

DOCKET NO. 93043²³-TL

REQUEST TO ESTABLISH DOCKET

APRIL 22, 1993

1. Division Name/Staff Name CMU/CHEEK

2. OPR CHEEK

3. DCR _____

4. Suggested Docket Title REQUEST FOR APPROVAL OF TARIFF TO OFFER A THIRTY DAY MONEY BACK GUARANTEE FOR SMART CALL FEATURES AND PACKAGES AND CERTAIN CUSTOM CALLING LOCAL AREA SIGNALLING SERVICE FEATURES AND PACKAGES BY GTE FLORIDA, INC. (T-93-151 FILED MARCH 26, 1993)

5. Suggested Docket Mailing List (attach separate sheet if necessary)

A. Parties (Provide names of regulated companies or use abbreviation from list below if Parties should include all regulated companies in one or more industries; provide names and addresses of nonregulated companies; provide names, addresses, and affiliation (i.e., attorney, company liaison officer, or customer) of individuals.)

7) TL 710

B. Interested Persons/Companies (Provide names, complete mailing addresses, and affiliation. Use abbreviation from list below if Interested Persons should include all regulated companies in one or more industries.)

GTE FLORIDA, INC.

REGULATED INDUSTRIES

<input type="checkbox"/> Investor-Owned Electrics (EI)	<input type="checkbox"/> Water Utilities (WU)
<input type="checkbox"/> Electric Cooperatives (EC)	<input checked="" type="checkbox"/> Local Exchange Telephone Cos. (TL)
<input type="checkbox"/> Municipal Electrics (EM)	<input type="checkbox"/> Interexchange Telephone Cos. (II)
<input type="checkbox"/> Gas Utilities (GU)	<input type="checkbox"/> Coin-Operated Telephone Cos. (IC)
<input type="checkbox"/> Wastewater Utilities (SU)	<input type="checkbox"/> Shared Tenant Telephone Cos. (TS)
	<input type="checkbox"/> Alternate Access Vendors (TA)

6. Check One:

Documentation attached.

Documentation will be provided with recommendation.

PSC/RAR 10 (Revised 01/93)

DOCUMENT NUMBER-DATE
04443 APR 23 93
PSC-RECORDS/REPORTING

GTE Telephone Operations
South Area

One Tampa City Center
Post Office Box 110, MC 616
Tampa, Florida 33601-0110

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0865

March 25, 1993

Dear Mr. D'Haeseleer:

Attached are four (4) copies of the following pages from our
General Services Tariff:

Section A13

7th Revised Page 10
Original Page 10.0.1
9th Revised Page 11.1
Original Page 11.1.1

This proposed tariff filing offers a Thirty Day (30) Money Backsm Guarantee to those customers subscribing to certain Smart Call features and packages as well as certain Custom Calling Local Area Signaling Service features and packages. Should the customer not be satisfied with the service(s), he will be entitled to a full refund of one month's monthly recurring charge, or portion thereof if the subscription is less than 30 days. This refund will be applied as a credit on the customer's bill and each customer will be entitled to the credit one time per service.

It would be appreciated if you would handle this filing with the Commissioners and members of the Staff, as appropriate, for approval.

Acknowledgement, date of receipt, and authority number of this filing are requested. A duplicate letter of transmittal is enclosed for this purpose.

Sincerely,

Beverly Y. Menard

Beverly Y. Menard
Regional Director - Regulatory
and Industry Affairs

BYM/lt
Attachments

RECEIVED

MAR 26 1993

CMU

30 DAY MONEY BACK GUARANTEE**Executive Summary**Introduction:

GTE wants to file for the 30 Day Money Back Guarantee to encourage customers to try new network services. The ability to subscribe to a new service under this provision will relieve the subscriber of worry over "buyer's remorse."

This Guarantee will help GTE through increased network sales.

Description of Present Tariff:

There is no provision for Money Back Guarantees in the present tariff.

