

FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center • 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

M E M O R A N D U M

March 7, 1996

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF COMMUNICATIONS (STAVANJA) *WST*
DIVISION OF LEGAL SERVICES (EDMONDS) *CFH*

RE: DOCKET NO. 960232-TL - REQUEST FOR APPROVAL OF TARIFF
FILING TO ADD ENHANCED CUSTOM CALLING SERVICES TO THE
CENTREX OPTIONAL SERVICES BY ALLTEL FLORIDA, INC. (T-96-
047 FILED 1/29/96)

AGENDA: 3/19/96 - REGULAR AGENDA - TARIFF FILING - INTERESTED
PERSONS MAY PARTICIPATE

CRITICAL DATES: 60-DAY SUSPENSION DATE: 3/29/96

SPECIAL INSTRUCTIONS: I:\PSC\CMU\WP\960232TL.RCM

CASE BACKGROUND

ALLTEL's tariff filing to introduce ALLTEL Digital Centrex Service (ADC) was approved in Docket No. 890427-TL (Order No. 21654, issued August 2, 1989). ADC is a service furnished from digital central office equipment which provides business customers with features such as call routing and intercom functions.

ADC is offered with three feature packages. The Basic Feature Package includes Automatic Line-Direct Connect Number, Call Waiting, Call Forwarding, Consultation Hold, Speed Calling, Three-Way Calling, Direct Inward Dialing, Direct Outward Dialing, and Hunting. Feature Packages I and II provide more advanced functions in addition to those of the Basic Package, such as Call Pickup, Ring Again, Last Number Redial, and others.

In Docket No. 931110-TL (Order No. PSC-94-0048-FOF-TL, issued January 13, 1994) the Commission approved a tariff filing by ALLTEL to introduce ALLST*R Service. ALLST*R Service is a group of call management features offered in addition to basic telephone service. ALLST*R includes a number of features which store calling party information for retrieval, such as Caller ID, Call Return and Call Trace. This recommendation addresses ALLTEL's request to add ALLST*R Service as an optional feature for ADC.

DOCUMENT NUMBER-DATE

02796 MAR-7 96

FPSC-RECORDS/REPORTING

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission approve ALLTEL Florida, Inc.'s tariff filing to add Enhanced Custom Calling Services to the Centrex Optional Services in the General Subscriber Service tariff?

RECOMMENDATION: Yes, the Commission should approve ALLTEL Florida, Inc.'s tariff filing to add Enhanced Custom Calling Services to the Centrex Optional Services in the General Subscriber Service tariff.

STAFF ANALYSIS: On January 29, 1996, ALLTEL Florida, Inc. (ALLTEL or the Company) filed a tariff to add Enhanced Custom Calling Services to the list of optional services offered with Centrex Service. Currently, only system features such as Automatic Route Selection, Call Back Queuing and Music on Hold are offered as optional features. If approved, Enhanced Custom Calling Services would be another optional feature with Centrex Service. ALLST*R Service is the name ALLTEL has given to the group of features provided with Enhanced Custom Calling Services.

Company Proposal

ALLTEL proposes to add ALLST*R Service as an optional feature to ALLTEL Digital Centrex (ADC) Service. Three options would be offered under Enhanced Custom Calling Services for ADC:

- | | |
|---------------------------------|---|
| I. Caller ID: | Enables the customer to view, on a display unit, the Directory Number on incoming telephone calls. |
| II. Call Tracing: | Enables the customer to initiate an automatic trace of the last call received. |
| III. ALLST*R Feature Package I: | Includes Call Return, Repeat Dialing, Preferred Call Forwarding, Selective Call Accept and Call Selector. |

Attachment A provides a definition for each feature offering.

DOCKET NO. 960232-TL
DATE: March 7, 1996

Company Impact

ALLTEL's cost study demonstrates that the proposed rates cover costs and provides adequate contribution. The rate for each option is as follows:

1. Caller ID: \$3 per line
2. Call Trace: \$3 per line
3. ALLST*R Feature Package I: \$8 per line

ALLTEL forecasts an increase in revenues of \$181,098 over a five year period. Table 1 lists the revenues, costs and contribution expected over the next five years.

