

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: March 8, 1999, 12:00 p.m.

PLACE: Palm Beach County Governmental Center

Jane Thompson Memorial Chambers

301 N. Olive Avenue

West Palm Beach, Florida

DATE AND TIME: April 6, 1999, 6:00 p.m.

PLACE: Hillsborough County Center

County Commission Chambers (2nd Floor)

601 E. Kennedy Blvd.

Tampa, Florida

DATE AND TIME: April 7, 1999, 12:00 p.m.

PLACE: Orlando City Hall

City Council Chambers (2nd Floor)

400 S. Orange Avenue

Orlando, Florida

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PURPOSE: 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

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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).