

State of Florida

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DIVISION OF APPEALS  
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## Public Service Commission

August 7, 1996

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

Re: Docket No. 960720-TL, Proposed Amendment to Rule 25-4.040, Telephone Directories; Directory Assistance

Dear Mr. Webb:

The Commission has approved the adoption of Rule 25-4.040. A technical change has been made to correct the Commission's internet address in Rule 25-4.040(3)(c), on page 4, line 3 of the attachment.

The rule does not have an impact on small business.

Sincerely,

*Christiana T. Moore*  
Christiana T. Moore  
Associate General Counsel

ADPT4040.MRD

Enclosure

cc: Division of Records & Reporting

DOCUMENT NUMBER - DATE

08310 AUG-8 1996

STATEMENT OF CHANGES

A technical change has been made to correct the Commission's internet address in Rule 25-4.040(3)(c), on page 4, line 3 of the attachment.

1 25-4.040 Telephone Directories; Directory Assistance.

2 (1) Each local exchange telecommunications company shall  
3 normally publish updated telephone directories once every 12 months  
4 and shall publish updated directories at least once every 15  
5 months. The directories shall normally alphabetically list the  
6 name, address, and telephone number of all subscribers located in  
7 the exchange(s) contained in the directory except the telephone  
8 numbers for public telephones or a name, address, number/address  
9 unlisted or unpublished at the subscriber's request. Also listed  
10 alphabetically shall be a listing designated "Poison Information  
11 Center" and the local telephone number, where the exchange served  
12 by the directory has local calling to a Poison Information Center.  
13 If no local telephone number exists, then the toll-free telephone  
14 number of a Poison Information Center shall be listed. A  
15 description of the local (toll free) calling scope shall be  
16 prominently displayed at the beginning of each alphabetical section  
17 in a directory. At no additional charge and upon the request of  
18 any residential subscriber, the exchange company shall list an  
19 additional first name or initial under the same address, telephone  
20 number and surname of the subscriber. The exchange company shall  
21 place the first names or initials in the order requested by the  
22 subscriber.

23 (2) Each subscriber served by a directory shall be furnished  
24 one copy of that directory for each access line. Subject to  
25 availability, additional directories shall be provided by the local

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1 | exchange telecommunications company, which may charge a reasonable  
2 | fee therefor. Within 30 days after the effective date of this rule  
3 | each exchange company shall file with the Commission a tariff  
4 | setting forth the fee, if any, and the conditions under which it  
5 | will apply. Copies of each directory shall be furnished to the  
6 | Bureau of Service Evaluation. When expanded calling scopes are  
7 | involved, as with Extended Area Service, each subscriber shall be  
8 | provided with directory listings for all published telephone  
9 | numbers within the local service area.

10 |       (3) (a)     The name of the local exchange telecommunications  
11 | company, the individual exchanges included in the directory and the  
12 | month/year of issuance shall appear on the front cover of each  
13 | directory.

14 |       (b)     Beginning with directories issued on or after January 1,  
15 | 1995, the following information shall be listed on the inside of the  
16 | front cover of the directory:

17 |       1.     "911" instructions for exchanges with "911" service.  
18 | Such "911" instructions shall be at the top of the inside front  
19 | cover and shall be outlined in order to be separate from other  
20 | information on the inside front cover. "911" shall be the only  
21 | listed emergency number; all other numbers on the inside front  
22 | cover shall be listed as "nonemergency" or "other important  
23 | numbers."

24 |       2.     For exchanges where "911" emergency service is not  
25 | provided, emergency calling instructions and numbers including

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1 those of the police, sheriff, fire departments and ambulance  
2 services used by local government in case of emergency. Such  
3 emergency calling instructions shall be listed at the top of the  
4 inside front cover and shall be outlined and separate from other  
5 information. All other numbers on the inside front cover shall be  
6 listed as "nonemergency" or "other important numbers."

7 3. The information required by Section 395.1027, F.S.