Table 1: Revenues, Costs, and Contribution for the Enhanced Custom Calling option for ALLTEL Digital Centrex Service

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
REVENUES	\$7,182	\$21,360	\$35,748	\$50,562	\$66,246
COSTS	620	2,426	4,180	6,039	7,970
CONTRIBUTION	\$6,562	\$18,934	\$31,568	\$44,523	\$58,276

Since this proposal is a new option to an existing service, there is no impact to current customers.

Recommendation

Approval of this tariff filing will provide ALLTEL's Centrex customers with additional options which will enhance service at reasonable rates. The service covers costs and provides adequate contribution. For these reasons, staff recommends approval of this tariff filing.

DOCKET NO. 960232-TL
DATE: March 7, 1996

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. If the Commission approves the recommendation in Issue 1, this tariff should become effective March 29, 1996. If a protest is filed within 21 days from the issuance of the order, this tariff should 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 should be closed.

STAFF ANALYSIS: If the Commission approves the recommendation in Issue 1, this tariff should become effective March 29, 1996. If a protest is filed within 21 days from the issuance of the order, this tariff should 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 should be closed.

GENERAL SUBSCRIBER SERVICE TARIFF

ALLTEL Florida, Inc.

Section 13
First Revised Page 21
Cancels Original Page 21

ISSUED: August 5, 1994
BY: President
Live Oak, Florida

EFFECTIVE: October 4, 1994

MISCELLANEOUS SERVICES

13.11 ALLST*R SERVICE

13.11.1 Applications

ALLST*R Service is a group of central office call management features offered in addition to basic telephone service. ALLST*R Service consists of the following features:

13.11.2 Definitions of Feature Offerings

a. Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. When the customer dials a code, the number of the last caller is announced. The customers presses ONE to request that the network place the call.

(N)
(N)

If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will automatically be placed.

b. Repeat Dialing

Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed.

c. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the appropriate local law enforcement agency for further action. The customer is not provided the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

Only calls from within the same ALLST*R Service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number Identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

GENERAL SUBSCRIBER SERVICE TARI

ALLTEL Florida, Inc.

Section 13
Original Page 23

ISSUED: NOV 5 1993
BY: President
Live Oak, Florida

EFFECTIVE: JAN 12 1994

MISCELLANEOUS SERVICES

13.11 ALLST^R SERVICE (cont'd)

13.11.2 Definitions of Feature Offerings (cont'd)

f. Selective Call Rejection

This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be blocked. When a call is placed to the customer's number from a number on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Selective Call Rejection will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

g. Selective Call Accept

This feature provides the customer the ability to screen incoming calls against a list of up to six subscriber-specified directory numbers and then accepts any calls only from those specified directory numbers.

A screening list is created by the customer either by adding the last number associated with the line (incoming or outgoing), or by pre-selecting the telephone numbers to be accepted. When a call is placed to the customer's number from a number not on the screening list, the caller receives an announcement indicating that the party he is attempting to call does not wish to receive calls at this time.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number for the hunt group, or is Telephone Number identified.

(N)

(N)

ISSUED: October 30, 1995
BY: President
Live Oak, Florida

EFFECTIVE: JAN 05 1996

MISCELLANEOUS SERVICES

13.11 ALLST*R SERVICE (cont'd)

13.11.2 Definitions of Feature Offerings (cont'd)

h. Caller ID

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

Caller ID is not available on operator handled calls.

i. Calling Number Delivery Blocking - Permanent

This feature enables customers to prevent the transmission of their Directory Number on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking - Permanent is in operation on a continuous basis. A service order is required to establish or remove this feature.

If the preassigned access code for Calling Number Delivery Blocking - Per Call is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the Directory Number may be delivered.

Calling Number Delivery Blocking - Permanent is available to certain customers as described in Section 13.11.3 at no charge.

Call Number Delivery Blocking - Permanent is operational on a continuous basis but can be deactivated by the customer on a per call basis by dialing an access code immediately prior to placing a call.

(N)
I
(N)

j. Calling Number Delivery Blocking - Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's directory number (DN) and thus control it's availability to the called party.

The transmission of the Directory Number can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number.