

FLORIDA PUBLIC SERVICE COMMISSION  
Capital Circle Office Center • 2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

M E M O R A N D U M

NOVEMBER 14, 1996

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF COMMUNICATIONS (AUDU) *SAS for WDT*  
DIVISION OF LEGAL SERVICES (BAROME) *JB*

RE: DOCKET NO. 960743-TL - INVESTIGATION OF TARIFF FILING TO DETERMINE WHETHER GTE FLORIDA, INC.'S TROUBLE LOCATION CHARGE FOR SINGLE LINE CUSTOMERS IS IN COMPLIANCE WITH SECTION 364.051, F.S.

AGENDA: NOVEMBER 26, 1996 - REGULAR AGENDA - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\960743TL.RCM

CASE BACKGROUND

On June 6, 1996, GTE Florida, Inc. (GTEFL or the Company) filed a tariff with this Commission introducing a Single-Line Trouble Location charge (SLTLC) in Section A15 of its General Services Tariff. This nonrecurring charge is applicable to single line subscribers when a repair call results in trouble being isolated to the subscriber's side of the demarcation point.

Until June 6, 1996, GTEFL had only charged multi-line subscribers for trouble location service in Section A15 of its General Services Tariff. However, with GTEFL's June 6, 1996, presumptively valid filing, GTEFL introduced a charge for trouble location service to its single-line subscribers.

The recent changes in Chapter 364, Florida Statutes, allow local exchange companies to elect price regulation effective January 1, 1996. With election of price regulation, the LEC is subject to some guidelines, one of which pertains to the pricing of non-basic services.

DOCUMENT NUMBER-DATE

12127 NOV 14 96

FPSC-RECORDS/REPORTING

DOCKET NO. 960743-TL  
November 14, 1996

Section 364.051(6) (a), Florida Statutes, reads:

Each company subject to this section shall maintain tariffs with the commission containing the terms, conditions and rates for each of its non-basic services, . . . , the rate for each of its non-basic services, except that a price increase for any non-basic service category shall not exceed six percent within a twelve-month period until there is another provider providing local telecommunications service in an exchange area at which time the price for any non-basic service category may be increased in an amount not to exceed twenty percent within a twelve-month period, and the rate shall be presumptively valid.

Effective January 3, 1996, GTEFL became a price-regulated local exchange company and, therefore, became subject to Section 364.051, Florida Statutes.

Specifically, staff considered the June 6, 1996 tariff filing to be a price increase pursuant to Section 364.051, Florida Statutes and Order No. PSC-96-0012-FOF-TL issued on January 4, 1996, in Docket No. 951159-TL, Investigation to determine categories of non-basic services provided by local exchange telephone companies. GTEFL has maintained tariffs with the Commission on trouble location service for multi-line subscribers. Similarly, GTEFL has provided all its subscribers (single-line and multi-line) with trouble location service, but only charged its multi-line subscribers prior to this filing. GTEFL argues that trouble location service for single-line subscribers is a new service offering, rather than a price increase in the Miscellaneous Services Category (MSC). It was therefore unclear whether this filing was a price increase and if a price increase, whether the price increase violated the 6% allowable price increase for a non-basic service category. See Section 364.051(6) (a), Florida Statutes.

