

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of :
:
Proposed amendment to Rule :
25-4, F.A.C., Customer :
Billing for Local Exchange :
Telecommunications Companies :
(cramming and truth in billing.) :

UNDOCKETED



PROCEEDINGS: RULE DEVELOPMENT WORKSHOP
Miami, Florida

BEFORE: CHAIRMAN JOE GARCIA
COMMISSIONER E. LEON JACOBS. JR.

DATE: Thursday, February 4, 1999

TIME: Commenced at 6:00 p.m.
Concluded at 6:15 p.m.

PLACE: Radisson Mart Plaza Hotel
711 Northwest 72nd Avenue
Miami, Florida

REPORTED BY: AMAR KREDI, RPR, CSR,
Notary Public, State of Florida

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APPEARANCES:**Office of Public Counsel:**

Charles Beck, ESQ.
Earl Poucher, ESQ.

Commission Staff:

Dick Dirbin
Carmen Pena
Ann Shelfer

Division of Appeals:

Diana Caldwell

Division of Communications:

Rick Moses

Division of Records and Reporting:

Sandy Moses

P R O C E E D I N G S

(Hearing convened at 6:00 p.m.)

CHAIRMAN GARCIA: All right. We're going to open up the hearing. We're turning on the recorder. We're going to open up the hearing. We're going to allow Ms. Caldwell to read the notice.

MS. CALDWELL: Notice was published in the January 22nd Florida Administrative Weekly that a meeting will be held at this time and place.

CHAIRMAN GARCIA: Okay. And we will take appearances.

MR. BECK: My name is Charlie Beck. I'm with the Office of Public Counsel.

Also with me is Earl Poucher who's standing in the back.

Our office represents the citizens of Florida before the Public Service Commission.

MR. MOSES: Rick Moses with the Public Service Commission, Division of Communications.

MS. CALDWELL: Diana Caldwell, Public Service Commission, Division of Appeals.

MS. SHELFER: Ann Shelfer, Public Service Commission, Division of Communications.

CHAIRMAN GARCIA: Very good.

And is there anyone here that wishes to speak?

1 All right. That being the case, I see only one
2 gentleman here which I'm going to go speak to him
3 personally and see how we can be of help.

4 We are going to take a ten-minute recess and then we
5 will reconvene the hearing.

6 If there is no one here, we will close it out.

7 (Thereupon there was a ten-minute recess)

8 CHAIRMAN GARCIA: Very good. We're going to
9 reconvene the hearing.

10 Seeing that only one other customer showed up and
11 Ms. Pena is taking her complaint and we will file it, we
12 are going to then close this hearing and I will speak to
13 the customers directly.

14 But what I want to do is on both these claims if we
15 can take these complaints and put them on the record,
16 because I think they're very similar to what we had this
17 morning.

18 And just for the record, I also wanted to say that I
19 think one of the things we should be considering here is
20 the concept of putting the onus on the biller.

21 It strikes me that the one who bills should have the
22 responsibility to explain what's on the bill.

23 For example, when I call my credit card company,
24 they figure out who put it on the bill. They don't make
25 me go and look at it. They give it a first shot.

1 It strikes me that the LECs who are billing for
2 these companies should have more of a responsibility than
3 just providing a number and that way we can probably get
4 to the heart of this much quicker. But hopefully staff
5 can look at that as possibility of the rule and maybe that
6 will make for a much simpler rule.

7 That said, Commissioner.

8 COMMISSIONER JACOBS: I just got some information
9 from the -- I believe it's the Washington Trade
10 Association for the LECs, that they were doing some
11 proceedings on standardized bills, and I'm wondering to
12 what extent do we have any guidelines and criteria on the
13 standard bill formats other than the rule that we have
14 now? Is that it?

15 MR. MOSES: That's all.

16 MS. SHELFER: We have in Rule 25-4.110, it states
17 that have you to provide a bill and the minimum stuff that
18 has to be on it like your usage information.

19 COMMISSIONER JACOBS: Right.

20 MS. SHELFER: And I think it's customer billing.
21 But it doesn't tell you what format or how many pages or
22 what can be on it. But there are some minimal guidelines
23 and they do have to follow.

24 COMMISSIONER JACOBS: Did you get that information
25 Diana? I forwarded it to Richard. I don't know if you

1 got it or not. If not, I'll get it to you.

2 MS. CALDWELL: I'm not sure.

3 COMMISSIONER JACOBS: I'll get it to you.

4 And let's look at that and see what it may offer
5 you.

6 CHAIRMAN GARCIA: All right. That being said, I am
7 going to now adjourn this hearing.

8 Thank you very much for coming and we'll speak to
9 the customers directly.

10 COMMISSIONER JACOBS: Thank you.

11 (Thereupon, the hearing was concluded at 6:15 p.m.)

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