

FLORIDA PUBLIC SERVICE COMMISSION
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M E M O R A N D U M

May 9, 1996

TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [AUDU] *APR PAT*
DIVISION OF LEGAL SERVICES [PIERSON] *APR H*

RE : DOCKET NO. 960575-TL REQUEST FOR APPROVAL OF TARIFF
FILING TO ADD CALLER ID-DELUXE AND PAY-PER-USE SERVICES
TO THE ADVANCED CALLING SERVICES BY QUINCY TELEPHONE
COMPANY (T-96-360, FILED 5/2/96)

AGENDA: MAY 21, 1996 - REGULAR AGENDA - TARIFF FILING -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: 30-DAY SUSPENSION DATE: 06/01/96

SPECIAL INSTRUCTIONS: I:\PSC\CMU\WP\960575.RCM

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission approve Quincy Telephone Company's tariff filing to add Caller ID-Deluxe and Pay-Per-Use Services to Advanced Calling Services on a banded rate basis?

RECOMMENDATION: Yes, the Commission should approve Quincy Telephone Company's tariff filing to add Caller ID-Deluxe and Pay-Per-Use Services to Advanced Calling Services on a banded rate basis.

STAFF ANALYSIS:

The Company's Proposal

On June 21, 1994 Quincy Telephone Company (Quincy or the Company) filed a tariff to introduce Advanced Calling Services into its General Subscriber Services Tariff. Advanced Calling Services are a group of central office call management features, which are similar to the Custom Calling Local Area Signalling (CCLASS)-type services offered by other local exchange companies in the state. On May 2, 1996, Quincy filed a tariff proposing to add Caller ID-Deluxe and Pay-Per-Use Services to a.s group of Advanced Calling Services (see Attachment A).

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DIVISION OF RECORDS AND REPORTING

DOCKET NO. 960575-TL
DATE: May 9, 1996

Caller ID - Deluxe

The Company is proposing to add Caller ID - Deluxe to its Advanced Calling Services group. Unlike Caller ID - Number Delivery, Caller ID - Deluxe utilizes specific network capabilities to transmit and display the name and number associated with an incoming call to the called party's access line. The name and number of the calling party is transmitted and displayed on the called party's Customer Provided Equipment during the interval between the first and second ring of the called party's line. The proposed monthly rate for Caller ID - Deluxe is \$7.50 for residential customers and \$10.00 for business customers. The present monthly rate for Caller ID - Number Delivery is \$6.00 for residential customers and \$7.50 for business customers.

The Company is also proposing to include Anonymous Call Rejection (ACR) with the Caller ID - Deluxe and Caller ID - Number Delivery at no charge to the customer. ACR is a currently tariffed service that allows customers to automatically reject incoming calls which originate from a telephone number that has invoked a blocking feature. When a blocking feature is invoked, ACR prevents the delivery of the calling number to the called party. When ACR rejects a blocked incoming call, the called party does not hear the phone ring. Instead, ACR routes the blocked incoming call to an announcement. The announcement informs the calling party that the called party will not accept the call as long as the calling number is not delivered. Anonymous Call Rejection requires a service order to establish and discontinue service. ACR is activated and deactivated at the customer's discretion with the use of a preassigned feature access code.

Calling party name and number is not available with operator handled calls. For incoming calls served by a PBX, only the main number of the PBX is transmitted and is available for display. Also, for incoming calls originated from a multi-line hunt group, only the main name and number of the hunt group is available for display.

Pay-Per-Use Services

Pay-Per-Use Services are comprised of two features: Call Return and Repeat Dialing.

The Call Return feature is a currently tariffed service that allows a customer to place a call to the telephone number associated with the most recently received call. It makes no difference whether or not the call was answered or if the calling number is known. The service is currently offered at a monthly

DOCKET NO. 960575-TL

DATE: May 9, 1996

recurring rate of \$4.00 (residential) and \$4.50 (business). With this filing, the Company proposes to offer Call Return on a per use basis as well.

With Call Return, the customer dials an activation code to request the network to place a call. If the called line is idle, the call will be placed. However, if the called line is busy a confirmation announcement will be 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 to determine if the call can be placed. When the called line becomes idle, the customer will be notified via a distinctive ring that the network is ready to place the call. When the customer picks up the receiver the call will automatically be placed.

Call Return can not be used to return a call that was handled by an operator. Similarly, calls that were placed through a PBX and a multi-line hunt group cannot be returned.