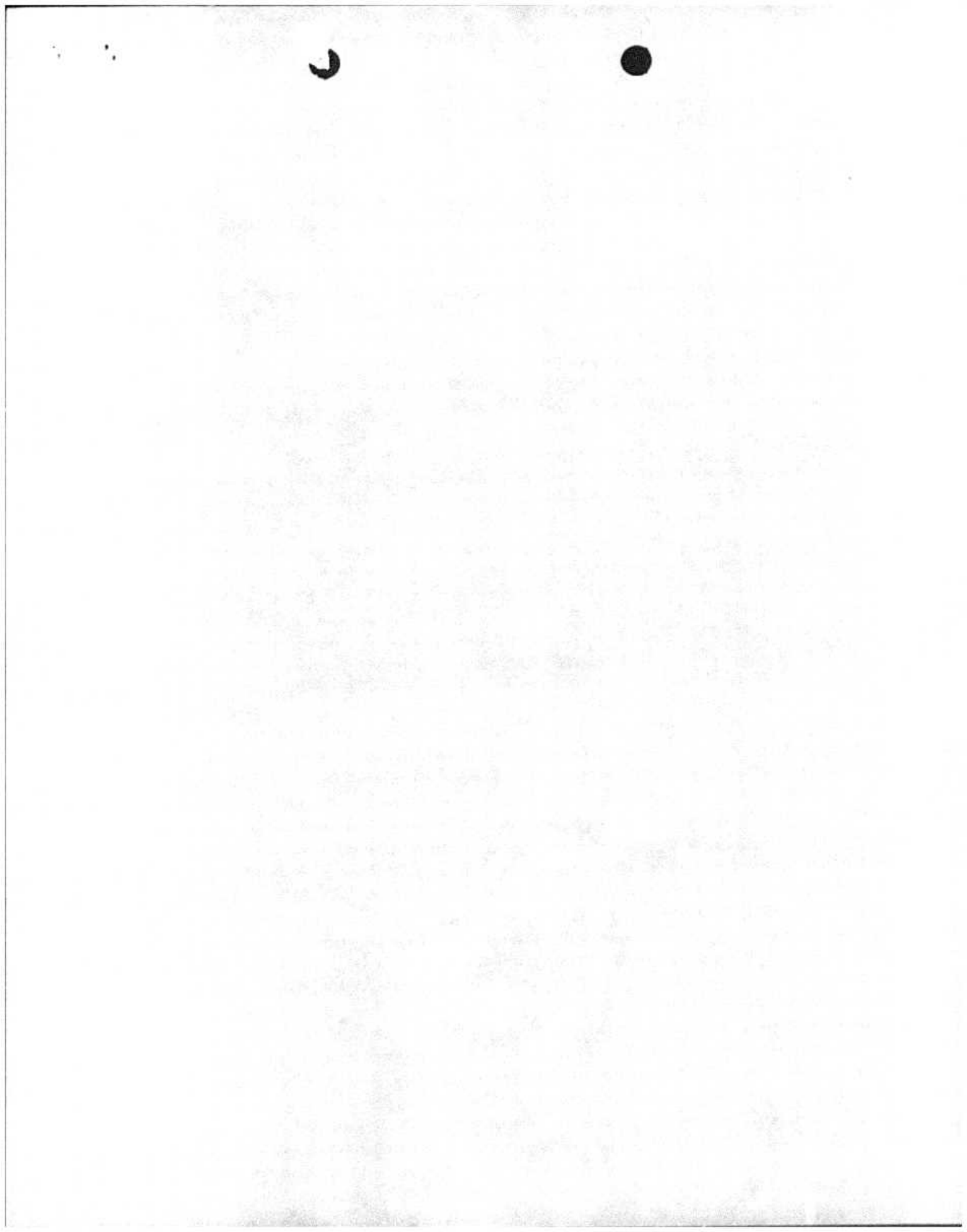
DISCUSSION OF ISSUES

ISSUE 1: Should this docket be closed?

RECOMMENDATION: Yes. If GTEFL's tariff to introduce a single-line trouble location is viewed as a price increase, it appears to impact revenues in the Miscellaneous Service Category by less than the 6% price increase allowed in Section 364.051(6)(a), Florida Statutes. Therefore, staff recommends that this docket be closed.

STAFF ANALYSIS: On June 6, 1996, GTEFL filed a tariff introducing a single-line trouble location charge. GTEFL designated this filing as a new service pursuant to Section 364.051, Florida Statutes, and Order No. PSC-96-0012-FOF-TL, thereby excluding these revenues in calculating the 6% allowable price increase. Prior to this filing, GTEFL tariffed trouble location service only for multi-line subscribers. Therefore, the Company could only charge its multi-line subscribers for this service. Subsequent discussions with Company personnel indicated that when single-line subscribers make repair requests, GTEFL would also provide trouble location service to these customers. Since GTEFL did not tariff a rate element for single-line subscribers, GTEFL was unable to charge for these repair visits when the trouble was determined to be on the customer's side of the demarcation point. With this filing, GTEFL will be able to charge its single-line customers for trouble location service. GTEFL provided data to staff that indicated that, of its 1,240,505 repair calls, 238,056 were for single-line customers where the trouble was found on the customer's side of the demarcation point (see Attachments 2 & 3). Since GTEFL did not tariff a single-line trouble location charge, the Company could not charge these single-line customers for trouble location service.

