

State of Florida

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Division of Appeals
David E. Smith, Director
(904) 488-7464

Public Service Commission

October 1, 1991

ORIGINAL
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Mr. Carroll Webb
Joint Administrative Procedures
Committee
120 Holland Building
Tallahassee, Florida 32399

Re: DOCKET NO. 900959-TP, RULES 25-4.107, 25-4.108, F.A.C.

Dear Mr. Webb:

The Commission has approved the amendment of Rules 25-4.107 and 25-4.108, F.A.C., with changes.

Enclosed is a statement of change for the proposed amendment of Rule 25-4.108, F.A.C.

The rules do not have an impact on small business.

Sincerely,

Christiana T. Moore
CHRISTIANA T. MOORE
Associate General Counsel

- ACK CM
- AFA Enclosure
- APP cc: Steve Tribble, Director,
- CAF Div. Records & Reporting
- CMU adp41078.cjp
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC /
- WAS _____
- OTH _____

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STATEMENT OF CHANGES

A substantive change was made to Rule 25-4.108 to permit companies to charge a \$1.00 per month service fee to applicants for telecommunications service who elect to pay their service connection charges in several monthly installments rather than paying the charges in full prior to connection.

1 **25-4.107 Information to Customers.**

2 (1) Each company shall provide such information and
3 assistance as is reasonable to assist any customer or applicant in
4 obtaining telephone service adequate to his communications needs.
5 At the time of initial contact, each local exchange
6 telecommunications company shall advise the person applying for or
7 inquiring about residential or single line business service of the
8 rate for the least expensive one party basic local exchange
9 telephone service available to him unless he requests specific
10 equipment or services. Each company shall inform all persons
11 applying for residential service of the availability of the
12 company's installment plan for the payment of service connection
13 charges. The information will be provided at the time of initial
14 contact and shall include, but not be limited to, information on
15 rate amounts and installment time periods and procedures. Upon
16 customer request, the person shall also be given an 800 number to
17 call to receive information on the "No Sales Solicitation" list
18 offered through the Department of Agriculture and Consumer
19 Services, Division of Consumer Services. In any discussion of
20 enhanced or optional services, each service shall be identified
21 specifically, and the price of each service shall be given. Such
22 person shall also be informed of the availability of and rates for
23 local measured service, if offered in his exchange. Local exchange
24 telecommunications companies shall submit copies of the information
25 provided to customer service representatives to the Division of

CODING: Words underlined are additions; words in
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1 | Communications for prior approval.

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

5 | **Specific Authority: 350.127(2), 364.14(2), F.S.**

6 | **Law Implemented: 364.03, 364.04, F.S.**

7 | **History: New 7/6/79, Amended 11/30/86, 11/28/89, 3/31/91,**
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1 **25-4.108 Initiation of Service.** Any applicant for telephone
2 service may be required to make application in writing in
3 accordance with standard practices and forms prescribed by the
4 utility, provided that the policy adopted by the utility for the
5 initiation of service shall have uniform application and shall be
6 set forth in its filed tariff. Such application shall be
7 considered as notice to the utility that the applicant desires
8 service and upon compliance by the applicant with such other
9 provisions governing utility service as may be in effect, the
10 utility shall undertake to initiate service without unreasonable
11 delay. Each company shall permit residential customers to pay
12 service connection charges in equal monthly installments over a
13 period of at least 3 months. A company may charge a monthly
14 service fee of \$1.00 to applicants who elect to pay the service
15 connection charge in installments.

16 **Specific Authority:** 350.127(2), 364.14(2), F.S.

17 **Law Implemented:** 364.03, 364.04, F.S.

18 **History:** New 12/1/68, Amended _____.

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