Repeat Dialing, is a currently tariffed service, when activated, will automatically redial the last number the customer attempted to call. If the called line is idle, the call is placed. As with Call Return, if the called number 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. As 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 receiver the call will automatically be placed. Currently, Repeat Dialing is offered at a monthly recurring rate of \$4.00 (residential) and \$4.50 (business). With this filing, the Company proposes to offer Call Return on a per use basis as well.

Pay-Per-Use Services have a per activation rate with a monthly price cap. The activation rate is \$0.50 per call. The monthly cap is \$5.00. After the 10th activation, each activation is made without charge to the customer.

Proposal's Impact on Customers

The Company's proposed additions and changes will provide more information and flexibility to the customers. With Caller ID - Deluxe, the customer will no longer have to guess who is calling. Call Return allows a customer to make an unlimited number of attempts to contact the most recent caller without having to

DOCKET NO. 960575-TL
DATE: May 9, 1996

actually dial the caller's number. Repeat Dialing allows a customer to make an unlimited number of attempts to complete a call without dialing. With the announcement feature, both Call Return and Repeat Dialing indicate the status of the called telephone number. Caller ID - Deluxe and ACR are being added to Advanced Calling Services in response to customer demand.

Proposal's Impact on the Company

The Company has not conducted a market trial for the Caller ID - Deluxe, nor the Pay-Per-Use Services. However, based on the market penetration of the other Advanced Calling Services features, the Company anticipates satisfactory customer demand for Caller ID - Deluxe. Since the customer gets more value with the Caller ID - Deluxe, it is anticipated that a reasonable number of customers will switch from the Caller ID - Number feature to the Caller ID - Deluxe feature. However, this migration is not expected to have an adverse effect on the Company's revenues.

The Company will price the proposed additions using banded rates. The Company's proposed banded rates compared favorably with other local exchange companies that provide similar services within the state. Banded rate authority has been granted in the past to other local exchange companies that offer similar services. The Company believes its proposed rates will cover the cost of provisioning these services (see Attachment A, page 7).

Recommendation

Staff recommends that the Commission approve Quincy's request to add Caller ID-Deluxe and Pay-Per-Use Services to the Advanced Calling Services on a banded rate basis. This offering will provide Quincy customers with additional information regarding incoming calls.

DOCKET NO. 960575-TL
DATE: May 9, 1996

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes, if Issue 1 is approved this tariff should become effective June 2, 1996 (as the Company requested). If a timely protest is filed this tariff should remain in effect with any increase 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.

1 of 2

ATTACHMENT A
GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A13
First Revised Sheet No. 33

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. **ADVANCED CALLING SERVICES**

1. **General**

Advanced Calling Services (ACS) is a group of telephone company central office call management features offered in addition to basic telephone company services. ACS consists of the following:

* 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. The customer can dial a code to request that the network place the call.

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.

This feature is not available on operator handled cal's. In connection with Call Return, if the most recent incoming call is blocked, the subscriber will get a Company recorded announcement indicating the number is a private number and the call can not be returned.

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

If the incoming call originated from a multi-line hunt group, the telephone number transmitted and Call Returned will always be the main number of the hunt group, unless, facilities permitting, the telephone numbers are identified within the group.

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A13
First Revised Sheet No. 34

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

1. General - Continued

* b. Repeat Dialing

Repeat Dialing, when activated, will automatically redial the last number the customer attempted to call.

(T)

If the called line is idle, the call will be placed. If the called line is busy, a confirmation tone 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.

(T)

(T)

c. Priority Ringing

Priority Ringing provides a distinctive ringing pattern to the subscribing customer for up to six specific telephone numbers.

The customer creates a screening list of up to six telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting and a call is received from a telephone number on the Priority Ringing screening list while the line is in use, the Call Waiting tone will also be distinctive.

When a telephone number on the Priority Ringing screening list also appears on the Preferred Call Forwarding list, the Preferred Call Forwarding will take precedence. Likewise, when the same number is shown on the Call Rejection list, the call will be blocked.

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY

SECTION A14
First Revised Sheet No. 17

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

1. General - Continued

* h. Caller ID - Number Delivery

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

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

Any customer subscribing to Caller ID - Number Delivery will be responsible for the provision of a display device. 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. The Company will forward all telephone numbers where technically feasible.

Anonymous Call Rejection is included with Caller ID - Number at no charge. Incoming calls originating from a telephone number which has invoked a blocking option will automatically be rejected when a customer subscribes to Caller ID - Number Delivery.

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

If the incoming call originated from a multiline hunt group., the telephone number transmitted will always be the main number of the hunt group, unless facilities permitting, the lines are Telephone Number identified within the group.