GTEFL's July 11, 1996, price-out for the MSC showed that the impact of this price increase for the MSC was approximately 3.15%. On September 18, 1996, GTEFL filed a monitoring report with a revised price-out for the MSC (see Attachment 4), which revealed that the impact of the revenue resulting from the SLTLC was approximately 5.85% on the MSC. Therefore, if GTEFL's SLTLC tariff is viewed as a price increase, the 5.85% increase falls within the 6% price increase for a non-basic service category allowed by Section 364.051(6)(a), Florida Statutes. Hence, staff recommends that this docket be closed as staff's investigation is complete.



Docket NO. 960743-TL  
November 14, 1996

ATTACHMENT #1  
Pg 1 of 6



T-96-480

GTE Telephone Operations  
Florida Operation

One Tampa City Centre  
201 N. Franklin Street  
P.O. Box 110  
Tampa, FL 33601-0110

June 6, 1996

Mr. Walter D'Haeseleer, Director  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Dear Mr. D'Haeseleer:

Attached are four (4) copies of the following page from our General Services Tariff:

Section A15

8th Revised Page 25

This proposed tariff filing introduces a nonrecurring charge applicable to subscribers with single line terminal equipment when a repair call results in trouble being isolated to the subscriber's side of the demarcation point.

This service is included in the non-basic miscellaneous category.

It would be appreciated if you would handle this filing with the Commissioners and members of the Staff, as appropriate, for approval.

Acknowledgement, date of receipt, and authority number of this filing are requested. A duplicate letter of transmittal is enclosed for this purpose.

Sincerely,

*Beryl*  
*Milva Schuler*

Beryl  
Beverly Y. Menard  
Regional Director - Regulatory  
and Industry Affairs

BYM/bf  
Enclosures

November 14, 1996

## EXECUTIVE SUMMARY

### INTRODUCTION

This tariff revision will provide the authorization for GTE Florida, Inc. (GTEFL) to establish a nonrecurring charge for each visit to a single line subscriber's premises that results in trouble being isolated to a point on the subscribers's side of the established demarcation point.

### DESCRIPTION OF PROPOSED TARIFF

The proposed tariff introduces a nonrecurring charge applicable to subscribers with single line terminal equipment when a repair call results in trouble being isolated to the subscriber's side of the demarcation point. Today with the increased availability of network interface devices (NIDs), single line customers have the ability to self-test to diagnose the source of premises trouble. In addition, as ordered by the Florida Public Service Commission in Docket No. 960029-TL, the directory informational pages have also been expanded to include additional instructions to assist the subscriber. This charge will be applied when a customer has a means to self-test for the source of trouble on the customer's side of the demarcation point.



Docket No. 70743  
November 14, 1996

GENERAL GTE  
TELEPHONE CO.  
FLORIDA

ARIDA  
INCORPORATED

GENERAL SERVICES TARIFF  
P 3 of 6

8th Revised Page 25  
Canceling 4th Revised Page 25  
7th

A15. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL  
EQUIPMENT AND COMMUNICATIONS SYSTEMS

T-96-480

A15.3 Customer-Provided Communications Systems

.1 Federal Aviation Agency

a. Private mobile systems provided by the Federal Aviation Agency may be connected, by means of portable connecting equipment furnished by the Company, to Telephone Company facilities for telecommunications service.

A15.4 Trouble Location Charge

.1 General

a. A nonrecurring charge will apply for each repair visit to a subscriber's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in the customer-provided multiline terminal equipment or communications system, or is due to a condition in the inside wire on the subscriber's side of the multiline system demarcation point.

SINGLE LINE OR

SINGLE LINE OR

Nonrecurring  
Charge

L.1) PER SINGLE LINE VISIT 40.00  
L.2) Per Trouble Location MULTILINE VISIT 65.00

CC  
CC  
CC

TARIFF REVISIONS  
LEGISLATIVE FORMAT

PETER A. DAKS  
WILLIAM E. SHAWNEY, PRESIDENT  
DWA, FLORIDA

EFFECTIVE: August 19, 1996  
ISSUED: August 31, 1996

A15. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A15.3 Customer-Provided Communications Systems

.1 Federal Aviation Agency

- a. Private mobile systems provided by the Federal Aviation Agency may be connected, by means of portable connecting equipment furnished by the Company, to Telephone Company facilities for telecommunications service.

