

Docket No. 930586-TL
August 5, 1993

as well as intraLATA.

The Commission approved changes to the tariff in Docket No. 920266-TL, Order No. PSC-92-0382-FOF-TL, issued May 20, 1992. Those changes included restructuring of the rates to offer a standard rate period and an economy rate period for Unattended Meet-Me-Conference, the addition of Broadcast Conference, and cancellation policy changes. The name of the service was changed to Conference Connections in a later administrative tariff filing.

The Company has requested that the tariff become effective fifteen days after Agenda, or September 1, 1993.

DISCUSSION OF ISSUES

ISSUE 1: Should GTEFL's request for approval of a tariff filing to upgrade and expand Conference Connection service be approved?

RECOMMENDATION: Yes. GTEFL's request for approval of a tariff filing to upgrade and expand Conference Connection service should be approved. The tariff should be effective September 1, 1993.

STAFF ANALYSIS: GTEFL's proposed tariff filing upgrades and expands its Conference Connections Service. The filing also offers additional features and revises the rates for existing services in order for them to be uniform throughout GTE. The additional features are Dial Out Operator Assistance, Polling, and Question and Answer (Q&A) services. These features are further described below.

GTE is in the process of upgrading and expanding all of its Conference Connection equipment to provide additional features and better service to an expanding customer base. In addition, GTE will be including GTEFL in a conference service being offered throughout GTE's territories, and GTEFL states that changes need to be made to offer uniform rates that recover costs and provide an adequate return to GTEFL.

Three types of Conference Connections are offered. An Unassisted Conference Connection is one in which a predetermined conference call is established in advance where the customers are provided a calling number and a conference code to enter into the conference call unassisted by an operator.

An Operator Assisted Conference is one in which, at the request of the customer, the operator receives calls from each participant and escorts them into the conference.

A Broadcast Conference is one in which one or more parties are designated as broadcasters and all other parties are designated as listen only participants. There will be no operator intervention or assistance on the call unless supplemental Conference Connections services are requested which require operator intervention.

The minimum charge for any call is for an initial 15-minute period. For Unassisted and Assisted Conference Connections, the per port charges for the initial 15-minute periods are for each port used, with an allowance for a certain number of ports that are reserved but not used. The Broadcast Conference Connection rate is applied for each port reserved regardless of the number of ports

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addition to the Bridge Port Usage charges.

The proposed rate changes to the existing Supplemental Service
- Operator Surcharges are:

<u>Service</u>	<u>Current Rate</u>	<u>Proposed Rate</u>
Monitoring: Each 30 Minutes Each 15 Minutes	\$29.00 \$00.00	\$00.00 \$15.00
Taping & Handling Regular Mail/90 Minute Tape Express: Domestic International	\$ 6.00 \$15.00 \$15.00	\$ 5.00 \$10.00* \$ 5.00**
Time and Charges/Call U.S., Canada, Caribbean, Mexico International	\$ 5.00 \$ 5.00	\$ 5.00 \$15.00

*Plus Regular Mail Per Tape Charges

**Plus Actual Cost of Mailing

GTEFL is also introducing three new Supplemental Services in this tariff filing: Dial Out Operator Assistance, Polling, and Question and Answer.

Dial Out Operator Assistance

The operator will dial out to customer designated points to connect participants to the conference bridge at the appointed time. Usage charges may apply in addition to the Dial Out Operator Assistance per port charge. That is, any applicable MTS charges would be billed to the originator of the conference instead of the participant.

Polling

This feature allows the conference originator to poll the other participants. At any time during the conference call the originator will alert the conference operator and ask the participants to respond to particular questions by voting using

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designated numbers on their telephone key pad. Each response will have a different designated number. The conference system and operator will tabulate the results for each question.

Question & Answer

Following a lecture or information speech on a conference call, the originator or the chairman of the call can alert the conference operator and request that the callers ask questions. The participants are in listen only mode. Participants who have questions press a designated digit on the telephone to place themselves in the queue. As the first caller accesses the operator, the operator obtains the caller's name and enters it next to the caller's line number. The operator then announces the name of the caller. The caller asks his question, and all other participants hear the question and the answer. When that caller is finished, the next caller in queue accesses the operator and the process is repeated. If a caller hears the same question he intends to ask, he can take himself out of queue. The chairman or originator of the call can also ask the operator to put certain callers in priority queue so that each time they ask a question they will be put first in the queue.

The proposed Supplemental Services - Operator rates for these new services are:

<u>Service</u>	<u>Proposed Rate</u>
Dial Out Operator Assistance/Call	\$ 3.00
Polling	\$40.00
Question and Answer	\$50.00

Cost Support and Revenue Impact

A cost study was performed that examined all costs associated with the basic and supplemental Conference Connection services. Information was gathered on the existing and proposed capital costs for the operator systems, circuit equipment and other equipment associated with the services.

