

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

MEMORANDUM

SEPTEMBER 25, 1997

RECEIVED

SEP 25 1997

11:05
FPSC - Records/Reporting

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

FROM: DIVISION OF COMMUNICATIONS (ISLER) *Pji*
DIVISION OF LEGAL SERVICES (COX) *WPC MCB*

RE: DOCKET NO. 971212-TL - REQUEST FOR APPROVAL OF TARIFF
FILING TO INTRODUCE TOLL CONTROL WITH PIN BY FRONTIER
COMMUNICATIONS OF THE SOUTH, INC. (T-97-0937 FILED
8/27/97)

AGENDA: OCTOBER 7, 1997 - REGULAR AGENDA - TARIFF FILING -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: 30-DAY SUSPENSION DATE WAIVED BY THE COMPANY

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\971212TL.RCM

CASE BACKGROUND

On August 27, 1997, staff received Frontier Communications of the South, Inc.'s (Frontier) tariff filing to introduce Toll Control with PIN.

Staff believes the following recommendations are appropriate.

DOCUMENT NUMBER-DATE

09823 SEP 25 97

FPSC-RECORDS/REPORTING

DOCKET NO. 971212-TL
DATE: SEPTEMBER 25, 1997

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission approve Frontier's tariff filing to add Toll Control with PIN with an effective date of October 7, 1997?

RECOMMENDATION: Yes. (Isler)

STAFF ANALYSIS: On August 27, 1997, Frontier filed tariff pages T-97-0937 to add Toll Control with PIN effective September 27, 1997. (Attachment A) On September 5, 1997, the company agreed to change the effective date to October 7, 1997, in order to provide the Commission with the necessary cost information.

Toll Control with PIN is an optional service available to customers who currently subscribe to one of Frontier's optional toll restriction plans. The new service will allow those customers to place toll calls by using a feature access code and personal identification number (PIN). If a toll call is attempted prior to dialing the feature access code and PIN, the call will not be completed. Toll Control with PIN will benefit customers who, for example, choose to have toll restriction because of children or guests who make unauthorized long distance calls. Toll Control with PIN will allow the customer to make a long distance call when needed, yet continue to have toll restriction for the rest of household or employees.

Customers subscribing to Toll Control with PIN dial a feature access code (*13 for touchtone or 1113 for rotary), wait for a second dial tone, then input their preassigned PIN number and the # key for touchtone customers or wait for a "critical time-out," about 4-7 seconds for rotary customers. The customer then waits for a coded dial tone, then dials the telephone number. Once the feature is invoked, it will remain active for the duration that the subscriber is off-hook. Subscribers will have a feature that allows additional toll calls to be made without having to redial the feature access code and PIN.

Frontier proposes to offer Toll Control with PIN at the rates and charges in Section 30, Sheet 4, of tariff filing number T-97-0937 (see page 5). The Company provided a cost study for Toll Control with PIN, which was based on contract rates with the vendor. It appears that other LECs in Florida do not offer such a service. However, Frontier advised staff that Hayneville Telephone Company in Alabama offers Toll Control with PIN and charges \$4.00 per month. The rates are also comparable with what Frontier is currently charging for other advanced custom calling features.

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Based on the data provided, staff has calculated that the additional revenue incurred by the offering of Toll Control with PIN will increase Frontier's return on equity by approximately .0276% for the remaining months in 1997 and .4971% in 1998. Staff does not believe this will create an overearnings situation.