A15.4 Trouble Location Charge

.1 General

- a. A nonrecurring charge will apply for each repair visit to the subscriber's premises in connection with a service difficulty when it is determined that the difficulty is due to a condition in the customer-provided single line or multiline terminal equipment or communications system, or is due to a condition in the inside wire on the subscriber's side of the single line or multiline system demarcation point. (C)

	<u>Nonrecurring Charge</u>	
(.1) Per Single Line Visit	\$40.00	(N)
(.2) Per Multiline Visit	65.00	(C)





## Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

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**DATE:** June 12, 1996

**TO:** Barbara Hammer, GTEFL

**FROM:** Jonathan Audu *JA*

**RE:** Tariff Filing to Introduce NRC for single-line customers (T-96-480)

---

Based on our discussions, I understand that GTEFL makes premises visits on multi-line, as well as, single-line customers. I also understand that since GTEFL has no rate element in its tariff for trouble location charges (TLC) for single-line, these premises visits have been at no charge. It appears that this rate element is being introduced in order to recoup the costs for providing this service.

If this is true, then it would seem GTEFL has been providing trouble location at no charge to its single-line customers. Thus, tariffing and charging single-line customers for trouble location which was previously at no charge, is in effect, a price increase.

While we agree that this is a new rate element, however, we believe that this service was already being provided to customers at no charge. Therefore, for purposes of Non-Basic Services monitoring, this is effectively a price increase.

To this effect, please provide us with a price out for the affected Miscellaneous Basket.

Please response to this memo not later than end of business day of June 17, 1996. You can reach me at 904/413-6596.



## Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

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**DATE:** June 18, 1996

**TO:** Barbara Hamman, GTEFL

**FROM:** Jonathan Audu *JA*

**RE:** Tariff Filing to Introduce Trouble Location Charge for single-line customers (T-96-480)

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Following staff discussions on June 17, 1996, re: the above filing, it has been decided that the above mentioned filing will be placed on the July 30, 1996 agenda conference.

If I can be of further assistance, you can reach me at 904/413-6596.

Document No. 960743-TL  
November 14, 1996

ATTACHMENT #2  
Pg 1 of 6



GTE Telephone Operations

One Tampa City Center  
201 N. Franklin Street  
P.O. Box 110  
Tampa, FL 33601-0110

July 1, 1996



Mr. Jonathan Audu  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mr. Audu:

**SUBJECT: Data Request - Trouble Location Charge for Single-Line Customers (T-96-480)**

Enclosed is GTE Florida's response to the single-line trouble location charge data request dated June 21, 1996.

If we can be of further assistance, please contact Barbara Hammar at (813) 224-4289.

Sincerely,

*Beverly Y. Menard*

Beverly Y. Menard  
Regional Director - Regulatory & Industry Affairs

BYM:BBH:wjh  
Enclosure

**GTE FLORIDA'S RESPONSES TO  
DATA REQUEST DATED JUNE 21, 1996 ON  
GTEFL'S TROUBLE LOCATION CHARGE FOR SINGLE-LINE CUSTOMERS**

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- 1) What is a Trouble Location Charge?

**Answer:**

It is the charge that is applicable when GTE Florida (GTEFL) makes a repair visit to isolate trouble and determines that the reported trouble is on the customer's side of the demarcation point.

- a) Please describe in detail the service(s) rendered for this charge.

**Answer:**

The services include the dispatching of a technician to the customer's premises and the isolation of the trouble up to the customer's side of the demarcation point.

- 2) When a service repair call is received, can GTEFL tell whether the call is for a multi-line or single-line?

**Answer:**

Yes. When GTEFL's repair answer center, known as CARE, receives a repair call, the customer's service record is reviewed to determine if the service is single-line or multi-line.

- 3) As GTEFL's service men arrive at the customer's premises, and a determination is made that the customer has a single-line, does the Company proceed to locate the trouble on the customer's access line?

**Answer:**

Yes. When a GTEFL technician makes a repair visit to the customer's premises, the technician will perform a complete trouble analysis up to the customer's side of the demarcation point.

GTE Florida's Responses to Data Request  
Dated June 21, 1996 on TCL for Single-Line Customers  
Page 2

- a) If yes, at what charge to the customer?

**Answer:**

There is no charge if it is determined that the trouble is on the network side of the demarcation point.

- 4) Upon locating the trouble on the customer side of the demarcation, does the company fix the problem?

**Answer:**

GTEFL will advise the customer that the trouble is on his side of the demarcation point and will offer to isolate and repair.

- a) If yes, at what charge to the customer?

**Answer:**

A deregulated charge for isolation and repair will be assessed.

- b) If no, what are the customer's alternatives?

**Answer:**

The customer has the option of hiring an independent contractor or a: electrician to make the repair, or he can make the repair himself.

