



Telephone Company of Central Florida, Inc.

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November 12, 1999

VIA FEDERAL EXPRESS

Ms. Blanca S. Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

ORIGINAL

Re: Telephone Company of Central Florida, Inc. [TCCF]
Docket No. 99-1651-PU
Revision of Rule 25-22.032
F.A.C. Customer Complaints

Dear Ms. Bayo:

Enclosed for filing please find an original and five [5] copies of the response of the Telephone Company of Central Florida, Inc. to the above referenced Rule.

TCCF has reviewed the package of information provided by Staff and submit the following question and recommendation for discussion by Staff and workshop participants in the November 19, 1999 workshop.

1. Page 3, Item (2),(a)-TCCF's business hours are 8:30 AM-5:00 PM. Would these hours be acceptable for the "warm transfer" call?
2. Page 3, Item 6., (3)-TCCF would recommend a five business day "response window". We feel that small-to-mid-size resellers, with limited staff, will have difficulty completing the recommended process within three days.

Review and consideration of the above items will be greatly appreciated.

Please acknowledge receipt of this filing by stamping the extra copy and returning it in the self-addressed stamped envelope provided for this purpose.

Questions regarding this filing may be directed to me at 407-328-5002, ext. 211.

Sincerely,

Barbara Greene

Barbara Greene
Regulatory Manager

Enclosures

cc: Andrea K. Welch
Chief Operating Officer

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