. It was filed as a direct result of Order No. 24101 and follows the provisions allowed therein. The Company has received several requests for this service from confinement facilities and staff believes that it will help curtail the increasing fraud problems

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they are experiencing. For the reasons outlined in this recommendation, staff believes this tariff should be approved as filed.

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ISSUE 2: Should the Commission waive Chapters 25-4.076(3) and 25-4.076(5), F.A.C. to allow for the provisioning of these services?

RECOMMENDATION: Yes, the Commission should waive Chapters 25-4.076(3) and 25-4.076(5), F.A.C. to allow Southern Bell to provide these services.

STAFF ANALYSIS: Staff is currently pursuing rule changes that will allow companies to provide services such as these to confinement facilities. However, current rules prohibit some of the services proposed. Staff recommends that the following rules be waived in this instance:

25-4.076 Pay Telephone Service Provided By Local Exchange Companies

(3) Each telephone station shall have the capability of coin free access to a local exchange company toll operator and the universal emergency telephone number "911" where operable; and coin free or coin return access to local directory assistance, intercept, repair service and calls to the business office of the company.

(5) Each telephone station which provides access to any long distance company must provide access to all locally available long distance companies regardless of which form of access is available.

Waiving these rules will allow Southern Bell to provide Public Inmate Calling Service to confinement facilities until a rule amendment is completed.

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ISSUE 3: Should this docket be closed?

RECOMMENDATION: Yes, if Issues 1 and 2 are approved this tariff should become effective on 9/2/91. If a timely protest is filed this tariff should remain in effect with any increase held subject to refund pending resolution of the protest. If no timely protest is filed, this docket should be closed.

STAFF ANALYSIS: At the conclusion of the protest period, if no protest is filed this docket should be closed.



Southern Bell

Marshall Criser, III
Operations Manager
Regulatory Relations

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August 13, 1991

Mr. Walter D'Haeseleer
Director of Communications
Florida Public Service Commission
Fletcher Bldg. 101 E. Gaines Street
Tallahassee, Florida 32399-0850

Re: Tariff Filing T91-143

Attached are the following replacement pages for the above filing:

General Subscriber Service Tariff

Subject Index - Ninth Revised Page 6
 - Eighth Revised Page 11
Section A1 - Fifth Revised Page 6
 - Fourth Revised Page 9
Section A2 - Sixth Revised Page 1
Section A7 - Contents - Fourth Revised Page 1
 - Third Revised Page 1
 - Second Revised Page 2
 - Original Page 2.1
 - Sixth Revised Page 3

The following pages are withdrawn from this filing:

General Subscriber Service Tariff

Subject Index - Eighth Revised Page 5
Section A1 - Fourth Revised Page 5
Section A7 - Contents, Second Revised Page 1.1
 - Seventh Revised Page 11
 - Original Page 11.1

AUG 13 1991

These revisions are necessary to delete reference to Customer Provided Public Inmate Calling Service. It is our understanding that until Chapters 25-4.076(3) and (5) and 25-24.515(3), (4) and (6) F.A.C. are revised, non-LEC PATS Providers must request waiver of these rules.

This is to request waiver of these rules (Chapters 25-4.076(3) and (5) and 25-24.515 (3), (4) and (6) for Southern Bell in order to provide Inmate Service.

Please advise if there are any questions.

Yours very truly,

George L. Hayes

for Operations Manager-
Regulatory Relations

Attachments

FLORIDA
ISSUED: February 15, 1991 March 22 1991
BY: Joseph P. Lacher, Vice President
Miami, Florida

EFFECTIVE: March 11, 1991
September 3, 1991

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PENDING

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Tariff Revisions
Legislative Format
Not for Approval

SOUTHERN BELL TELEPHONE
AND TELEGRAPH COMPANY
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Fourth Revised Page 1
~~Seventh Revised Page 1~~
~~Cancels Sixth Revised Page 1~~

ISSUED: November 8, 1990 *March 22, 1991*
BY: Joseph P. Lacher, Vice President
Miami, Florida

EFFECTIVE: January 7, 1991
September 3, 1991

SUBJECT INDEX

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Tariff Revisions
Legislative Format
Not for Approval

ISSUED: March 14, 1991 March 22 1991
BY: Joseph P. Lacher, Vice President
Miami, Florida

EFFECTIVE: May 13, 1991
September 3, 1991

A1. DEFINITION OF TERMS

CUT-THROUGH OPERATION

Control of the progress in establishing a call over a private line facility from location to location is under the control of the user, i.e. digits are dialed to each intervening and/or the terminating switching system(s) upon receipt of dial tone (or time delay period) until the call is completed. (M)
(M)

DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section A15. of this Tariff. (M)
(FM)

DATA SWITCHING

The term "Data Switching" as used in connection with composite data service denotes the switching of data (nonvoice) messages by the interchange, controlling and routing of data messages between two or more stations, via communications facilities, wherein the information content of the message remains unaltered.

