

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 951366-TL
tariff filing to add an N11) ORDER NO. PSC-96-0573-FOF-TL
option allowing customers to) ISSUED: May 1, 1996
terminate an N11 call and)
initiate another without hearing)
the preamble repeated, by)
BellSouth Telecommunications,)
Inc. (T-95-716 filed 11/6/95))
_____)

The following Commissioners participated in the disposition of this matter:

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

ORDER APPROVING REVISED N11 SERVICE TARIFF

BY THE COMMISSION:

On November 6, 1995, BellSouth Telecommunications, Inc. (BellSouth) filed a proposed tariff which would allow callers using N11 Service to terminate a call and initiate another without hearing the preamble repeated. N11 Service is a three-digit local dialing arrangement, available in specific areas, for delivery of general information via voice grade facilities.

Currently, N11 callers must hang up and redial the N11 number once the call has reached the maximum \$5.00 per call rate. Surveys done by an N11 provider, 311 Direct, found that its customers were inconvenienced with the necessity to hang up and redial the N11 number and listen to the same preamble for each subsequent call. Under the proposed revision, N11 customers will hear an announcement at the conclusion of the initial call that they may continue and initiate a second call for which a separate and additional charge will apply. The maximum rate of \$5.00 per call would again apply.

The proposed tariff revision will have no revenue impact, and customers will be advised of the charges associated with making consecutive N11 calls. Moreover, the proposed revision has been

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requested by N11 service providers based upon customer demand. For the reasons set forth above, we find it appropriate to approve the proposed revision to BellSouth's N11 tariff, effective April 16, 1996.

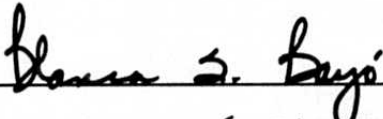
It is, therefore,

ORDERED by the Florida Public Service Commission that the proposed revised N11 tariff filed by BellSouth Telecommunications, Inc., is approved, effective April 16, 1996. It is further

ORDERED that, unless a person whose interests are substantially affected by the action proposed herein files a petition in the form and by the date specified in the Notice of Further Proceedings or Judicial Review, this Order shall become final and this docket shall be closed on the following date.

ORDERED that, if a timely protest is filed, this tariff shall remain in effect pending resolution of the protest.

By ORDER of the Florida Public Service Commission, this 1st day of May, 1996.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

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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, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on May 22, 1996.

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.