Description of Proposed Tariff:

If the customer notifies GTE he is not satisfied with the service(s), and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following services:

- (1) Call Forwarding
- (2) Three-Way Calling
- (3) Speed Calling (8 Code)
- (4) Speed Calling (30 Code)
- (5) Call Waiting
- (6) Cancel Call Waiting
- (7) Smart Ring
- (8) Smarter Call
- (9) Smarter Call (30 Code)
- (10) Smarter Call with Smart Ring
- (11) Smarter Call (30 Code) with Smart Ring
- (12) Automatic Busy Redial
- (13) Automatic Call Return
- (14) Call Block
- (15) Smart Callsm PAK 4400
- (16) Smart Callsm PAK 4900
- (17) Special Call Acceptance
- (18) Special Call Forwarding
- (19) Special Call Waiting
- (20) VIP Alert
- (21) Calling Number ID

30 Day Money Back Guarantee
Executive Summary
Page 2

Technical Description:

The 30 Day Money Back Guarantee will be available for the listed services in all GTE central offices where these services are equipped.

Revenue Information:

GTE anticipates a net gain in network sales as follows:

	<u>Smart Call</u>	<u>CLASS</u>
1993	\$36,204	\$48,306
1994	\$32,880	\$68,218
1995	\$42,420	\$61,661

Customer Effects:

Customers who become dissatisfied with their Smart Call Service(s) may obtain the 30 Day Money Back Guarantee by simply telling us of their dissatisfaction when they cancel the service(s).

Florida - GTE

Money Back Guarantee Forecast
March 19, 1993

1993

Residential

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	29	3	26
Call Waiting	64	6	58
Speed Call 8	11	1	10
Speed Call 30	6	1	5
Three-Way Calling	3	0	3
Cancel Call Waiting	1	0	1
Smart Ring	5	1	4
 <u>Packages</u>			
Smarter Call	185	19	166
Smarter Call (30 Code)	33	3	30
Smarter Call with Smart Ring	81	8	73
Smarter Call (30 Code) with Smart Ring	15	2	13
Total	433	44	389

1993

Business

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	12	1	11
Call Waiting	28	3	25
Speed Call 8	5	1	4
Speed Call 30	2	0	2
Three-Way Calling	1	0	1
Cancel Call Waiting	0	0	0
Smart Ring	2	0	2
 <u>Packages</u>			
Smarter Call	80	8	72
Smarter Call (30 Code)	1	1	0
Smarter Call with Smart Ring	35	3	32
Smarter Call (30 Code) with Smart Ring	1	1	0
Total	167	18	149

**1994
Residential**

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	0	0	0
Call Waiting	0	0	0
Speed Call 8	0	0	0
Speed Call 30	5	1	4
Three-Way Calling	3	0	3
Cancel Call Waiting	1	0	1
Smart Ring	13	1	12
 <u>Packages</u>			
Smarter Call	188	19	169
Smarter Call (30 Code)	34	3	31
Smarter Call with Smart Ring	96	9	87
Smarter Call (30 Code) with Smart Ring	17	2	15
Total	357	35	322

**1994
Business**

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	0	0	0
Call Waiting	0	0	0
Speed Call 8	5	1	4
Speed Call 30	2	0	2
Three-Way Calling	1	0	1
Cancel Call Waiting	0	0	0
Smart Ring	6	1	5
 <u>Packages</u>			
Smarter Call	80	8	72
Smarter Call (30 Code)	14	2	12
Smarter Call with Smart Ring	41	4	37
Smarter Call (30 Code) with Smart Ring	7	1	6
Total	156	17	139

