

State of Florida

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DIVISION OF APPEALS
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Public Service Commission

April 11, 1996

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

Re: Docket No. 960029-TL, Proposed Amendment of Rule 25-4.040(4)(f),
F.A.C., Telephone Directories; Directory Assistance (Inside Wiring)

Dear Mr. Webb:

The Commission has approved the amendment of Rule 25-4.040(4)(f), F.A.C.,
without changes.

The rule does not have an impact on small business.

Sincerely,

Richard C. Bellak
Associate General Counsel

- AGK _____
- APL _____
- JCP _____
- MPJ _____
- STW _____
- WAS _____
- OTH _____

ADP4-040 MRD
Enclosure

cc: Division of Records & Reporting

DOCUMENT NUMBER - DATE
04202 APR 11 96
FPSC-RECORDS/REPORTING

1 25-4.040 Telephone Directories; Directory Assistance.

2 (4) The following information shall appear in the front pages
3 of the directory, preceding subscriber listings, along with an
4 index where there are four (4) or more pages of such information:

5 (a) Directions for the use of local exchange and long
6 distance telephone services and calls to repair and directory
7 assistance services.

8 (b) Application and amount of directory assistance charges
9 contained in company tariffs.

10 (c) Application and amount of charges for line busy
11 verification, emergency interrupt and maintenance/repair services.

12 (d) The location of telephone company public business office
13 located in the area covered by the directory.

14 (e) Identification of customer payment locations and an
15 explanation of discontinuance of service procedures for local
16 service.

17 (f) Policy on customer owned equipment and inside wiring
18 shall include, but not be limited to the following information,
19 separately stated:

20 1. A layman's description of inside wiring.

21 2. A layman's description of demarcation point.

22 3. A layman's description of the customer's responsibility
23 for all wiring on the customer's side of the demarcation point.

24 4. A generic description of the various types of vendors
25 which sell repair equipment.

CODING: Words underlined are additions; words in
~~struck-through~~ type are deletions from existing law.

1 5. A generic list of the types of service vendors providing
2 maintenance or repair of inside wire, or customer premises
3 equipment.

4 6. Instructions on how to determine whether the customer or
5 the telephone company is responsible for needed repairs.

6 7. Instructions for determining when a phone jack is
7 defective.

8 8. Instructions for determining when a telephone is
9 defective.

10 (g) Policy on the recording of telephone conversations.

11 (h) Policy on harassing calls and sales solicitations
12 generated by illegal automatic dialing equipment.

13 (i) Policy on various violations of law arising from the
14 illegal use of telephone equipment and service.

15 (j) A conspicuous notice of the availability of the "No Sales
16 Solicitation" list offered through the Florida Department of
17 Agriculture and Consumer Services, Division of Consumer Services
18 and the 800 number to contact for further information.

19 Specific Authority: 350.127(2), F.S.

20 Law Implemented: 364.03, F.S.

21 History: New 12/1/68, amended 03/31/76, 01/04/78, 12/10/84,
22 formerly, 25-4.40, amended 11/28/89, 03/31/91, 02/11/92,_____.

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