- 5) Has GTEFL previously charged TLC to single-line customers?

**Answer:**

Yes, prior to the deregulation of inside wire in June of 1985.

- a) If yes, how much?

GTE Florida's Responses to Data Request  
Dated June 21, 1996 on TCL for Single-Line Customers  
Page 3

**Answer:**

The charge was \$25.50 for business and \$19.50 for residential.

b) If not, why not?

**Answer:**

Not applicable.

c) Would you say this rate covers the cost of providing TLC? Please provide cost studies to support the rate.

**Answer:**

Relative to the single-line trouble location tariff filing (T-96-480), presumptively valid on June 21, 1996, the rate covers the cost of providing TLC. See Attachment A for the cost study.

6) In the past 12 months, approximately how many service repair calls has GTEFL recorded?

**Answer:**

GTEFL processed 1,240,505 repair calls for the period May 1995 through May 1996.

a) Of this number, how many were on the customer's side of the demarcation point?

**Answer:**

238,287 repair visits determined that the trouble was on the customer's side of the demarcation point.



GTE Florida's Responses to Data Request  
Dated June 21, 1996 on TCL for Single-Line Customers  
Page 4

- b) Of the number in 6a, how many were multi-line and how many were single-line?

**Answer:**

231 were multi-line service repair calls and 238,056 were single-line service repair calls.

- c) Of the number of single-line calls on how many occasions did the Company actually provide repair services?

**Answer:**

Repair service was provided for 92,101 of the calls.

- 7) For purposes of monitoring the Non-Basic Services Baskets, if this filing is classified as a price increase, what will be the impact on the affected basket? Please provide a price-out as was stipulated in Docket No. 951159-TL.

**Answer:**

Since this activity was not defined in the General Services Tariff prior to this tariff filing, GTEFL does not believe this could or should be classified as a price increase. Providing a price-out prior to the determination that this filing constitutes a price increase would result in unnecessary work functions. However, in accordance with Staff's request, a price-out will be provided to the Staff by July 11, 1996.

**LINE TROUBLE ISOLATION CHARGE  
COST DEVELOPMENT**

<b>Per Trouble Location</b>	<b>Minutes</b>	<b>Labor</b>	<b>Res/Bus</b>
CARE/Testing:	10	\$25.91	\$4.32
DAC Dispatch:	5	\$28.59	\$2.38
Travel Time:	30	\$32.45	\$16.23
Isolation Time:	30	\$32.45	\$16.23
<b>Total Cost Per Single Line Trouble Location</b>			<b>\$39.15</b>
Nonrecurring Charge			\$40.00

Docket No. 960745-T ATTACHMENT #3  
November 14, 1991 Pg 1 of 6



GTE Telephone Operations

One Tampa City Center  
201 N. Franklin Street  
P.O. Box 110  
Tampa FL 33601-0110

July 11, 1996



Mr. Jonathan Audu  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mr. Audu:

**SUBJECT: Data Request - Trouble Location Charge for Single-Line Customers (T-96-480)**

Enclosed is GTE Florida's (GTEFL's) response to Question No. 7 of the data request dated June 21, 1996. As stated in GTEFL's data request response of July 1, 1996, the information at the time was not available.

Also enclosed is GTEFL's response to your second data request that was faxed July 9, 1996.

If we can be of further assistance, please contact Barbara Hammar at (813) 224-4289.

Sincerely,

*Beverly Y. Menard*  
Beverly Y. Menard  
Regional Director - Regulatory & Industry Affairs

BYM:BBH:wjh  
Enclosures

**GTE FLORIDA'S RESPONSES TO  
DATA REQUEST DATED JUNE 21, 1996 ON  
GTEFL'S TROUBLE LOCATION CHARGE FOR SINGLE-LINE CUSTOMERS**

---

- 7) For purposes of monitoring the Non-Basic Services Baskets, if this filing is classified as a price increase, what will be impact on the affected basket? Please provide a price-out as was stipulated in Docket No. 951159-TL.

**Answer:**

Since this activity was not defined in the General Services Tariff prior to this tariff filing, GTEFL does not believe this could or should be classified as a price increase. Providing a price-out prior to the determination that this filing constitutes a price increase would result in unnecessary work functions. However, in accordance with Staff's request, a price-out will be provided to the Staff by July 11, 1996.

See Attachment A for price-out.