DEBIT CARD PUBLIC TELEPHONE

Commonly used in confinement facilities. Debit Card Public Telephones have the ability to operate by employing a debit card and associated credit account. When the card is utilized, it debits call charges from a credit amount maintained by the card. (N)
(N)

DEMARICATION POINT

Demarcation Point is the point of physical interconnection (connecting block, terminal strip, jack, protector or remote isolation device) between the telephone network and the customer's premises wiring. This point is part of the telephone network, provided and maintained by the Company under tariff. The location of this point is:

- Single Line/Single Customer Building - Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
- Single Line/Multi Customer Building - Within the customer's premises at a point easily accessed by the customer.
- Multi Line Systems - At a point within the same room and within 25 feet of the FCC registered terminal equipment.

DIRECT CURRENT SUPPLY

Electrical energy for talking and signaling purposes, other than ringing.

DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

- Caption Listing:** The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- Cross Reference Listing:** The listing of a generally accepted name of a subscriber followed by a reference to another listing.
- Foreign Exchange Listing:** The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.
- Indented Listing:** Indented listings are used where a subscriber has more than one listing for services under the same name at one or more locations.
- Stylist[®] Service:** A directory listing consisting of upper case alpha and/or numeric characters in lieu of standard numeric characters.

Tariff Revisions
Legislative Format
Not for Approval

SOUTHERN BELL TELEPHONE
AND TELEGRAPH COMPANY
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

ISSUED: ~~October 13, 1988~~ March 22, 1991
BY: Vice President
Miami, Florida

Fourth Revised Page 4
~~Cancels~~ Third Revised Page
~~Cancels Second Revised Page~~

EFFECTIVE: ~~December 13, 1988~~
September 3, 1991

A1. DEFINITION OF TERMS

FOREIGN EXCHANGE MILEAGE

See "Mileage and Zone Charge".

FOREIGN EXCHANGE SERVICE

See "Exchange Service".

FULLY PARTITIONED

A description of a shared switching system which does not permit or provide local service access sharing or resale or intercom calling between unaffiliated entities.

INDENTED LISTING

Indented listings are used where a subscriber has more than one listing for service under the same name at one or more locations.

INITIAL CHARGE

See "Installation Charge".

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INMATE CALLING SERVICE (ICS)

A Coin Telephone Service provided by the Company for the exclusive use of inmates served within the confines of a penal, correctional or mental institution.

(N)

(N)

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

INTRASYSTEM WIRING

Intrasytem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connect a system's station components to one another or to the common equipment of a PBX, key or similar system.

JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with tariff provisions, but who would not otherwise be entitled to the use of the service.

LATA

See "Local Access and Transport Area".

Tariff Review
Legislative Format
Not for Approval

ISSUED: ~~December 21, 1989~~ March 22, 1991
BY: Vice President
Miami, Florida

EFFECTIVE: ~~February 26, 1991~~
September 3, 1991

A2. GENERAL REGULATIONS

A2.1 Application

- A. The regulations specified herein are applicable to all communication services offered in this Tariff by Southern Bell Telephone and Telegraph Company, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this Tariff.
- B. Service to Century, Florida is provided by the South Central Bell Telephone Company from the Flomaton, Alabama, exchange. Rules, regulations and rates applicable at Century are as specified in the *this* Tariff.