GTE is expanding the number of bridges served by the Florida system by putting them in a remote location to better serve customers. This remote equipment will be linked to and served by the Florida operators. Also, a central reservation system is

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<u>Service</u>	<u>Present Revenue</u>	<u>Proposed Revenue</u>	<u>Revenue Impact</u>	<u>% Change</u>
Regular Conference Calling	\$2,995,694	\$3,910,134	\$ 914,440	30.53%
Broadcast Mode Calling	60,546	96,873	36,327	60.00%
Supplemental Services	<u>298,252</u>	<u>678,737</u>	<u>380,485</u>	<u>128.58%</u>
Total	\$3,354,492	\$4,685,744	\$1,331,252	59.05%

Although the Company is proposing significant increases to this service, staff believes that Conference Connection service is discretionary. It is targeted primarily to medium to large business customers, including retailing, telemarketing, and service and manufacturing companies, who tend to be most knowledgeable on communications matters. The small business and residential market is small, but is expected to grow. Additionally, the customer has alternative services to choose from. Teleconferencing is available from a number of companies, including AT&T, Sprint, and MCI. Moreover, it appears that this service has been well-received. The revenue for 1991, the first full year the service was available, was \$783,577. The Company expects its 1993 revenue at current rates to be \$3,354,492, a growth of 328% over a two-year period. Staff believes the additional contribution generated by the Company's proposals will augment the recovery of GTEFL's unattributable joint and common costs, and will mitigate the need for potential increases to nondiscretionary monopoly services. Accordingly, we recommend that the Company's proposals be approved, with an effective date of September 1, 1993.

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. If Issue 1 is approved, this tariff should become effective on September 1, 1993. If a timely protest is filed, this tariff should remain in effect with any increase in revenue 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.

GTE FLORIDA INCORPORATED
 MEET ME CONFERENCING
 SUPPLEMENTAL SERVICES

		COST/CALL -----	PROPOSED RATE -----
NOTIFICATION: -----			
LONG DIST. COSTS:			
U.S., CANADA, CARIBB., & MEXICO		\$0.59	
INT'L		\$7.82	
OP AWT/CALL:			
COST/OWS	\$0.0044		
OWS:			
U.S., CANADA, CARIBB., & MEXICO	90	\$0.40	
INT'L	380	\$1.68	
TOTAL :			
U.S., CANADA, CARIBB., & MEXICO		\$0.99	\$1.70
INT'L		\$9.50	\$11.00
TIME & CHARGES/CALL: -----			
COST/OWS	\$0.0044		
OP AWT/CALL - INFO ACCUMULATION	720	\$3.19	
LONG DIST. COSTS - NOTIFY CUSTOMER			
U.S. & CARIBB.		\$0.59	
INT'L		\$7.82	
TOTAL :			
U.S., CANADA, CARIBB., & MEXICO		\$3.78	\$5.00
INT'L		\$11.01	\$15.00
MONITORING: -----			
EACH 15 MINUTES PERIOD:			
COST/OWS	\$0.0044		
OWS/15 MIN	900	\$3.99	\$15.00
Dial Out Operator Assistance: -----			
COST/OWS	\$0.0044		
OWS/DIAL OUT	90	\$0.40	\$3.00

CANCELLATION:

COST/OWS	\$0.0044		
OP AWT/CANCEL	780	\$3.45	\$50.00

TAPE & HANDLING:

TAPE COSTS/TAPE		\$3.00	
BOXING & HANDLING - 2 TAPES		\$1.00	
MAILING COSTS			
REGULAR - 2 TAPES	\$0.87		
EXPRESS			
DOMESTIC	\$6.50		
INTERNATIONAL		VARIOUS	
TOTAL :			
REGULAR/TAPE		\$4.87	\$5.00
EXPRESS:			
DOMESTIC (SURCHARGE TO REGULAR MAIL CHARGE)		\$6.50	\$10.00
INTERNATIONAL/TAPE*		\$4.00	\$5.00

POLLING:

COST/OWS	\$0.0044		
OWS/CALL	3,600	\$15.95	\$40.00

QUESTION & ANSWER:

COST/OWS	\$0.0044		
OWS/CALL	3,600	\$15.95	\$50.00

*CUSTOMER WILL ALSO BE ASSESSED ANY FEES CHARGED BY EXPRESS COMPANY.