Calling party number is not available on operator handled calls.

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANY

SECTION A13
Original Sheet No. 37.1

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

1. General - Continued

* i. Caller ID - Deluxe (Name and Number)

(N)

This service utilizes specific network capabilities, where technically feasible, to transmit and display the name and number associated with an incoming call to the called party's access line. The name and number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID - Deluxe customers must provide, and connect, their own compatible premise equipment in order to process the name and number transmission. The Company will forward all telephone names and numbers where technically feasible.

Anonymous Call Rejection is included with Caller ID - Deluxe at no charge. Incoming calls originating from a telephone number which has invoked a blocking option will automatically be rejected when a customer subscribes to Caller ID - Deluxe.

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

If the incoming call originated from a multiline hunt group, the telephone name and number transmitted will always be the main name and number of the hunt group, unless, facilities permitting, the lines are telephone name and number identified within the group.

Calling party name and number is not available on operator handled calls.

(N)

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE
COMPANYSECTION A13
First Revised Sheet No. 38

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

1. General - Continued

j. Caller ID Blocking - Per Call

(T)

Caller ID Blocking - Per Call allows the caller to temporarily prevent the transmission of that customer's Directory Name and Number and thus control its availability to the called party. The transmission of the Directory Name and 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 Name and Number.

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(C)

(C) (M)

k. Caller ID Blocking - Per Line

(T)

This feature, when established on a customer's line, enables the calling customer to permanently prevent transmission of their Directory Name and Number on all outgoing calls placed from the customer's line. Per Line Blocking can be deactivated on a per call basis by dialing a deactivation code prior to placing a call.

(C)

(N)

(N)

This service is available upon request, at no charge, to the following entities: (a) established shelters of private, non-profit and publicly funded domestic violence intervention agencies; and (b) federal, state, and local law enforcement agency offices.

Caller ID Blocking - Per line is established and/or removed from the customer's line via a service order.

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* 1. Anonymous Call Rejection

(T)

This feature allows customers to automatically reject incoming calls when the call originated from a telephone number which has invoked a blocking feature that prevents the delivery of their number to the called party. When Anonymous Call Rejection

(M) - Material previously appeared on Original Sheet No. 37.

BY: G. R. Barnes, President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY

SECTION A13
First Revised Sheet No. 39

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

1. General - Continued

*1. Anonymous Call Rejection - Continued

is activated on the customer's line and an incoming call marked private is received, the called party's telephone will not ring.

(M)

The call will be routed to an announcement and subsequently terminated. The announcement informs the calling party that the number the caller is trying to reach will not accept the call as long as the calling number is not delivered. Incoming calls are checked for acceptance or rejection by Anonymous Call Rejection regardless of the current state of the ACS customer's line (e.g., off hook or idle.)

A service order is required to establish or discontinue Anonymous Call Rejection. Subsequent to establishment, the feature can be activated and deactivated at the customer's discretion through the use of preassigned feature access codes. Anonymous Call Rejection is included with Caller ID at no charge.

(N) (M)

(N)

2. Regulations and Limitations of Service:

- a. ACS is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within and between other compatible ACS service equipped offices. Also feature screening lists can only effectively operate with telephone numbers of subscribers served out of such compatible ACS service equipped offices.
- b. ACS is available to single party residence and business customers.
- c. ACS basic features cannot be provisioned with Company provided Public and Semi-Public Telephone Service, Customer Owned Coin Operated Telephones, toll terminals, trunks or some remote switching locations.

(M) - Material previously appeared on Original Sheet No. 38.

BY: G. R. Barnes, President

GENERAL EXCHANGE TARIFF

QUINCY TELEPHONE COMPANY

SECTION A13 Original Sheet No. 42

ISSUED: May 2, 1996

EFFECTIVE: June 2, 1996

MISCELLANEOUS SERVICE ARRANGEMENTS

L. ADVANCED CALLING SERVICES - Continued

(N)

* 4. Pay-Per-Use Services

Call Return and Repeat Dialing are available, where facilities exist, as Pay-Per-Use Services. On a Pay-Per-Use basis Call Return and Repeat Dialing will have a per activation rate with a monthly price cap. After the monthly price cap has been reached, each activation thereafter will be at no charge.

The following rates apply for Pay-Per-Use Services:

		Per Successful Activation	Monthly Cap	Trans Code	Activation Code	Deactivation Code
* a)	Call Return	\$0.50	\$5.00	157N	*69	*89
* b)	Repeat Dialing	\$0.50	\$5.00	1558N	*66	*86

(N)