

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: Proposed Amendments to Rule 25-4.110, F.A.C., Customer
Billing for Local Exchange Telecommunication Companies

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: January 19, 1999

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of Rule 25-4.110, Florida Administrative Code, to amend provisions relating to customer billing by companies for telecommunication services.

The attached Notice of Proposed Rule Development will appear in the January 22, 1999, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following times and places:

February 4, 1999 - 10:00 AM
Broward County Governmental Center
County Commission Chambers, Room 422
115 S. Andrews Avenue
Ft. Lauderdale, FL

February 4, 1999 - 6:00 PM
Radisson Mart Plaza Hotel
Brass Foyer Room
711 N. W. 72nd Avenue
Miami, FL

February 11, 1999 - 12:00 Noon
Prime F. Osborn III Convention Center
Room 101
1000 Water Street
Jacksonville, FL

February 15, 1999 - 6:00 PM
Florida Public Service Commission
Betty Easley Conference Center
Room 148, 4075 Esplanade Way
Tallahassee, FL

DOCUMENT NUMBER-DATE

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March 8, 1999 - 12:00 Noon
Palm Beach County Government Center
Jane Thompson Memorial Chambers
301 N. Olive Avenue
West Palm Beach, FL

April 6, 1999 - 6:00 PM
Hillsborough County Commission Chambers
601 E. Kennedy Blvd. - 2nd Floor
Tampa, FL

April 7, 1999 - 12:00 Noon
Orlando City Hall
City Council Chambers - 2nd Floor
400 S. Orange Avenue
Orlando, FL

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).

By Direction of the Florida Public Service Commission, this 19th day of January, 1999.

BLANCA S. BAYÓ, Director
Division of Records & Reporting

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records

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The Florida Public Service Commission announces a Rule Development Workshop to be held concerning proposed amendments to Rule 25-4.110, F.A.C, Customer Billing for Local Exchange Telecommunications Companies (Cramming and Truth in Billing), to which all interested persons are invited.

DATE AND TIME: February 4, 1999 - 10:00 a.m.

PLACE: Broward County Governmental Center
Room 422
115 S. Andrews Avenue
Ft. Lauderdale, Florida

DATE AND TIME: February 4, 1999 - 6:00 p.m.

PLACE: Radisson Mart Plaza
Brass Foyer
711 NW 72nd Avenue
Miami, Florida

DATE AND TIME: February 11, 1999 - 12:00 p.m.

PLACE: Prime F. Osborn III Convention Center
Room 101
1000 Water Street
Jacksonville, Florida

DATE AND TIME: February 15, 1999 - 6:00 p.m.

PLACE: Commission Hearing Room 148
Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

PURPOSE: The purpose of the rule amendments is to eliminate the

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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. 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 workshop. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).