A2.2 Limitations and Use of Service

A2.2.1 Use of Subscriber's Service

- A. Telephone equipment and facilities are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment except in connection with semipublic telephone service and except as the use of the service may be extended, in addition to other service which may be separately ordered, for switched data (nonvoice) communications relating directly to the business of Composite Data Service Vendor's patrons, or a subscriber who is engaged as a communications common carrier in an overseas data message service, to patrons of hotels subscribing to message rate service, members of clubs, patients of hospitals, to occupants of licensed Nursing Homes, occupants of licensed Adult Congregate Living Facilities, occupants of licensed continuing care facilities or facilities certificated pursuant to the National Housing Act, to occupants of living units of Time Share (Interval Ownership) Condominiums subscribing to business message rate or measured service, students living in quarters furnished by schools, colleges or universities, to persons temporarily leasing a subscriber's residential premises, to the transient public in connection with reservation service at airport terminals and other public places, or to exhibitors in exhibition halls on a temporary basis not to exceed 30 days, or to clients of a certificated Shared Tenant Service operation as specified in Section A23 of this Tariff. In addition, airports are permitted to extend local service to businesses located at the airport terminal and engaged in airport operations necessary for the proper functioning of an airport.

Subscribers who desire to provide access arrangements for the exclusive use of inmates served within the confines of penal, correctional or mental institutions, shall do so under the regulations, rates and charges as set forth in Section A7, of this Tariff for Coin Telephone Service. (N)

- B. Except as otherwise provided in this Tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to Long Distance Message Telecommunications Service (MTS) or Wide Area Telecommunications Service (WATS) nor to a subscriber who is engaged as a communications common carrier in a public telegram message business, or overseas data message service, nor to a Composite Data Service Vendor in the provision of composite data service to its patrons. This prohibition also does not apply to exchange access lines when provided to resellers or sharers as a means of accessing their resold or shared MTS or WATS. This prohibition also does not apply to exchange access lines when provided in connection with Public Telephone Access Service for Customer Provided Equipment. This prohibition also does not apply to exchange access lines when provided to certificated Shared Tenant Service providers in connection with the resale or sharing of local exchange service.
- C. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

ISSUED: ~~March 14, 1991~~ *March 22, 1991*
BY: Joseph P. Lacher, Vice President
Miami, Florida

EFFECTIVE: ~~May 13, 1991~~
September 3, 1991

A7. COIN TELEPHONE SERVICE

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FLORIDA

ISSUED: July 11, 1988 *March 22, 1991*

BY: Vice President
Miami, Florida

EFFECTIVE: July 11, 1988
September 3, 1991

A7. COIN TELEPHONE SERVICE

A7.1 Public Telephone Service

A7.1.1 Definition and Purpose of Public Telephones

A public telephone is an exchange station installed with or without an associated coin collecting device at the Company's initiative or at its option, at a location chosen or accepted by the Company as suitable and necessary for furnishing service to the general public. Public telephones are installed for the use of the general public and their use by any occupants of the premises in which they are located is only incidental to their principal purpose.

A7.1.2 Public Telephone Locations and Requirements

- A. The Company recognizes its responsibility for providing adequate telephone facilities to meet all reasonable public requirements, and the decision as to the extent, character and location of the public telephone facilities rests with the Company.
- B. In the selection of premises the Company endeavors to secure the most suitable of those available for the purpose, public convenience considered. The character of the premises or the location of the equipment should not be such as to offer risk to the Company's equipment or receipts.

A7.1.3 Equipment

- A. Public telephones are ordinarily connected with individual lines and are equipped with coin collecting devices; however, at the option of the Company, public telephones without coin collecting devices may be furnished at the Company's option for the placing of collect, credit card or third-number billed calls.
- B. Booths are furnished when in the judgment of the Company they are warranted by the estimated amount of traffic, or by the character of the location, as in lobbies, waiting rooms, etc.
- C. Extension stations are not furnished in connection with public telephone service.
- D. In all cases, the Company furnishes and displays such of its standard signs as are necessary to properly identify the station.
- E. The equipment specified in A7.2.4. following is considered customer premises equipment under the FCC's decision in CI-II (Docket 20828) but has been assigned to the Company under the Modification of Final Judgement (MFJ). Its provision will be subject to the following restrictions:
 - 1. The Company will continue to provide maintenance for Company provided customer premises equipment only until December 31, 1987, or such earlier date as may be necessary and appropriate to comply with applicable state or federal laws, rules, or regulations. +F

A7.1.4 Message Charges

- A. Local messages from public telephones are charged at 25 cents per message¹ (USOC IPC) (C)
- 1. Local message

(a) Per Message	Rate	USOC
	\$25	NA +E

Note 1: Local messages initiated from Orbit Card Public
Telephones located in confinement facilities may be charged
at no more than \$1.00 per message. (N)

ISSUED: March 22, 1991
BY: Joseph P. Lacher, President-FL
Miami, Florida

EFFECTIVE: Sept. 3,
1991

A7. COIN TELEPHONE SERVICE

A7.1 Public Telephone Service (Cont'd)

A7.1.7 Inmate Calling Service (ICS) (Cont'd)

D. A notice shall be conspicuously displayed near ICS telephones which notifies inmates that the prison facility may monitor, time and restrict service from such phones and that information, such as date and time of call, duration of call, and originating and terminating number, may be furnished to the facility, and further, that the use of these telephones constitutes consent to this service.

