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November 12, 1997

Ms. Blanca S. Bayó
Director, Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
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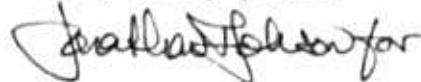
Re: Docket 970166-TI

Dear Ms. Bayó:

Enclosed for filing on behalf of MCI Telecommunications Corporation in the above docket are the original and 15 copies of MCI's Supplemental Report of MCI Telecommunications Corporation.

By copy of this letter this document has been provided to the parties on the attached service list.

Very truly yours,



Richard D. Melson

ACK _____
AFA RDM/clp
APP Enclosures
APP cc: Service List

CAF _____
CMU *Hose*

CTR _____

EAG _____

EGG 1

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DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for exemption from Rules)	
25-4.113, 25-24.471, and 25-24.515, F.A.C.)	Docket No. 970166-TI
and for authorization to discontinue service)	
without notice and to require advance)	
payment for service to certain customers,)	
and for such other relief as may be)	
appropriate, by MCI Telecommunications)	Filed: November 12, 1997
Corporation)	
_____)	

SUPPLEMENTAL REPORT OF MCI TELECOMMUNICATIONS CORPORATION

The Florida Public Service Commission (hereinafter the "Commission") issued an Order in the above named matter effective September 16, 1997. Order No. PSC-97-1024-FOF-TI. The Order granted the amended and supplemented Request for Exemption filed by MCI Telecommunications Corporation ("MCI"). In the Order, the Commission directed MCI to file a supplemental report outlining how it will address any billing and advance payment problems that may arise, as well as how quickly a block will be lifted once payment has been made.

Since, in some instances, local exchange companies (LECs) require advances from customers, one concern raised in the Order was that there might be instances when both the LEC and MCI contact the customer about prepayment in response to the same MCI charges. The risk of overlap is minimized due to MCI's call out process where the LEC query is the most critical in determining what action MCI will take. One of the first things MCI does when MCI is presented with a high toll concern is contact the LEC for customer information. If the LEC has

already contacted the customer regarding advanced payment for the services, MCI would not ask the customer to pay MCI. If the customer confirms they made the calls but has a poor or non-existent payment history, they would be blocked pending the payment to the LEC to bring them current.

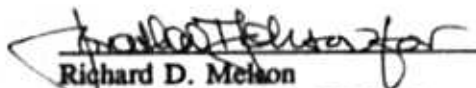
Similarly, the Commission was concerned as to what would happen if MCI required advanced payment for services, but then the LEC billed for the same services, due to billing cycles, before the advance payment had been deducted from the customer's bill. When the MCI services used by the customer are LEC billed, MCI does not request payments be made to MCI. Instead the customer is directed to make payment to the LEC. In addition, as described below, MCI has a well staffed 800 service to support its high toll program. In the event that any customer did experience any confusion regarding who to pay or how to get their service turned up, their questions and concerns can be addressed quickly.

Finally, the Commission asked how quickly a block would be lifted once MCI received the payment. Calling card and collect blocks are placed or removed on a real-time basis. FGD access (Dial-1 or 10XXX) are processed on a near real-time basis, except during periodic switch downloads where the delay may be up to 72-hours. These FGD network lockout exceptions impact about a dozen switches per month around the country. For all intents and purposes, an FGD unblocking delay beyond minutes would occur less than once per month in Florida.

When the customer makes the payment directly to the LEC, the customer is instructed by MCI's high toll representative to ask the LEC, as soon as the payment is made, to call MCI

so that the block can be lifted. This is the fastest way to get service restored. Preferably, this call would be made with the customer on the line so that the customer knows that the call was placed. To facilitate such calls, MCI's high toll customer care program includes 800 service which is in operation 7:00 a.m. to midnight everyday. The service includes bilingual representatives and 97% of the inbound calls are answered within 5 seconds. As stated above, the unblocking process is real time or near real time. This means that the line will typically be unblocked during or shortly after the call is received from the LEC.

RESPECTFULLY SUBMITTED this 12th day of November, 1997.



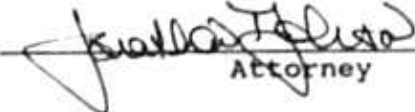
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing was furnished to the following parties by Hand Delivery this 12th day of November, 1997.

Beth Culpepper
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Suite 370
Tallahassee, FL 32399



Attorney