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

10 FLORIDA PUBLIC SERVICE COMMISSION INQUIRIES  
11 CUSTOMERS OF UTILITIES AND COMPANIES REGULATED BY THE COMMISSION  
12 WHO HAVE FIRST CONTACTED SUCH A FIRM CONCERNING A PROBLEM, AND ARE  
13 NOT SATISFIED BY THE CORRECTIVE ACTION TAKEN MAY CONTACT:

14 COMISION DE SERVICIO PÚBLICO DEL ESTADO DE LA FLORIDA:  
15 TODOS LOS CLIENTES DE UTILIDADES Y EMPRESAS REGULADAS EN LA FLORIDA  
16 QUE HAYAN INICIADO CONTACTO CON DICHA ENTIDAD Y NO ESTÉN  
17 SATISFECHOS CON LA RESOLUCIÓN DE SU QUEJA Y/O INVESTIGACIÓN PUEDEN  
18 DIRIGIRSE A:

19 THE FLORIDA PUBLIC SERVICE COMMISSION  
20 Division Of Consumer Affairs  
21 2540 Shumard Oak Boulevard  
22 Tallahassee, Florida 32399-8153  
23 Phone Toll Free (TDD & Voice) 1-800-342-3552  
24 Facsimile Toll Free 1-800-511-0809  
25 Internet E-mail address for filing complaints:

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1 CONTACT@PSC.STATE.FL.US

2 Internet Address for retrieving information:

3 http://www.scri.net/psc

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

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

10 (b) Application and amount of directory assistance charges  
11 contained in company tariffs.

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

14 (d) The location of telephone company public business offices  
15 located in the area(s) contained in the directory.

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

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

- 22 1. A layman's description of inside wiring.  
23 2. A layman's description of demarcation point.  
24 3. A layman's description of the customer's responsibility  
25 for all wiring on the customer's side of the demarcation

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1 point.

2 4. A generic description of the various types of vendors  
3 which sell repair equipment.

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

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

9 7. Instructions for determining when a phone jack is  
10 defective.

11 8. Instructions for determining when a telephone is  
12 defective.

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

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

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

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

22 (5) Directory assistance operators shall maintain records of  
23 all telephone numbers (except for non-published telephone numbers)  
24 in the area for which they have the responsibility of furnishing  
25 service. Directory assistance records must also contain listings

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1 | for "Poison Information Center" and the local telephone number,  
2 | where the area served by the directory assistance operator has  
3 | local calling to a Poison Information Center. If no local  
4 | telephone number exists, then the toll-free telephone number of a  
5 | Poison Information Center shall be listed. All new or changed  
6 | listings shall be provided to directory assistance operators within  
7 | ~~forty-eight~~ (48) hours after connection of service, excluding  
8 | Saturdays, Sundays and holidays.

9 | (6) In the event of an error in the listed number of any  
10 | subscriber, each local exchange telecommunications company shall  
11 | intercept all calls to the listed number for the period of time  
12 | required to comply with Rule 25-4.074, provided the listed number  
13 | is not in service. In the event of an error or omission in the  
14 | name listing of a customer, the customer's correct name and  
15 | telephone number shall be listed in the directory assistance and  
16 | intercept records and the correct number furnished the calling  
17 | party upon request or interception.

18 | (7) When a subscriber will establish a residence or business  
19 | shortly after the close of subscriber listing records but preceding  
20 | publication, the local exchange telecommunications company shall,  
21 | upon request, establish and list service at the requested new  
22 | address and immediately place the service on suspension. Service  
23 | connection and other appropriate local service charges shall be due  
24 | and payable, independent of whether service is later restored.

25 | (8) When scheduled additions or changes in plant, records or

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1 operations will require a large group of number changes, the  
2 earliest possible notice shall be given to affected customers,  
3 regardless of the time of the change relative to the directory  
4 issuance cycle.

5 (9) The local exchange telecommunications company shall not  
6 change a subscriber's telephone number without good cause and at  
7 least 30 days prior notice to the affected subscriber.

8 Specific Authority 350.127(2) FS.

9 Law Implemented 364.03, 395.1027 FS.

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

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