

FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

RULE TITLE:

RULE NO.:

Customer Billing for Local Exchange
Telecommunications Companies

25-4.110

PURPOSE AND EFFECT: The purpose of the rule amendments is to eliminate the practice of adding charges to a telephone bill for products or services that the customer did not knowingly authorize (also known as "cramming") and to require complete and accurate disclosure of services and charges on a customer's telecommunications bill (also known as "truth in billing"). The effect of the proposed amendments will result in customer bills that contain only authorized charges and that descriptions and charges for services are accurate and in a form understandable to the customer.

SUBJECT AREA TO BE ADDRESSED: Customer billing for telecommunications companies.

SPECIFIC AUTHORITY: 350.127, FS

LAW IMPLEMENTED: 364.19, 364.604, FS

- ACK _____
- AFA _____ A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND
- APP _____ PLACE SHOWN BELOW:
- CAF _____
- CMU _____ TIME AND DATE: 10:00 AM, Monday, November 9, 1998
- CTR _____ PLACE: Florida Public Service Commission, Room 152, Betty Esley
- EAG _____ Conference Center, 4075 Esplanade Way, Tallahassee, Florida
- LEG _____
- LIN _____ THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT
- OPC _____ IS: Ray Kennedy, Division of Communications, Florida Public Service
- RCH _____
- SEC 1 _____ Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862.
- WAS _____
- OTH _____

RECEIVED
98 OCT - 23 11:11 AM
FALLASSIST

DOCUMENT NUMBER-DATE

11011 OCT-7 98

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

A PRELIMINARY TEXT IS NOT AVAILABLE AT THIS TIME AS IT IS EXPECTED A DRAFT WILL BE DEVELOPED DURING THE WORKSHOP PROCESS.