GTE Florida  
Non-Basic Service Categories

Proposed Service: Trouble Location Charge for Single Line Customers

Category	Description	Present Annual Revenue	Proposed Annual Revenue	Proposed Revenue Change	Proposed Percent Change
10	Miscellaneous				
1	A15.4 Trouble Location Charge	0	60,480	60,480	
2	A24.2 Enhanced Universal Emergency Number Service-E911	1,919,232	1,919,232	0	
3	Category Total	1,919,232	1,979,712	60,480	3.15%

Docket NO. 96074-TL  
 November 14, 1996

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ATTACHMENT A

GTE Florida  
 Non-Basic Service Categories

Proposed Service: Trouble Location Charge for Single Line Customers

Category: 10  
 Units: Year End 1995

Description: Miscellaneous  
 Subgroup(s): A15.4 Trouble Location Charge  
 A24.2 Enhanced Univ Emerg Number Svc-E911

Tariff Sec/Page	Description	GSEC	Monthly Units	Present Rate	Proposed Rate	Present Annual Revenue	Proposed Annual Revenue	Proposed Revenue Change
	A15.4 Trouble Location Charge							
1 15/25	Per Single Line Visit		126	0.00	40.00	0	60,480	60,480
2	A15.4 Trouble Location Charge - Total		126			0	60,480	60,480
	A24.2 Enhanced Universal Emergency Number Service-E911							
	Service Features							
3 24/9	Combined ANI and Location Identification and Selective Routing Monthly Rate	E8Z	1,568	102.00	102.00	1,919,232	1,919,232	0
4	A24.2 Enhanced Universal Emergency Number Service-E911 - Tot		1,568			1,919,232	1,919,232	0
5	Miscellaneous - Total		1,694			1,919,232	1,979,712	60,480
6	Miscellaneous - Percent Change							3.15%



Docket NO. 96076 TL  
November 14, 1996

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GTE Florida  
Non-Basic Service Categories

ATTACHMENT A

Unit Derivation: Trouble Location Charge for Single Line Customers

1	From Data Request Item 6b: Single Line Service Repair Calls on Customer's Side of Demarcation Point	238,056
2	From Data Request Item 6c: Those of Line 1 Where Service Was Provided (Not Subject to TLC)	92,101
3	Line 1 - Line 2	145,955
4	(1 - Lineskeeper Penetration) = (1 - 67%), (Lineskeeper Customers Not Subject to TLC)	33%
5	Line 3 x Line 4	48,165
6	NID Penetration (Customers Without NID Not Subject to TLC)	63%
7	Line 5 x Line 6	30,344
8	Projected Take Rate (Anticipated Level of Customers Who Will Accept The Charge After Being Informed By Service Representative)	5%
9	Projected Annual Units (Line 7 x Line 8)	1,517
10	Projected Monthly Units (Line 9 / 12)	126

Docket No. 80743-TL  
November 14, 1996

Pg 6 of 6

GTE FLORIDA'S RESPONSES TO  
DATA REQUEST DATED JULY 9, 1996 ON  
GTEFL'S TROUBLE LOCATION CHARGE FOR SINGLE-LINE CUSTOMERS

---

- 1) You state in your response to #3a., "There is no charge if it is determined that the trouble is on the network side of the demarcation point."

**Question:**

What is the applicable charge for trouble location, if it is determined that the trouble is on the single-line customer's side of the demarcation point?

**Answer:**

Relative to the single-line trouble location tariff filing (T-96-480), presumptively valid on June 21, 1996, the \$40.00 trouble location charge is applicable.

- 2) You state in your response to #4a., "A deregulated charge for isolation and repair will be assessed."

**Question:**

Is the process of "isolation" part of the trouble location or the repair? Please cite proceeding in which this was deregulated.

**Answer:**

As outlined in GTE Florida's response to the data request dated June 21, 1996, Question 1a., the trouble location charge includes the dispatching of a technician to the customer's premises and the isolation of the trouble up to the customer's side of the demarcation point.

GTEFL's inside wire and CPE was deregulated in Docket No. 850037-TL, Order No. 14237-A.

- 3) You state in your response to #5., "Yes, prior to the deregulation of inside wire in June 1985."

**Question:**

How did GTEFL recover the cost for providing single-line trouble location after June 1985?

**Answer:**

The Company recovered the costs through the rates of other tariffed offerings.