SERVICE -----	YEAR ONE		PRESENT REVENUE	PRESENT RATE	PROPOSED REVENUE	PROPOSED RATE	REVENUE IMPACT
	ANNUAL UNITS	UNITS					
REGULAR CONFERENCE CALL -----							
INITIAL 15 MIN. PERIOD:							
UNASSISTED CALL/PORT/MIN - STD	2,907,829		\$1,104,975	\$0.38	\$1,453,915	\$0.50	\$348,940
UNASSISTED CALL/PORT/MIN - ECONOMY	243,873		\$64,870	\$0.27	\$87,794	\$0.36	\$22,924
ASSISTED CALL/PORT/MIN - STD	1,707,773		\$1,024,664	\$0.60	\$1,127,130	\$0.66	\$102,466
ASSISTED CALL/PORT/MIN - ECONOMY	147,765		\$62,061	\$0.42	\$68,267	\$0.46	\$6,206
ADDITIONAL MINUTES/PORT - STD	13,825,471		\$691,274	\$0.05	\$1,106,038	\$0.08	\$414,764
ADDITIONAL MINUTES/PORT - ECONOMY	1,196,249		\$47,850	\$0.04	\$66,990	\$0.06	\$19,140
BROADCAST MODE CALL -----							
BROADCAST CALL/PORT/MIN	1,210,918		\$60,546	\$0.05	\$96,873	\$0.08	\$36,327
SUPPLEMENTAL SERVICES -----							
NOTIFICATION/PORT:							
U.S., CARRIB, CANADA, MEXICO	15,853		\$26,949	\$1.70	\$26,949	\$1.70	\$0
INTERNATIONAL	23		\$40	\$1.70	\$257	\$11.00	\$217
MONITORING/30 MINUTE PERIOD	108		\$3,146	\$29.00	\$0	\$0.00	(\$3,146)
MONITORING/15 MINUTE PERIOD	217		\$0	\$0.00	\$3,255	\$15.00	\$3,255
DIAL OUT OPERATOR ASS'T	2,086		\$0	\$0.00	\$6,259	\$3.00	\$6,259
TAPE & HANDLING:							
REGULAR/90 MINUTE TAPE	410		\$2,459	\$6.00	\$2,049	\$5.00	(\$410)
EXPRESS:							
DOMESTIC (SURCH. TO REGULAR CHARGE)	250		\$3,750	\$15.00	\$2,500	\$10.00	(\$1,250)
INTERNATIONAL*	3		\$45	\$15.00	\$15	\$5.00	(\$30)
TIME AND CHARGES/CALL:							
U.S., CARRIB, CANADA, MEXICO	45		\$225	\$5.00	\$225	\$5.00	\$0
INTERNATIONAL	2		\$10	\$5.00	\$30	\$15.00	\$20
CANCELLATION CHARGE	5,233		\$261,628	\$50.00	\$261,628	\$50.00	\$0
POLLING CHARGE	4,173		\$0	\$0.00	\$166,920	\$40.00	\$166,920
QUESTION & ANSWER CHARGE	4,173		\$0	\$0.00	\$208,650	\$50.00	\$208,650
TOTAL			\$3,354,492		\$4,685,744		\$1,331,252

*CUSTOMER WILL ALSO BE ASSESSED ANY FEES CHARGED BY THE EXPRESS COMPANY.

GTE FLORIDA, INCORPORATED
MEET ME CONFERENCING
REVENUE IMPACT

SERVICE	YEAR TWO ANNUAL UNITS	PRESENT RATE	PRESENT REVENUE	PROPOSED RATE	PROPOSED REVENUE	REVENUE IMPACT
REGULAR CONFERENCE CALL						
INITIAL 15 MIN. PERIOD:						
UNASSISTED CALL/PORT/MIN - STD	3,021,235	\$0.50	\$1,510,617	\$0.50	\$1,510,617	\$0
UNASSISTED CALL/PORT/MIN - ECONOMY	253,384	\$0.36	\$91,218	\$0.36	\$91,218	\$0
ASSISTED CALL/PORT/MIN - STD	1,774,376	\$0.66	\$1,171,088	\$0.66	\$1,171,088	\$0
ASSISTED CALL/PORT/MIN - ECONOMY	153,527	\$0.46	\$70,930	\$0.46	\$70,930	\$0
ADDITIONAL MINUTES/PORT - STD	14,364,664	\$0.08	\$1,149,173	\$0.08	\$1,149,173	\$0
ADDITIONAL MINUTES/PORT - ECONOMY	1,242,903	\$0.06	\$69,603	\$0.06	\$69,603	\$0
BROADCAST MODE CALL						
BROADCAST CALL/PORT/MIN	1,258,143	\$0.08	\$100,651	\$0.08	\$100,651	\$0
SUPPLEMENTAL SERVICES						
NOTIFICATION/PORT:						
U.S., CARRIB, CANADA, MEXICO	16,471	\$1.70	\$28,000	\$1.70	\$28,000	\$0
INTERNATIONAL	24	\$11.00	\$267	\$11.00	\$267	\$0
MONITORING/15 MINUTE PERIOD	225	\$15.00	\$3,382	\$15.00	\$3,382	\$0
DIAL OUT OPERATOR ASS'T	2,168	\$3.00	\$6,503	\$3.00	\$6,503	\$0
TAPE & HANDLING:						
REGULAR/90 MINUTE TAPE	426	\$5.00	\$2,129	\$5.00	\$2,129	\$0
EXPRESS:						
DOMESTIC (SURCH. TO REGULAR CHARGE)	260	\$10.00	\$2,598	\$10.00	\$2,598	\$0
INTERNATIONAL*	3	\$5.00	\$16	\$5.00	\$16	\$0
TIME AND CHARGES/CALL:						
U.S., CARRIB, CANADA, MEXICO	47	\$5.00	\$234	\$5.00	\$234	\$0
INTERNATIONAL	2	\$15.00	\$31	\$15.00	\$31	\$0
CANCELLATION CHARGE	5,437	\$50.00	\$271,832	\$50.00	\$271,832	\$0
POLLING CHARGE	4,336	\$40.00	\$173,430	\$40.00	\$173,430	\$0
QUESTION & ANSWER CHARGE	4,336	\$50.00	\$216,787	\$50.00	\$216,787	\$0
TOTAL			\$4,868,489		\$4,868,489	\$0

