

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 940858-TL
tariff filing to make revisions) ORDER NO. PSC-94-1239-FOF-TL
to CentraNet Automatic Call) ISSUED: October 11, 1994
Distribution/Automatic Call)
Distribution-Management)
Information Systems offering by)
GTE FLORIDA INCORPORATED.)
_____)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman
SUSAN F. CLARK
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On October 5, 1994, GTE Florida Incorporated (GTEFL or the Company) filed a tariff to revise its CentraNet Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) offering.

CentraNet Service is a local exchange service that provides small, medium, and large businesses with local exchange access to the network, interexchange access, intra-system communication services (intercom), and CentraNet custom calling feature packages for its subscribers.

The Company seeks approval of the following tariff changes:

Basic ACD (Automatic Call Distribution) Features

Delete Direct Agent Access and include in Advanced ACD/MIS Features

Add Intraflow and Queue Slots (equal to number of attendant positions) and Multipoint ACD

Advanced ACD/MIS Features

Delete Customized Announcements

Add Additional Queue Slots and Direct Agent Access

DOCUMENT NUMBER-DATE

10361 OCT 11 94

FPSC-RECORDS/REPORTING

Direct Agent Access is a feature where an attendant can be reached directly by an external caller when a directory number is assigned to the individual attendant. The function was mistakenly included with the Basic Features in the original filing and now is available as an Advanced ACD/MIS Feature.

Multipoint ACD allows two attendant stations to be placed on one ACD line. Each station will use one B channel and share the D channel. This is a software feature similar to Integrated Services Digital Network (ISDN). The service provides customers, who do not want to use the second B channel for other services, (i.e., data, voice, etc.) a cost savings by limiting the number of actual lines needed.

Intraflow is a feature that allows the designation of one principal serving team and up to eight supporting serving teams for each call queue.

The Queue Slots feature (equal to the number of attendant positions) has been added to the list of Basic ACD features. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an attendant position becomes available. A queue slot is required for each call to be held in queue. Multipoint ACD, Intraflow and Queue Slots are inherent Basic ACD functions that were inadvertently omitted from the feature list.

The Customized Announcements feature has been deleted from the Advanced ACD/MIS features. This feature provides for company-provided announcements to callers in queue, advising them of answering delays. Customers desiring a custom Recorded Announcement can subscribe to the service offered under the Optional System Features.

The Company's forecast for the additional ACD/MIS features is:

FEATURE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Multipoint ACD Lines	334	420	519	599	690
Numbers of Customers	17	21	26	30	34
Additional Queue Slots	267	336	415	479	552
Direct Agent Account	401	504	623	719	827

The proposed rate structure will have non-recurring and recurring monthly charges, except for the Direct Agent Access which will only have a monthly charge. The charges are:

	PROPOSED NON-RECURRING CHARGE	PROPOSED MONTHLY CHARGE
BASIC ACD FEATURE		
Multipoint ACD	\$50.00 per ACD group	\$36.75 per multipoint line
ADVANCED ACD/MIS FEATURES		
Additional Queue Slots	\$25.00 per system	\$2.50 per slot
Direct Agent Access	--	2.00 per access number

The contribution percentage levels for each of the various features for each year during the five-year period are shown in the following table:

FEATURE	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Multipoint ACD Lines	51%	51%	51%	51%	51%
Additional Queue Slots	24900%	24900%	24900%	24900%	24900%
Direct Agent Account	6566%	6566%	6566%	6566%	6566%

GTEFL asserts that this filing is in response to customer requests for the service features.

Upon consideration, we believe the tariff filed by GTE Florida Incorporated to revise its CentraNet Automatic Call Distribution (ACD)/Automatic Call Distribution-Management Information System (ACD/MIS) offering is appropriate.

It is therefore,

ORDERED by the Florida Public Service Commission that the tariff filing by GTE Florida Incorporated to revise its CentraNet Automatic Call Distribution (ACD)/Automatic Call Distribution-

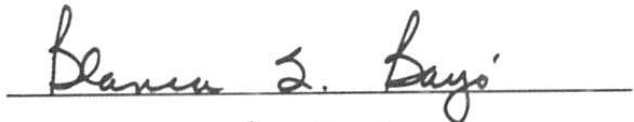
ORDER NO. PSC-94-1239-FOF-TL
DOCKET NO. 940858-TL
PAGE 4

Management Information System (ACD/MIS) offering is approved. It is further

ORDERED that this tariff shall be effective October 4, 1994. It is further

ORDERED that if a timely protest is filed in accordance with the requirements set forth below, this tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 11th day of October, 1994.

A handwritten signature in cursive script, reading "Blanca S. Bayó", is written over a horizontal line.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

MMB

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 hearing 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.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on November 1, 1994.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.