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12/22/97  
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December 22, 1997

**BY HAND DELIVERY**

Ms. Blanca S. Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket No. 970526-TP

Dear Ms. Bayo:

Enclosed for filing is the original and fifteen (15) copies of Sprint-Florida, Incorporated's Direct Testimony of Sandra A. Khazraee in the above referenced docket.

Please acknowledge receipt and filing of the above by stamping the duplicate copy of this letter and returning the same to this writer.

Thank you for your assistance in this matter.

ACK  Sincerely,

AFA

APP  *Charles J. Rehwinkel /cs*

CAE  Charles J. Rehwinkel

CMU  Attorney

CTR  cc: Parties of Record

EAG

LEG.  Enclosures

LIN *5408g*

OPC

RCR  RECEIVED & FILED

SE  *[Signature]*

WAS  FLORIDA PUBLIC SERVICE COMMISSION BUREAU OF RECORDS

OTH

*13015-97*

**CERTIFICATE OF SERVICE  
DOCKET NO. 970526-TP**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by U.S. Mail this 22<sup>nd</sup> day of December, 1997 to the following:

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1                   **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**  
2                                   **DIRECT TESTIMONY**  
3   **OF**  
4   **Sandra A. Khazraee**

6       **Q.    Please state your name, business address and**  
7                   **title.**

8  
9       **A.    My name is Sandra A. Khazraee.    My business**  
10                   **address is Sprint - Florida, Incorporated, 1313**  
11                   **Blair Stone Road, Tallahassee, Florida 32301.**

12  
13       **Q.    By whom are you employed, and what are your**  
14                   **current responsibilities.**

15  
16       **A.    I am employed by Sprint - Florida, Incorporated**  
17                   **as    Regulatory    Manager.            My    current**  
18                   **responsibilities include coordinating responses**  
19                   **to FPSC data requests and interrogatories and**  
20                   **ensuring compliance with all FPSC orders.    I**  
21                   **interface regularly with Sprint employees at all**  
22                   **levels within the company to carry out my job**  
23                   **responsibilities.**

24  
25       **Q.    What is the purpose of your testimony?**

1       **A.**    The purpose of my testimony is to respond to the  
2                issues affecting Sprint-Florida which have been  
3                proposed to be addressed at the hearing in this  
4                docket.  One issue is:  Should the Commission  
5                require GTEFL, Sprint-LEC, and small ILECs  
6                (ILECs) to provide One Free PIC to existing  
7                customers (issue 5)?  Additionally, the purpose  
8                of my testimony is to enter into the record for  
9                consideration under issue 3a.  the script which  
10              Sprint - Florida's service representatives use  
11              when speaking to customers about intraLATA toll.  
12              This is provided so that the FPSC can determine  
13              whether Sprint's script is an appropriate  
14              competitively-neutral customer contact protocol.

15

16       **Q.**    What is the script which the service  
17                representatives use when addressing intraLATA  
18                toll with customers?

19

20       **A.**    Service representatives of Sprint - Florida, Inc.  
21                use the following script when informing customers  
22                about their choices regarding intraLATA toll PIC:

23

24       **New Customer (N and T orders) Script:**

25                "Mr./Mrs. Customer, due to recent

1 changes in the competitive  
2 area/environment you now need to  
3 choose a carrier to carry calls you  
4 make to cities in nearby  
5 communities/locations\*.

6  
7 I am required to read you a list of  
8 the companies in addition to us who  
9 can carry these calls if you wish.

10

11 (If the customer responds "yes," then the list  
12 should be read.)

13

14 (If the customer responds "no," then the customer  
15 service representative should ask the customer to  
16 identify their carrier of choice.)

17

18 (If the customer responds "I'm not sure," then  
19 the service representative should offer to read  
20 the list of available carriers and encourage the  
21 customer to make a selection. If the customer  
22 does not want to make a selection, the customer  
23 should be advised that he/she must dial an access  
24 code to reach an intraLATA carrier each time he  
25 makes an intraLATA call until a presubscribed

1 carrier is chosen (i.e., place No PIC on  
2 account).

3

4 (\* Nearby communities/locations are defined as  
5 calls made outside of the local call area, but  
6 inside the LATA.)

7

8 This section of the service representative  
9 handbook also instructed the service  
10 representatives to apply only one PIC change  
11 charge if an existing customer changes both their  
12 local toll and their long distance carrier at the  
13 same time to the same carrier.

14

15 Q. What has been Sprint - Florida, Inc.'s practice  
16 regarding one free PIC to existing customers?

17

18 A. Customers served by switches converted to equal  
19 access (intra- and interLATA) since the  
20 Commission's order in Docket 930330 requiring  
21 intraLATA presubscription were given an  
22 opportunity to select a carrier for both inter-  
23 and intraLATA toll. For selections under this  
24 process no PIC change charge was applied. For  
25 customers served by previously converted switches

1           no similar charge-free selection opportunity was  
2           provided for intraLATA toll.  
3  
4       Q.    Does that conclude your testimony?  
5  
6       A.    Yes, it does, with one final statement. The  
7           parties have agreed to brief the issues. Sprint  
8           asks the Commission to consider my testimony and  
9           the brief submitted and approve Sprint's  
10          practices in this docket.