NOTICE OF PROPOSED RULE DEVELOPMENT

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: 990994-TP - Proposed Amendments to Rule 25-4.110, F.A.C., Customer Billing for Local Exchange Telecommunication Companies

RULE TITLE:	RULE NO.:
Customer Relations; Rules Incorporated	25-24.490
Customer Relations; Rules Incorporated	25-24.845

PURPOSE AND EFFECT: The purpose of the proposed rule is to require billing companies to follow prescribed procedures when providing information services. The proposed amendments prescribe billing information to be included on a customer's bill to inform the customer of the services received and the charges associated with the services. The proposed amendments provide for refund procedures when a company overcharges a customer and guidelines for Lifeline service disconnection. The purpose of these changes is to give the customer control over what may be charged on the customer's bill. The effect of the propose amendments is to generate clear bills that customers understand, provide the customer with control over the charges on the customer's bill, and to provide the customer with adequate information to make informed choices about the services he chooses.

SUBJECT AREA TO BE ADDRESSED: The proposed amendments address information contained in customer bills, options to block certain billing, and sales disclosure requirements.

SPECIFIC AUTHORITY: 350.127(2), 364.604(5), 427.708(8) FS.

LAW IMPLEMENTED: 364.03, 364.04, 364.05, 364.055, 364.07, 364.08,

364.113, 364.14, 364.15, 364.17, 364.19, 364.337, 364.602, 364.603, 364.604, 427.704 FS.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND PLACE SHOWN BELOW:

TIME AND DATE: 10:00 a.m., September 28, 1999

PLACE: Betty Easley Conference Center, Room 152, 4075 Esplanade Way, Tallahassee, FL

Comments to the proposed amendments are requested and should be submitted in writing and received by the Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 by September 13, 1999.

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).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT IS: Ray Kennedy, Division of Communications, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS:

25-24.490 Customer Relations; Rules Incorporated.

(1) The following rules are incorporated herein by reference and apply to IXCs.

SECTION	TITLE	PORTIONS APPLICABLE
25-4.110	Customer Billing	Subsections ~~(10)~~ ~~(11)~~,

(2) An IXC may require a deposit as a condition of service and may collect advance payments for more than one month of service if it maintains on file with the Commission a bond covering its current balance of deposits and advance payments (for more than one month's service). A company may apply to the Commission for a waiver of the bond requirement by demonstrating that it possesses the financial resources and income to provide assurance of continued operation under its certificate over the long term.

(3) Upon request, each company shall provide verbally or in writing to any person inquiring about the company's service:

(a) any nonrecurring charge,

(b) any monthly service charge or minimum usage charge,

(c) company deposit practices,

(d) any charges applicable to call attempts not answered,

(e) a statement of when charging for a call begins and ends, and

(f) a statement of billing adjustment practices for wrong numbers or incorrect bills.

In addition, the above information shall be included in the first bill, or in a separate mailing no later than the first bill, to all new customers and to all customers presubscribing on or after the effective date of this rule, and in any information sheet or brochure distributed by the company for the purpose of providing information about the company's services. The above information shall be clearly expressed in simple words, sentences and paragraphs. It must avoid unnecessarily long, complicated or obscure phrases or acronyms.

Specific Authority 350.127(2) F.S.

Law Implemented 364.03, 364.14, 364.15, 364.603, 364.19, 364.337 F.S.

History--New 02-23-87, Amended 10-31-89, 03-05-90, 03-04-92, 03-13-96, 07-20-98, 12/28/98, XX/XX/XX.

25-24,845 Customer Relations; Rules Incorporated.

The following rules are incorporated herein by reference and apply to ALECs. In the following rules, the acronym 'LEC' should be omitted or interpreted as 'ALEC'.

SECTION   TITLE   PORTIONS APPLICABLE

CODING: Words underlined are additions; words in struck through are deletions from existing law.

25-4.110	Customer Billing	Subsections ~~(10)~~
		~~(11), (12 , and (13)~~
		<u>(2), (14), (15), and</u>
		<u>(16)</u>
24-4.118	Local, Local Toll, or	All
	Toll Provider Selection	
<u>25-4.119</u>	<u>Information Services</u>	<u>All</u>

Specific Authority 350.127(2) and 364.337(2), FS.

Law Implemented 364.337(2) FS.

History--New 07-20-98, Amended 12/28/98<u>, XX/XX/XX</u>.