(N)

(N)

A7.2 Semipublic Telephone Service

A7.2.1 Definition and Requirements

A. Semipublic telephone service is that class of individual line main station exchange service furnished in locations which in the judgment of the Company are reasonably accessible to the public. It is not intended as a substitute for other service or as a means of providing an alternative service at a lower charge. Semipublic telephones are furnished if the nature and amount of usage indicate that it is suited to meet requirements at the following types of locations, and at the option of the Company:

1. Where there is an appreciable demand for service on the part of transients but where in the opinion of the Company, the installation of a public telephone is not warranted. (M)
2. Where there is a collective use of the service by a relatively stable body of guests, members of clubs or transients. (M)
3. Where the demand for service is for a combination of customer and transient usage. (M)

B. Upon request of a subscriber, one way outward semipublic telephone service may be provided at a location where other regular exchange service is also furnished. (M)

C. Subscribers may display telephone signs furnished by the Company and allow the use of the station to the general public. (M)

D. The Company may terminate service at locations where in its judgment losses by theft are likely to occur, unless the subscriber executes an agreement to indemnify the Company against such losses. (M)

A7.2.2 Coin Box Semipublic Service

A. Semipublic service is normally equipped with a coin box. (M)

Tariff Revisions
Legislative Format
Not for Approval

ISSUED: ~~December 10, 1988~~ March 22 1991
BY: Vice President
Miami, Florida

EFFECTIVE: ~~January 1, 1989~~
September 3, 1991

A7. COIN TELEPHONE SERVICE

A7.2 Semipublic Telephone Service (Cont'd)

A7.2.3 Noncoin Semipublic Service

- A. Semipublic service lines will be provided without a coin box, at the subscriber's request. Local messages are metered and the rates set forth in Section A7.2.4.C. for each local message and the monthly rates as shown in Section A7.2.4.A. for each line applies. (T)
- B. The subscriber shall be responsible for the payment of all charges for outgoing local calls and long distance telephone calls sent paid or received collect at the station.
- C. The message register for recording the number of completed local calls is furnished as a part of the service.
- D. Noncoin Semipublic Service is provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over noncoin Semipublic lines (or other Semipublic or Public coin lines). Where noncoin Semipublic Service is furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is confined to locations solely for use of the particular establishment.
- E. Noncoin semipublic service is furnished to a subscriber upon the condition that use of the service by others shall not be made subject to any charge by the subscriber in addition to the rates and charges of the Company as set forth in applicable tariffs.

A7.2.4 Rates and Charges

- A. The monthly rate for Semipublic Telephone Service (ISP) will be found in paragraph A3.4.2.D. of this Tariff. Service connection charges as covered in Section A4. are applicable. (T)

~~B. (DELETED)~~ (D)

- B ~~C~~ Local messages from semipublic telephones are charged for at 25 cents per message. (C)

1. Local message

(a) Per Message

Rate	USOC
\$.25	NA

- C ~~D~~ Long distance messages will be charged for at the Company's established operator handled station-to-station or person-to-person rates as specified in Section A18. No commissions are paid on receipts from semipublic telephones. (T)
- D ~~E~~ Premises Work charges apply for costs associated with the installation of Semipublic Telephone Service as specified in A4.1.1.F. See A4.4.3 for rates and charges. (T)
- E ~~F~~ Suspension of service, as covered in Section A2.3, is not available to Semipublic Service unless the instrument is totally inaccessible to the general public on a temporary basis. In all cases, the decision to permit temporary suspension of service for Semipublic Service rests with the Company. (T)
- F ~~G~~ When service is temporarily suspended at the subscriber's request, a Secondary Service Ordering Charge and a restoration charge, as covered in Section A4.3, per telephone number restored, is applied. (T)

Note 1: Local messages initiated from Orbit Card Public Telephones located in confinement facilities may be charged at no more than \$1.00 per message. (IN)

Tariff Revisions
Legislative Format
Not for Approval