Docket NO. 960743-TL  
November 14, 1996

ATTACHMENT # 4

Pg 1 of 1



Beverly Y. Menard  
Regional Director-Regulatory & Industry Affairs (FL)

**GTE Telephone Operations**

One Tampa City Center  
Post Office Box 110, FLTC0616  
Tampa, Florida 33601-0110  
813-224-4825  
813-223-4888 (Facsimile)

September 18, 1996

Mr. Jonathan Audu  
Division of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Dear Mr. Audu:

Per your verbal request, outlined below are the July and August, 1996 Single-Line Trouble Location (SLTLC) nonrecurring charges (NRCs) for repair visits:

<u>MONTH</u>	<u>SLTLC NRCs</u>
July	314
August	310

Based on the actual SLTLC NRCs, outlined above, as compared to the original SLTLC NRCs forecasted (See GTEFL's price-out in response to Question No. 7 of Staff Data Request dated June 21, 1996) a revised price-out is enclosed.

If you have any additional questions, please contact Barbara Hammar of my staff at 813-224-4289.

Sincerely,

*Beverly Y. Menard*

Beverly Y. Menard  
Regional Director-Regulatory & Industry Affairs

BYM:BBH:wjh  
Enclosure

Docket NO. 9160747 IL  
 November 14, 1996

Pg 2 of 3

Category 10  
 Units Year End 1995

Description: Miscellaneous

Tariff Sec/Page	Description	OSEC	Monthly Units	Present Rate	Proposed Rate	Present Annual Revenue	Proposed Annual Revenue	Proposed Revenue Change
<b>A13.37 Customized Number Service</b>								
<b>Business</b>								
1 13/54	Nonrecurring Charge	CNSBNRC	25	20.00	20.00	6,000	6,000	0
2 13/54	Monthly Rate	CNSB	360	2.00	2.00	8,640	8,640	0
<b>Residence</b>								
3 13/54	Nonrecurring Charge	CNSRNRC	143	10.00	10.00	17,160	17,160	0
4 13/54	Monthly Rate		0	0.00	0.00	0	0	0
5	<b>A13.37 Customized Number Service - Total</b>		<b>528</b>			<b>31,800</b>	<b>31,800</b>	<b>0</b>
<b>A15.4 Trouble Location Charge</b>								
6 15/25	Per Single Line Visit		314	0.00	40.00	0	150,720	150,720
7 15/25	Per Multiline Visit		19	65.00	65.00	14,820	14,820	0
8	<b>A15.4 Trouble Location Charge - Total</b>		<b>333</b>			<b>14,820</b>	<b>165,540</b>	<b>150,720</b>
<b>A24.1 Universal Emergency Number Service-911</b>								
9 24/4	Address Telephone Index Information	ADDR TEL INDEX INF	3	50.00	50.00	1,800	1,800	0
10	<b>A24.1 Universal Emergency Number Service-911 - Total</b>		<b>3</b>			<b>1,800</b>	<b>1,800</b>	<b>0</b>
<b>A24.2 Enhanced Universal Emergency Number Service-E911</b>								
<b>Service Features</b>								
11 24/9	Automatic Number Identification	ERX	12	26.00	26.00	3,744	3,744	0
12 24/9	Selective Routing	ERR	6	55.00	55.00	3,960	3,960	0
13 24/9	Combined ANI and Selective Routing	ERT	0	75.00	75.00	0	0	0
14 24/9	Combined ANI and Location Identification	ESV	0	80.00	80.00	0	0	0
15 24/9	Combined ANI and Location Identification	ERZ	1,568	102.00	102.00	1,919,232	1,919,232	0
16 24/9	Additional System Equipment	ESASE	44	325.00	325.00	171,600	171,600	0
17 24/9	Additional E911 Exchange Line	ERK	38	80.00	80.00	36,480	36,480	0
<b>PSAP Equipment Without ACD Capability</b>								
18 24/10	TDD Interface	911FLTDDNACD	2	0.80	0.80	19	19	0
19 24/11	Voice Recorder Interface	911FLVRIPNACD	12	0.80	0.80	115	115	0
20 24/11	Voice Recorder Interface	911FLVRJ24NACD	2	1.50	1.50	36	36	0
<b>PSAP Equipment Without ACD Capability</b>								
21 24/11	Common Equipment	911FLCEACD	5	1.50	1.50	90	90	0