Staff believes the proposed tariff filing to offer Toll Control with PIN is appropriate and in the public interest. Therefore, staff recommends that the Commission approve Frontier's tariff filing to introduce Toll Control with PIN with an effective date of October 7, 1997.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes, if the Commission approves staff's recommendation in Issue 1, and if no person whose substantial interests are affected by the Commission's Order files a protest within 21 days of the issuance of the Order, this tariff should become effective on October 7, 1997, and the docket should be closed. If a timely protest is filed, this tariff should remain in effect with revenues held subject to refund pending the resolution of the protest. (Cox)

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 1, and if no person whose substantial interests are affected by the Commission's Order files a protest within 21 days of the issuance of the Order, this tariff should become effective on October 7, 1997, and the docket should be closed. If a timely protest is filed, this tariff should remain in effect with the revenues held subject to refund pending the resolution of the protest.

the South, Inc.
 201 South Pensacola Avenue
 Atmore, Alabama 36502

Florida
 Public Service Commission
 Schedule 30
 Sixth Revised Sheet 2
 Superseding Fifth Revised Sheet 2

FLEXIBLE PRICING SERVICES

A. Custom Calling Feature Rate	Monthly Rates			
	Residence		Business	
a. <u>Basic Features</u>	Min	Max	Min	Max
Call Waiting/Cancel Call Waiting	\$5.50	\$6.00	\$5.50	\$7.00
Three-Way Calling	\$5.50	\$6.00	\$5.50	\$7.00
Call Forwarding	\$5.50	\$6.00	\$5.50	\$7.00
Call Forward Busy/Don't Answer	\$5.50	\$6.00	\$5.50	\$7.00
Speed Calling (8 Code)	\$5.50	\$6.00	\$5.50	\$7.00
Speed Calling (30)	\$5.50	\$6.00	\$5.50	\$7.00
Call Transfer	\$5.50	\$6.00	\$5.50	\$7.00
Automatic Off-Hook Dialing	\$5.50	\$6.00	\$5.50	\$7.00
Call Wake-Up	\$5.50	\$6.00	\$5.50	\$7.00
Shared Speed Calling	\$5.50	\$6.00	\$5.50	\$7.00
Warm Line	\$5.50	\$6.00	\$5.50	\$7.00
Remote Access-Call Forward Var.	\$5.50	\$6.00	\$5.50	\$7.00
Visual Message Waiting Indication	\$3.30	\$6.00	\$3.30	\$7.00
Audible Message Waiting Indication	\$3.30	\$6.00	\$3.30	\$7.00
b. <u>Advanced Features</u>				
Do Not Disturb	\$5.50	\$10.00	\$5.50	\$10.00
Personal Ringing	\$5.50	\$10.00	\$5.50	\$10.00
** Caller ID	\$5.50	\$10.00	\$5.50	\$10.00
Caller ID Plus Name	\$5.50	\$11.00	\$5.50	\$11.00
Call Return	\$5.50	\$10.00	\$5.50	\$10.00
Repeat Dialing	\$5.50	\$10.00	\$5.50	\$10.00
Call Selector	\$5.50	\$10.00	\$5.50	\$10.00
Preferred Call Forwarding	\$5.50	\$10.00	\$5.50	\$10.00
Call Block	\$5.50	\$10.00	\$5.50	\$10.00
Operator Call Screening	N/A	N/A	\$5.50	\$10.00
Anonymous Call Rejection	\$5.50	\$10.00	\$5.50	\$10.00
Toll Control with PIN	\$5.50	\$10.00	\$5.50	\$10.00 (N)
c. <u>Usage Sensitive Features</u>				
Call Tracing (per activation)	\$5.50	\$4.00	\$5.50	\$4.00
i.	There is no connection charge associated with Call Tracing			
ii.	Charges apply for successful activations only.			

**Caller ID Service is not available to new subscribers after May 6, 1997. The service remains available to current customers with Caller ID until such time that they discontinue service or upgrade to Caller ID Plus Name.