**1995
Residential**

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	21	2	19
Call Waiting	47	5	42
Speed Call 8	8	1	7
Speed Call 30	4	0	4
Three-Way Calling	2	0	2
Cancel Call Waiting	0	0	0
Smart Ring	0	0	0
 <u>Packages</u>			
Smarter Call	225	23	202
Smarter Call (30 Code)	40	4	36
Smarter Call with Smart Ring	96	9	87
Smarter Call (30 Code) with Smart Ring	17	2	15
 Total	 460	 46	 414

**1995
Business**

<u>Individual Features</u>	<u>Stimulation</u>	<u>Return</u>	<u>Net</u>
Call Forwarding	9	1	8
Call Waiting	20	2	18
Speed Call 8	4	0	4
Speed Call 30	2	0	2
Three-Way Calling	1	0	1
Cancel Call Waiting	0	0	0
Smart Ring	5	1	4
 <u>Packages</u>			
Smarter Call	96	9	87
Smarter Call (30 Code)	17	2	15
Smarter Call with Smart Ring	41	4	37
Smarter Call (30 Code) with Smart Ring	7	1	6
 Total	 202	 20	 182

FLORIDA
MONEY BACK GUARANTEE FORECAST - CLASS

	1993				1994				1995			
	RESIDENTIAL		BUSINESS		RESIDENTIAL		BUSINESS		RESIDENTIAL		BUSINESS	
	STIMULATION RETURN	NET	STIMULATION RETURN	NET	STIMULATION RETURN	NET	STIMULATION RETURN	NET	STIMULATION RETURN	NET	STIMULATION RETURN	NET
INDIVIDUAL FEATURES	4	0	4	3	4	0	4	4	0	4	4	0
AUTOMATIC BUSY REDIAL	64	6	58	8	107	11	96	13	1	12	88	9
AUTOMATIC CALL RETURN	105	11	94	6	159	16	143	9	1	8	125	13
CALL BLOCK	251	25	226	25	302	30	272	34	3	31	396	40
CALLING NUMBER ID	6	1	5	0	10	1	9	0	0	0	4	0
SPECIAL CALL ACCEPTANCE	1	0	1	0	1	0	1	0	0	0	2	0
SPECIAL CALL FORWARDING	1	0	1	0	1	0	1	1	0	1	2	0
SPECIAL CALL WAITING	1	0	1	0	1	0	1	1	0	1	2	0
VIP ALERT	2	0	2	1	6	1	5	1	0	1	6	1
PACKAGES												
SMARTCALL PAK 4400	194	19	175		291	29	262		182	18	164	
SMARTCALL PAK 4900	107	11	96		157	16	141		103	10	93	
TOTAL	735	73	662	43	1038	104	934	63	5	58	916	92
				38				58				77
												8
												69

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Automatic Time and Charge Reporting Service

.1 General

- a. This service is available to subscribers who require billing information on paid toll messages routed through Traffic Service Position System (TSPS) facilities equipped to provide the service.
- b. The Company reserves the right to deny a subscriber this service where the average volume of quoted messages is less than 250 message per month over a 6-month period.
- c. The customer must subscribe to basic business individual line local exchange service as specified in Section A3. Basic Local Exchange Service of this tariff, and must provide data and teletypewriter terminal equipment which meets Company technical specifications for the service.

A13.14 Smart CallSM Services

.1 General

- a. Smart CallSM services are central office custom calling features and are limited to those areas served by central offices specifically equipped to provide such services. (W)
- b. Except as noted in d., Smart CallSM services are furnished in connection with individual line service exclusive of semipublic telephone service, CENTREX, CentraNetSM, and PBX trunk lines. Where facilities permit, the services may be provided in connection with rotary service. (W)
- c. The quality of transmission for calls utilizing Call Forwarding Service and Three-Way Calling Service may vary depending on the distance and routing of the calls involved. The Company makes no representation as to the quality of the transmission of such calls. (X)
- d. The Call Forwarding feature is offered for use with PBX trunk service subject to the following limitations:
 - (1) May be provided when compatible with the equipment configuration at the customer's premises.
 - (2) Available only in certain types of central offices.
 - (3) Not available with Direct Inward Dial-type trunks.

