

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO: 990994-TP

IN RE: Proposed Rule 25-4.119, F.A.C., Information Services; and proposed amendments to Rules 25-4.003, F.A.C., Definitions; 25-4.110, F.A.C., Customer Billing for Local Exchange Telecommunication Companies; 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company; 25-4.114, F.A.C., Refunds; 25-24.490, F.A.C., Customer Relations; Rules Incorporated; and 25-24.845, F.A.C., Customer Relations; Rules Incorporated.

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: August 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 Rules 25-24.490 and 25-24.845, Florida Administrative Code, to amend provisions relating to customer relations.

The attached Notice of Proposed Rule Development will appear in the August 27, 1999, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

Florida Public Service Commission
10:00 a.m., Tuesday, September 28, 1999
Betty Easley Conference Center
Room 152, 4075 Esplanade Way
Tallahassee, Florida

Comments relating to the proposed amendments is requested and should be submitted in writing and received by the Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, no later than 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 using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

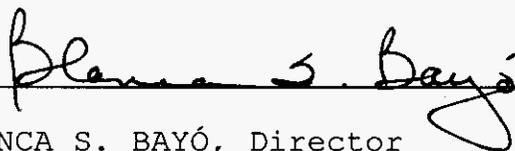
DOCUMENT NUMBER-DATE

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



BLANCA S. BAYÓ, Director
Division of Records & Reporting

(S E A L)

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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

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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 IXC's.

<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
25-4.110	Customer Billing	Subsections (10) — (11), (12, and (13) <u>(2), (14),</u> <u>(15), and (16)</u>
25-4.111	Customer Complaint and Service Requests	All except Subsection (2)
25-4.112	Termination of Service by Customer	All
25-4.113	Refusal or Discontinuance of Service by Company	All
25-4.114	Refunds	All
25-4.117	800 Service	All
25-4.118	Local, Local Toll, or Toll Provider Selection	All
<u>25-4.119</u>	<u>Customer Billing for</u> <u>Information Services</u>	<u>All</u>

(2) - (3) No Change.

Specific Authority 350.127(2) F.S.

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

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,_____.

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'.

<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
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 Toll Provider Selection	All
<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,_____.

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