*CUSTOMER WILL ALSO BE ASSESSED ANY FEES CHARGED BY THE EXPRESS COMPANY.

SERVICE -----	YEAR FOUR		PRESENT RATE	PRESENT REVENUE	PROPOSED RATE	PROPOSED REVENUE	REVENUE IMPACT
	ANNUAL UNITS	-----					
REGULAR CONFERENCE CALL -----							
INITIAL 15 MIN. PERIOD:							
UNASSISTED CALL/PORT/MIN - STD	3,149,350		\$0.50	\$1,574,675	\$0.50	\$1,574,675	\$0
UNASSISTED CALL/PORT/MIN - ECONOMY	264,129		\$0.36	\$95,086	\$0.36	\$95,086	\$0
ASSISTED CALL/PORT/MIN - STD	1,849,619		\$0.66	\$1,220,748	\$0.66	\$1,220,748	\$0
ASSISTED CALL/PORT/MIN - ECONOMY	160,038		\$0.46	\$73,937	\$0.46	\$73,937	\$0
ADDITIONAL MINUTES/PORT - STD	14,973,798		\$0.08	\$1,197,904	\$0.08	\$1,197,904	\$0
ADDITIONAL MINUTES/PORT - ECONOMY	1,295,608		\$0.06	\$72,554	\$0.06	\$72,554	\$0
BROADCAST MODE CALL -----							
BROADCAST CALL/PORT/MIN	1,311,495		\$0.08	\$104,920	\$0.08	\$104,920	\$0
SUPPLEMENTAL SERVICES -----							
NOTIFICATION/PORT:							
U.S., CARRIB, CANADA, MEXICO	17,169		\$1.70	\$29,188	\$1.70	\$29,188	\$0
INTERNATIONAL	25		\$11.00	\$278	\$11.00	\$278	\$0
MONITORING/15 MINUTE PERIOD	235		\$15.00	\$3,525	\$15.00	\$3,525	\$0
DIAL OUT OPERATOR ASS'T	2,260		\$3.00	\$6,779	\$3.00	\$6,779	\$0
TAPE & HANDLING:							
REGULAR/90 MINUTE TAPE	444		\$5.00	\$2,219	\$5.00	\$2,219	\$0
EXPRESS:							
DOMESTIC (SURCH. TO REGULAR CHARGE)	271		\$10.00	\$2,708	\$10.00	\$2,708	\$0
INTERNATIONAL*	3		\$5.00	\$16	\$5.00	\$16	\$0
TIME AND CHARGES/CALL:							
U.S., CARRIB, CANADA, MEXICO	48		\$5.00	\$241	\$5.00	\$241	\$0
INTERNATIONAL	2		\$15.00	\$30	\$15.00	\$30	\$0
CANCELLATION CHARGE	5,667		\$50.00	\$283,359	\$50.00	\$283,359	\$0
POLLING CHARGE	4,520		\$40.00	\$180,784	\$40.00	\$180,784	\$0
QUESTION & ANSWER CHARGE	4,520		\$50.00	\$225,980	\$50.00	\$225,980	\$0
TOTAL				\$5,074,931		\$5,074,931	\$0

*CUSTOMER WILL ALSO BE ASSESSED ANY FEES CHARGED BY THE EXPRESS COMPANY.