Issued By: Jeff L. McGehee,
 Vice President - Southern Region

Date Issued: August 27, 1997

Effective: _____

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Order Number: _____

the South, Inc.
 201 South Pensacola Avenue
 Atmore, Alabama 36502

Florida
 Public Service Commission
 Section 30
 Seventh Revised Sheet 4
 Superseding Sixth Revised Sheet 4

FLEXIBLE PRICING SERVICES

1. Custom Calling Feature - rates per line:

Basic Features	Monthly Rates					
	Residence			Business		
	Min.	Max.	Actual	Min.	Max.	Actual
Call Wait/Cancel Call Wait	\$.50	\$6.00	\$2.00	\$.50	\$7.00	\$2.00
Three-Way Calling	.50	6.00	2.00	.50	7.00	2.00
Call Forwarding	.50	6.00	2.00	.50	7.00	2.00
Call Forward Busy/Don't Answer	.50	6.00	2.00	.50	7.00	2.00
Speed Calling (8 Code)	.50	6.00	2.00	.50	7.00	2.00
Speed Calling (30 Code)	.50	6.00	2.00	.50	7.00	2.00
Call Transfer	.50	6.00	2.00	.50	7.00	2.00
Auto Off-Hook Dialing	.50	6.00	2.00	.50	7.00	2.00
Call Wake-Up	.50	6.00	2.00	.50	7.00	2.00
Shared Speed Calling	.50	6.00	2.00	.50	7.00	2.00
Warm Line	.50	6.00	2.00	.50	7.00	2.00
Remote Access-						
Call Frwd Var.	.50	6.00	2.00	.50	7.00	2.00
Visual Message Waiting Indication	.30	6.00	.50	.30	7.00	.50
Audible Message Waiting Indication	.30	6.00	.50	.30	7.00	.50
<u>Advanced Features</u>						
Do Not Disturb	.50	10.00	2.75	.50	10.00	3.25
Personal Ringing	.50	10.00	2.75	.50	10.00	3.25
**Caller ID	.50	10.00	6.00	.50	10.00	6.00
Caller ID Plus Name	.50	11.00	6.00	.50	11.00	6.00
Call Return	.50	10.00	2.75	.50	10.00	3.25
Repeat Dialing	.50	10.00	2.75	.50	10.00	3.25
Call Selector	.50	10.00	2.75	.50	10.00	3.25
Preferred Call Forwarding	.50	10.00	2.75	.50	10.00	3.25
Call Block	.50	10.00	2.75	.50	10.00	3.25
Operator Call Screening	N/A	N/A	N/A	.50	10.00	2.00
Anonymous Call Rejection	.50	10.00	3.00	.50	10.00	3.00
Toll Control with PIN	.50	10.00	3.00	.50	10.00	3.00 (N)
<u>Usage Sensitive Features</u>						
Call Tracing (per activation)	.50	4.00	4.00	.50	4.00	4.00

* Material formerly appearing on this sheet now appears on sheet 4.1 of this section.

** Caller ID Service is not available to new subscribers after May 6, 1997. The service remains available to current customers with caller ID until such time that they discontinue service or upgrade to Caller Id Plus Name.

Issued By: Jeff L. McGehee,
 Vice President - Southern Region
 Effective: _____

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CUSTOM CALLING SERVICE

B. Advanced Feature Definitions (Cont'd)

11. Toll Control with Pin - This optional feature allows the subscriber with toll restriction to place toll calls by using a feature access code and a special 1-7 digit PIN (Personal Identification Number) number. Incoming and local calls are not affected by this feature. When a toll call is attempted prior to dialing the feature access code and PIN, the call will not be completed. (N)

To place a toll call, the subscriber dials the Toll Control access code (*13 for touchtone or 1113 for rotary), waits for a second dial tone, dials a PIN number (1-7 digits), dials "#" or waits for the critical time-out to occur (Usually 4-7 seconds), waits for a coded dial tone and then places the toll call. If the subscriber invokes the Toll Control with PIN but, places a local call, the local call will be completed. For Centrex subscribers, once the feature has been activated by dialing the access code, calls within the BG cannot be completed. Subsequent hookflashes which result in dial tones will default back to the BG dialing plan. Once the feature is invoked, the feature will remain active for the duration that the subscriber is off-hook. The subscriber will have a feature that allows additional toll calls to be made after hookflash. The feature access code and PIN would not be required to make additional toll calls.

