

ORIGINAL

DOCKET NO. 990994-TP

CERTIFICATION OF  
PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES  
FILED WITH THE  
DEPARTMENT OF STATE

I do hereby certify:

/x/ (1) That all statutory rulemaking requirements of Chapter 120, F.S., have been complied with; and

/x/ (2) There is no administrative determination under subsection 120.56(2), F.S., pending on any rule covered by this certification; and

/x/ (3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by paragraph 120.54(3)(a), F.S., and;

/x/ (a) Are filed not more than 90 days after the notice;  
or

/ (b) Are filed not more than 90 days after the notice not including days an administrative determination was pending;

or  
/ (c) Are filed more than 90 days after the notice, but not less than 21 days nor more than 45 days from the date of publication of the notice of change; or

/ (d) Are filed more than 90 days after the notice, but not less than 14 nor more than 45 days after the adjournment of

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- LEG \_\_\_\_\_
- OPC \_\_\_\_\_
- PAI \_\_\_\_\_
- RGO \_\_\_\_\_
- SEC   I
- SER \_\_\_\_\_
- OTH \_\_\_\_\_

JUN 16 1988  
 DEPT. OF STATE  
 RECORDS SECTION

DOCUMENT NUMBER-DATE  
**07382 JUN 16 88**  
 FPSC-RECORDS/REPORTING

the final public hearing on the rule; or

  / (e) Are filed more than 90 days after the notice, but within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

  / (f) Are filed more than 90 days after the notice, but within 21 days after the date the transcript was received by this agency; or

  / (g) Are filed not more than 90 days after the notice, not including days the adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or

  / (h) Are filed more than 90 days after the notice, but within 21 days after a good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or

  / (i) Are filed more than 90 days after the notice, but within 21 days after a regulatory alternative is offered by the small business ombudsman.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

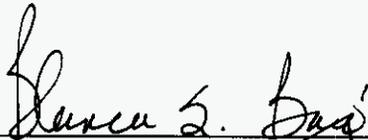
Rule Nos.

25-24.490  
25-24.845

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DEPARTMENT OF STATE  
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Under the provision of subparagraph 120.54(3)(e)6., F.S.,  
the rules take effect 20 days from the date filed with the  
Department of State or a later date as set out below:

Effective: \_\_\_\_\_  
(month) (day) (year)

  
\_\_\_\_\_  
BLANCA S. BAYÓ, Director  
Division of Records & Reporting

\_\_\_\_\_  
Number of Pages Certified

(S E A L)

DWC

1 **25-24.490 Customer Relations; Rules Incorporated.**

2 (1) The following rules are incorporated herein by reference  
3 and apply to IXC's.

4	<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
5	25-4.110	Customer Billing	Subsections <del>(10)</del> <del>(11)</del> , <del>(12)</del>
6			<del>, and (13)</del> , <u>(14)</u> , <u>(15)</u> ,
7			<u>(17)</u> , <u>(18)</u> , and <u>(20)</u>
8	25-4.111	Customer Complaint	All except Subsection (2)
9		and Service Requests	
10	25-4.112	Termination of Service	All
11		by Customer	
12	25-4.113	Refusal or Discontinuance	All
13		of Service by Company	
14	25-4.114	Refunds	All
15	25-4.117	800 Service	All
16	25-4.118	Local, Local Toll, or	All
17		Toll Provider Selection	

18 (2) - (3)(f) No Change.

19 Specific Authority 350.127(2) , 364.604(5) FS.

20 Law Implemented 364.03, 364.14, 364.15, 364.603, 364.19, 364.337  
21 364.602 , 364.604 FS.

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

24 **25-24.845 Customer Relations; Rules Incorporated.**

25 The following rules are incorporated herein by reference and

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

1 | apply to ALECs. In the following rules, the acronym 'LEC' should be  
2 | omitted or interpreted as 'ALEC'.

3   <u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
4   25-4.110	Customer Billing	Subsections <del>(10)</del> <del>(11)</del> , <del>(12)</del> 5   <del>, and (13)</del> <u>(14), (15), (16),</u> 6   <u>(17), (18), and (20)</u>
7   24-4.118	Local, Local Toll, or 8   Toll Provider Selection	All
9   Specific Authority	350.127(2) and 364.337(2), <u>364.604(5)</u> FS.	
10   Law Implemented	364.337(2), <u>364.602, 364.604.</u>	
11   History	New 07-20-98, Amended 12-28-98, <u>XX/XX/XX.</u>	

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~~through~~ type are deletions from existing law.

Rules 25-24.490, and 25-  
24.845  
Docket No. 990994-TP

**SUMMARY OF RULE**

The proposed amendments to Rule 25-24.490, F.A.C., Customer Relations; Rules Incorporated, identify the subsections of Rule 25-4.110, F.A.C., Customer Billing for Local Exchange Telecommunications Companies, that are applicable to interexchange companies. The proposed amendments to Rule 25-24.845, F.A.C., Customer Relations; Rules Incorporated, identify the subsections of Rule 25-4.110, F.A.C., Customer Billing for Local Exchange Telecommunications Companies, that are applicable to alternative local exchange companies.

**SUMMARY OF HEARINGS ON THE RULE**

No hearing was requested and none was held.

**FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE**

In 1998, the Legislature passed the Telecommunications Consumer Protection Act. The rules proposed implement this Act.

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STATE  
TALLAHASSEE, FLORIDA

FILED