

J. Phillip Carver
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BellSouth Telecommunications, Inc.
c/o Nancy H. Sims
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FILE COPY

August 21, 1996

960966-TL

Ms. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Betty Easley Conference Center, Rm. 110
Tallahassee, FL 32399-0850

Re: BellSouth's Petition for Waiver - N11 Tariff

Dear Mrs. Bayó:

Enclosed please find an original and fifteen copies of BellSouth Telecommunications, Inc.'s Petition for Waiver, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,
J. Phillip Carver (BL)
J. Phillip Carver

Enclosures

cc: All Parties of Record
R. G. Beatty
A. M. Lombardo
William J. Ellenberg II

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

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FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of BellSouth
Telecommunications, Inc. for waiver
of orders relating to assignment
of N11 Code.

) Docket No. 960966-74

) Filed: August 21, 1996

BELLSOUTH TELECOMMUNICATIONS, INC.'S PETITION FOR WAIVER

BELLSOUTH TELECOMMUNICATIONS, INC. ("BELLSOUTH"), petitions the Florida Public Service Commission (the "Commission"), pursuant to Rule 25-22.036, Florida Administrative Code, for a waiver of the applicable orders relating to the assignment of an N11 code, and as grounds in support of this Petition states as follows:

1. BellSouth is a telephone company lawfully doing business in the State of Florida, the regulated operations of which are subject to the Commission pursuant to Chapter 364, Fla. Stat.

2. BellSouth's principal place of business in Florida is 150 W. Flagler Street, Suite 1910, Miami, Florida 33130.

3. Pleadings and process in this matter may be served upon

Robert G. Beatty
J. Phillip Carver
Stephen M. Klimacek
c/o Nancy Sims
BellSouth Telecommunications, Inc.
150 W. Monroe Street, Suite 400
Tallahassee, FL 32301

4. Pursuant to Commission Order No. 93-1620-FOF-TL, issued November 4, 1993, BellSouth's General Subscriber Services Tariff ("GSST") A39.1.2, and the

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order approving that Tariff (Order No. 94-0240-FOF-TL, issued March 3, 1994), N11 codes are assigned on a lottery basis. Once the lottery has been completed, "[t]he remaining customers names will be entered on a waiting list in the order of selection of the lottery." GSST A39.1.2.A.

5. The current subscriber to the 811 code in the Tier 1 calling area (South Florida) is expected to discontinue service in the near future. When an N11 subscriber discontinues service, the N11 code is to be reassigned to the next customer on the waiting list. GSST A39.1.2.A and A39.1.2.G.8. There currently is a waiting list for the next available N11 code in the Tier 1 calling area.

6. Since the inception of N11 service, the subscribers to the 211 code in the Tier 1 calling area have experienced service problems. Specifically, they complain of receiving phantom calls. Since the subscriber pays on a usage basis, the subscribers were being charged for calls they claim they did not receive. These service problems are exacerbated by bad weather.

7. Broward Ambulance Company, Inc. d/b/a LifeFleet Atlantic ("LifeFleet") has held the 211 code since May, 1996. LifeFleet has complained that the phantom calls are occupying too much of their dispatchers' time. As an ambulance company, rapid dispatch is critical.

8. BellSouth has been unable to correct the service problems.

9. BellSouth provides N11 service only where facilities permit (reference: GSST A39.1.2.E). At this time, the condition of BellSouth's facilities do not permit provision of N11 service via the 211 code in the Tier 1 calling area.

10. BellSouth believes it is in the best interest of the public to reassign the

811 code to Life Fleet when it becomes available, and not to assign the 211 code until such time as the technical problems are resolved.

WHEREFORE, BellSouth respectfully requests that it be granted a waiver of the applicable orders relating to assignment of N11 codes solely for the purpose of assigning the 811 code in the Tier 1 calling area, when it becomes available, to the current holder of the 211 code.

BellSouth Telecommunications, Inc.

Robert G. Beatty (SL)

Robert G. Beatty
J. Phillip Carver
Stephen M. Klimacek
c/o Nancy H. Sims
150 S. Monroe St., Suite. 400
Tallahassee, Florida 32301
(305) 347-5561

CERTIFICATE OF SERVICE
DOCKET NO. _____

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail this
21ST day of August, 1996 to:

Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Betty Easley Conference Center, Rm. 110
Tallahassee, FL 32399-0850

J. Phillip Carver (B2)
J. Phillip Carver