Toll Control with PIN subscribers have the ability to change their PIN by dialing a PIN Change Access Code (*12 for touchtone or 1112 for rotary), the old PIN and then the new PIN. If the old PIN dialed does not match the stored PIN or if the new PIN is invalid, the subscriber will receive an equipment busy tone. The new PIN will not be updated unless the subscriber enters it correctly twice. (N)

Material formerly appearing on this page now appears on Page 6.2 of this section.

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Vice President - Southern Region

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CUSTOM CALLING SERVICE

C. Usage Sensitive Feature Definitions

- 1. Call Tracing - Enables the customer to initiate an automatic trace of the last call received.

D. General

- 1. The services are limited to those areas served by central offices equipped for Custom Calling Services and are subject to the availability of facilities. Some of the Advanced Features utilize the network's ability to forward a calling number between the originating and terminating central offices. These features may only be used on calls originating and terminating in central offices with the technical capability to provide this service.
- 2. Call Return is not available on operator handled calls. In connection with Call Return, the Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service.

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Material now appearing on this page formerly appeared on Page 6.1 of this section.

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CUSTOM CALLING SERVICE

F. Rates

1. The following rates and charges are in addition to all other applicable rates and charges for services furnished.

	<u>Monthly Rates per C.O. Line</u>			
	<u>Residence</u>		<u>Business</u>	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
a. <u>Basic Features</u>				
Call Waiting/Cancel Call Waiting	\$.50	\$ 6.00	\$.50	\$ 7.00
Three-Way Calling	\$.50	\$ 6.00	\$.50	\$ 7.00
Call Forwarding	\$.50	\$ 6.00	\$.50	\$ 7.00
Call Forward Busy/Don't Answer	\$.50	\$ 6.00	\$.50	\$ 7.00
Speed Calling (8 Code)	\$.50	\$ 6.00	\$.50	\$ 7.00
Speed Calling (30)	\$.50	\$ 6.00	\$.50	\$ 7.00
Call Transfer	\$.50	\$ 6.00	\$.50	\$ 7.00
Automatic Off-Hook Dialing	\$.50	\$ 6.00	\$.50	\$ 7.00
Call Wake-Up	\$.50	\$ 6.00	\$.50	\$ 7.00
Shared Speed Calling	\$.50	\$ 6.00	\$.50	\$ 7.00
Warm Line	\$.50	\$ 6.00	\$.50	\$ 7.00
Remote Access-Call Forward Var.	\$.50	\$ 6.00	\$.50	\$ 7.00
Visual Message Waiting Indication	\$.30	\$ 6.00	\$.30	\$ 7.00
Audible Message Waiting Indication	\$.30	\$ 6.00	\$.30	\$ 7.00
b. <u>Advanced Features</u>				
Do Not Disturb	\$.50	\$ 10.00	\$.50	\$ 10.00
Personal Ringing	\$.50	\$ 10.00	\$.50	\$ 10.00
** Caller ID	\$.50	\$ 10.00	\$.50	\$ 10.00
Caller ID Plus Name	\$.50	\$ 11.00	\$.50	\$ 11.00
Call Return	\$.50	\$ 10.00	\$.50	\$ 10.00
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Preferred Call Forwarding	\$.50	\$ 10.00	\$.50	\$ 10.00
Call Block	\$.50	\$ 10.00	\$.50	\$ 10.00
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Toll Control with PIN	\$.50	\$ 10.00	\$.50	\$ 10.00 (N)
c. <u>Usage Sensitive Features</u>				
Call Tracing (per activation)	\$.50	\$ 4.00	\$.50	\$ 4.00
i. There is no connection charge associated with Call Tracing.				
ii. The charge applies for successful activation only.				

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