22 24/11	ANI Display	911FLANIDUACD	11	1.50	1.50	198	198	0
23 24/11	Attendant Console	911FLACADACD	12	1.50	1.50	216	216	0
24 24/11	Supervisor Terminal	911FLSTACD	1	1.50	1.50	18	18	0
25 24/11	CAD Interface	911FLCIACD	0	1.50	1.50	0	0	0
26 24/11	PSAP Printer	911FLPPIACD	6	1.50	1.50	108	108	0
27 24/11.1	7-Digit Emergency Number	EANBR	23	9.00	9.00	2,484	2,484	0
28 24/11.1	PC Workstation	911PCWSTERM2	4	87.20	87.20	4,186	4,186	0
29 24/11.1	Multiple 911 Line Selection	911PCWS4LS2	4	14.80	14.80	710	710	0
30 24/11.2	Tape Back-Up	911PCWSTBU	2	9.90	9.90	238	238	0
31 24/11.2	External Speaker	911PCWSXSP2	4	2.70	2.70	130	130	0
32 24/11.3	LAN Connection	911PCWSLAN2	4	6.90	6.90	331	331	0
<b>911 Key System and Miscellaneous Terminal Equipment</b>								
33 24/12	Key System 30 Line	911KSPM30	17	44.70	44.70	9,119	9,119	0
34	<b>A24.2 Enhanced Universal Emergency Number-E911-Total</b>		<b>1,777</b>			<b>2,153,014</b>	<b>2,153,014</b>	<b>0</b>
<b>A124.1 Universal Emergency Number Service-911</b>								
35 124/1	Automatic Number Identification	AUTO NO ID	17	44.70	44.70	9,119	9,119	0
36	<b>A124.1 Universal Emergency Number Service-911-Total</b>		<b>17</b>			<b>9,119</b>	<b>9,119</b>	<b>0</b>
<b>A124.2 Enhanced Universal Emergency Number Service-E911</b>								
<b>PSAP Equipment Without ACD Capability</b>								
<b>Automatic Number Identification</b>								
37 124/1	Master Controller	E95	13	390.00	390.00	60,840	60,840	0
38 124/1	Auxiliary Controller	E9E	9	75.00	75.00	8,100	8,100	0
39 124/1	Additional Trunk Equipment	E9Y	20	30.00	30.00	7,200	7,200	0
40 124/1	ANI Display	E9UJ	95	25.00	25.00	28,500	28,500	0
<b>Automatic Location Identification</b>								
41 124/1	Master Controller	E8L	31	200.00	200.00	74,400	74,400	0
42 124/1	Auxiliary Controller	E8N	8	15.00	15.00	1,440	1,440	0
43 124/1	ALI Display	E8P	216	20.00	20.00	51,840	51,840	0
44 124/1	CAD Interface	E8CAD	12	12.00	12.00	1,728	1,728	0
<b>PSAP Equipment With ACD Capability</b>								
45 124/2	Common Equipment		4	262.00	262.00	12,576	12,576	0
46 124/2	ANI Display		56	16.00	16.00	10,752	10,752	0
47 124/2	ALI Display		0	0.00	0.00	0	0	0
48 124/2	Attendant Console		79	75.00	75.00	71,100	71,100	0
49 124/2	Supervisor Terminal		5	120.00	120.00	7,200	7,200	0
50 124/2	CAD Interface		16	65.00	65.00	12,480	12,480	0
51 124/2	7-Digit Emergency Number		23	9.00	9.00	2,484	2,484	0
52 124/2	Printer with ACD Interface		19	70.00	70.00	15,960	15,960	0
53	<b>A124.2 Enhanced Universal Emergency Number-E911-Total</b>		<b>606</b>			<b>366,600</b>	<b>366,600</b>	<b>0</b>

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GTE Florida  
Non-Basic Service Categories

Proposed Service: Trouble Location Charge for Single Line Customers

Category	Description	Present Annual Revenue	Proposed Annual Revenue	Proposed Revenue Change	Proposed Percent Change
10	Miscellaneous				
1	A13.37 Customized Number Service	31,800	31,800	0	
2	A15.4 Trouble Location Charge	14,820	165,540	150,720	
3	A24.1 Universal Emergency Number Service-911	1,800	1,800	0	
4	A24.2 Enhanced Universal Emergency Number Service-E911	2,153,014	2,153,014	0	
5	A124.1 Universal Emergency Number Service-911	9,119	9,119	0	
6	A124.2 Enhanced Universal Emergency Number Service-E911	366,600	366,600	0	
7	Category Total	2,577,153	2,727,873	150,720	5.85%