.2 Description

a. Call Forwarding

- (1) This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to a long-distance telecommunications point, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long-distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

b. Three-Way Calling

- (1) This feature permits a subscriber to add a third party to an already-established connection without the assistance of an operator.

c. Call Waiting

- (1) This service provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.

ADDITIONAL INFORMATION ON THE FOLLOWING PAGE.

Material appearing on this page formerly appeared on page 10.1 of this section.

WILLIAM E. STANNEY, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: JULY 1, 1988
ISSUED: JULY 27, 1988

WILLIAM E. STANNEY
DINSMORE

ADDITIONAL INFORMATION FOR 7th REVISED PAGE 10.e. Thirty Day (30) Money Back Guarantee

If the customer notifies GTE Florida he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following services:

- (1) Call Forwarding
- (2) Call Waiting
- (3) Cancel Call Waiting
- (4) Speed Calling (8-Code)
- (5) Speed Calling (30-Code)
- (6) Smart Ring™
- (7) Smarter Call
- (8) Smarter Call (30-Code)
- (9) Smarter Call with Smart Ring™
- (10) Smarter Call (30-Code) with Smart Ring™
- (11) Three-Way Calling

(N)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Smart Call™ Services (Continued)

.2 Description

a. Call Forwarding

- (1) This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to a long-distance telecommunications point, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long-distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

b. Three-Way Calling

- (1) This feature permits a subscriber to add a third party to an already-established connection without the assistance of an operator.

c. Call Waiting

- (1) This service provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.

(M)

(M)

(M) Material previously appeared on Page 10.

(M)

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Smart Call™ Services (Continued)

.3 Rates (Continued)

b. Packaged Features (Continued)

Monthly Rate ¹					
Residence			Business		
Minimum	Maximum	Current	Minimum	Maximum	Current

(9.)

(10.) Smart Call™ Four Pak (SC1006R, SC1006B)

(Includes Call Forwarding, Three-Way Calling, Speed Calling (B-Code), and Touch Calling)

\$ 3.00	\$ 8.00	\$ 5.00	\$ 5.00	\$ 10.00	\$ 7.00
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.4 Custom Calling Local Area Signaling Service

a. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Smart Call™ Service features offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Custom Calling Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service features, just as they are not enabled with other Smart Call™ Services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.

(5.) (Deleted)

See FOLLOWING PAGE

b. Description

- (1.) Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
- (2.) Automatic Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is announced if it is available and the delivery has not been cancelled. To return the call, the customer dials "1" and the number is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.

Note 1: The applicable rates are those specified in the Current column. GTE Florida may increase or decrease rates within the specified ranges following thirty (30) days notice to the Florida Public Service Commission and existing customers.

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*REGISTRATION SERVICES OF GTE
 (MATERIAL HAS BEEN TRANSFERRED TO PAGE 11.1.1.)*
 (M) - Material has been transferred to Page 1, Section A13.

ADDITIONAL INFORMATION FOR 9th REVISED PAGE 11.1.(6.) Thirty Day (30) Money Back Guarantee

If the customer notifies GTE Florida he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service.

The Thirty Day Money Back Guarantee will apply to the following services:

- (a) Automatic Busy Redial
- (b) Automatic Call Return
- (c) Call Block
- (d) Smart CallSM PAK 4400
- (e) Smart CallSM PAK 4900
- (f) Special Call Acceptance
- (g) Special Call Forwarding
- (h) Special Call Waiting
- (i) VIP Alert
- (j) Calling Number ID

(N)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Smart Call™ Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description

- (1.) Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.
- (2.) Automatic Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is announced if it is available and the delivery has not been cancelled. To return the call, the customer dials "1" and the number is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the called party is alerted with a distinctive ring signifying that the call may now be completed.

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(M) Material previously appeared on Page 11.1.

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