

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for approval of
tariff filing to add valid
billing dispute and access
service billing language and
rates by ALLTEL Florida, Inc.
(T-97-1322 filed 11/7/97)

DOCKET NO. 971496-TL
ORDER NO. PSC-98-0163-FOF-TL
ISSUED: January 27, 1998

The following Commissioners participated in the disposition of
this matter:

JULIA L. JOHNSON, Chairman
J. TERRY DEASON
SUSAN F. CLARK
JOE GARCIA
E. LEON JACOBS, JR.

ORDER APPROVING TARIFF

BY THE COMMISSION:

On November 7, 1997, ALLTEL Florida Inc. (ALLTEL) submitted a
tariff seeking approval to add Valid Billing Dispute language and
Access Services Billing language and rates to the company's Access
Services Tariff.

Valid Billing Dispute

ALLTEL'S Valid Billing Dispute tariff proposal (Section
2.4.1(D), Access Services Tariff) would require that interexchange
carriers (IXCs) provide written documentation that specifically
lists the total dollar amount of the dispute, the specific rate
elements being disputed and the dollar amounts when disputing
bills. IXCs would be required to submit the dispute in writing to
ALLTEL within 30 days after the due date of the bill. ALLTEL would
only consider the dispute valid if it contained one of the
following reasons:

- 1) Incorrect rate;
- 2) Error in quantity; (i.e., minutes or quantity of
circuits incorrect)
- 3) Service no longer exists;

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- 4) Invalid factors;
- 5) Incorrect customer being billed;
- 6) Invalid Purchase Order Number; (PON)
- 7) Backbilling.

ALLTEL's proposal indicates that ALLTEL would not consider an IXC's refusal to pay a bill a valid dispute without written supporting documentation. Without written supporting documentation, an IXC's refusal or failure to pay this bill will be handled as a non-payment in accordance with the non-payment terms found in ALLTEL's Access Services Tariff.

ALLTEL stated that the Valid Billing Dispute tariff is necessary, because it gives the company a way to narrow billing disputes with IXCs, and to expedite resolution of the disputes. ALLTEL stated that it has experienced problems with some IXCs waiting for the company to assess a late-payment charge before disputing their bills. Once the late-payment charge is assessed, the IXC states that the bill is in dispute, and, therefore, is not subject to the late-payment charge. ALLTEL believes that the Valid Billing Dispute tariff will require IXCs to timely respond to bill disputes, rather than generally disputing the entire bill several months later. We find that ALLTEL's Valid Billing Dispute tariff proposal is reasonable and will improve the efficiency of the billing dispute resolution process between ALLTEL and its IXC access customers. Accordingly, we approve ALLTEL's Valid Billing Dispute tariff proposal.

Access Services Billing

ALLTEL's Access Services Billing tariff proposal (Section 13.13, Access Services Tariff) would require ALLTEL's access customers to choose the primary billing medium in which their official access service bills and customer service records would be provided. ALLTEL would provide the primary billing medium at no charge, and it would serve as the customer's official bill. The customer would select one of the following billing formats; standard paper, magnetic tape, or data transmission. If the customer did not make a selection in writing, ALLTEL would provide the official copy of the customer's access service bills and customer service records in the standard paper format. The company would accept a request by a customer to change from one form of primary billing to another at no charge to the customer. For magnetic tape or data transmission requests, ALLTEL would provide the customer with an abbreviated bill in paper format. The

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abbreviated bill would contain the following sections: All Pages (which is a summary page of all charges), Balance Due, Meet Point Billing Cross Reference, Detail of Payments Applied, Detail of Balance Due, Detail of Late Payment Charges, and Other Charges and Credits.

In addition to the primary monthly bill, a customer may make a request in writing to ALLTEL to receive secondary and additional bills. A secondary bill, in addition to a customer's primary bill, would be provided on a monthly basis. If provided by standard paper, the monthly rate for the secondary bill would be \$0.03 per page; if provided by magnetic tape, the monthly rate would be \$39.50 per tape; and if provided by data transmission, the monthly rate would be \$20.25 per transmission.

A customer may also request additional copies of previous monthly access service bills, specifying the bill dates requested. If ALLTEL provides the additional copies by standard paper, the monthly rate would be \$0.06 per page; by magnetic tape, the monthly rate would be \$48.00 per tape; and by data transmission, the monthly rate would be \$28.00 per transmission.

ALLTEL has projected that the annual revenue effect for secondary and additional bills will be a net increase of \$2,390.00. We find this projection to be reasonable. We further find that the proposed Access Services Billing tariff is reasonable. Accordingly, we approve ALLTEL's Access Services Billing tariff proposal.

The Valid Billing Dispute and Access Services Billing tariffs shall be effective January 6, 1998.

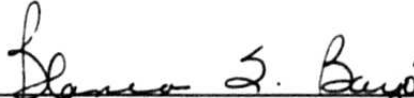
Based on the foregoing, it is, therefore,

ORDERED by the Florida Public Service Commission that ALLTEL Florida Inc.'s proposed Valid Billing Dispute and Access Services Billing tariffs as described in the body of this Order are approved effective January 6, 1998. It is further

ORDERED that if no timely protest is filed within 21 days of the date of issuance of this Order, this docket shall be closed. If a timely protest is filed, these tariffs shall remain in effect with revenues therefrom, if any, held subject to refund.

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By ORDER of the Florida Public Service Commission, this 27th
day of January, 1998.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

CJP

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on February 17, 1998.

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In the absence of such a petition, this Order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.