

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Amendment to) DOCKET NO. 960720-TL
Rule 25-4.040, Telephone) ORDER NO. PSC-96-0877-NOR-TL
Directories; Directory) ISSUED: July 3, 1996
Assistance)
_____)

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

NOTICE OF RULEMAKING

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has initiated rulemaking to amend Rule 25-4.040, Florida Administrative Code, relating to telephone directories; directory assistance.

The attached Notice of Rulemaking will appear in the July 12, 1996 edition of the Florida Administrative Weekly.

If timely requested, a hearing will be held at the following time and place:

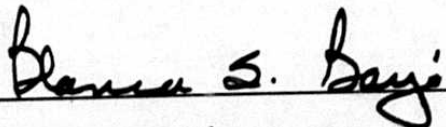
Florida Public Service Commission
10:00 a.m., August 27, 1996
Betty Easley Conference Center
Room 152, 4075 Esplanade Way
Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rule must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862, no later than August 2, 1996.

DOCUMENT NUMBER-DATE
07144 JUL-38
FPSC-RECORDS-REPORTING

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By ORDER of the Florida Public Service Commission, this 3rd
day of July, 1996.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 960720-TL

RULE TITLE:

RULE NO.:

Telephone Directories; Directory Assistance

25-4.040

PURPOSE AND EFFECT: The amendment to Rule 25-4.040(3)(c) is proposed to increase customer awareness of the Commission's complaint process; increase access to Commission rules, orders, and other documents and information; and furnish additional and faster methods of communicating with the Commission.

SUMMARY: Rule 25-4.040(3)(c) is amended to require local exchange companies to include additional information in telephone directories about methods of contacting the Commission when a customer is not satisfied with the company's response to a complaint, and to include a Spanish translation of the Commission complaint information.

RULEMAKING AUTHORITY: 350.127(2) FS.

LAW IMPLEMENTED: 364.03, 395.1027 FS.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING.

HEARING: IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:

TIME AND DATE: 10:00 A.M., August 27, 1996.

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PLACE: Room 152, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida.

THE PERSON TO BE CONTACTED REGARDING THIS RULE AND THE ECONOMIC IMPACT STATEMENT IS: Director of Appeals, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399.

THE FULL TEXT OF THE RULE IS:

25-4.040 Telephone Directories; Directory Assistance.

(1) - (2) No Change.

(3) (a) - (b) 1. - 3. No Change.

(c) The following notice shall be conspicuously listed on the inside front cover or first page of the directory:

FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES

CUSTOMERS OF UTILITIES AND COMPANIES REGULATED BY THE COMMISSION WHO HAVE FIRST CONTACTED SUCH A FIRM CONCERNING A PROBLEM, AND ARE NOT SATISFIED BY THE CORRECTIVE ACTION TAKEN MAY CONTACT:

COMISION DE SERVICIO PÚBLICO DEL ESTADO DE LA FLORIDA:

TODOS LOS CLIENTES DE UTILIDADES Y EMPRESAS REGULADAS EN LA FLORIDA QUE HAYAN INICIADO CONTACTO CON DICHA ENTIDAD Y NO ESTÉN SATISFECHOS CON LA RESOLUCIÓN DE SU QUEJA Y/O INVESTIGACIÓN PUEDEN DIRIGIRSE A:

THE FLORIDA PUBLIC SERVICE COMMISSION

Division Of Consumer Affairs

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-8153

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Phone Toll Free (TDD & Voice) 1-800-342-3552

Facsimile Toll Free 1-800-511-0809

Internet E-mail address for filing complaints:

CONTACT@PSC.STATE.FL.US

Internet Address for retrieving information:

http://www.state.fl.us/psc/psc_toc.html

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

(a) - (j) No Change.

(5) Directory assistance operators shall maintain records of all telephone numbers (except for non-published telephone numbers) in the area for which they have the responsibility of furnishing service. Directory assistance records must also contain listings for "Poison Information Center" and the local telephone number, where the area served by the directory assistance operator has local calling to a Poison Information Center. If no local telephone number exists, then the toll-free telephone number of a Poison Information Center shall be listed. All new or changed listings shall be provided to directory assistance operators within ~~forty-eight~~ ~~(48)~~ hours after connection of service, excluding Saturdays, Sundays and holidays.

(6) - (9) No Change.

Specific Authority 350.127(2) FS.

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Law Implemented 364.03, 395.1027 FS.

History--New 12-1-68, Amended 3-31-76, 1-4-78, 12-10-84, Formerly
25-4.40, Amended 11-28-89, 3-31-91, 2-11-92, 12-6-94, 5-8-96, _____

NAME OF PERSON ORIGINATING PROPOSED RULE: Rick Moses, Division of
Communications

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RULE:
Florida Public Service Commission.

DATE PROPOSED RULE APPROVED: June 25, 1996.

If any person decides to^{*} appeal any decision of the Commission with respect to any matter considered at the rulemaking hearing, if held, a record of the hearing is necessary. The appellant must ensure that a verbatim record, including testimony and evidence forming the basis of the appeal is made. The Commission usually makes a verbatim record of rulemaking hearings.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).