



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: NOVEMBER 16, 2000

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYÓ)

FROM: DIVISION OF REGULATORY OVERSIGHT (HAWKINS) *BESS*
DIVISION OF COMPETITIVE SERVICES (CATER) *STRENGTH*
DIVISION OF LEGAL SERVICES (CHRISTENSEN) *ROAD* *Jim*

RE: DOCKET NO. 001624-TL - PROPOSED TARIFF FILING TO ADD CALL RETURN/AUTOMATIC CALL RETURN AND CONTINUOUS REDIAL WITH PROMPTING BY FRONTIER COMMUNICATIONS OF THE SOUTH, INC. (T-00-1367 FILED 9/20/00)

AGENDA: 11/28/00 - REGULAR AGENDA - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: 30-DAY EFFECTIVE DATE: EXTENDED BY THE COMPANY

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\RG0\WP\001624.RCM

CASE BACKGROUND

On September 20, 2000, Frontier Communications of the South, Inc. (Frontier) filed a tariff to add Call Return/Automatic Call Return and Continuous Redial with prompting. Frontier is a small local exchange telecommunications company which is rate base, rate of return regulated. The company has submitted a letter extending the 30-day effective date of this tariff filing to November 28, 2000. The tariff is included as ATTACHMENT A.

DOCUMENT NUMBER-DATE

14824 NOV 16 8

FPSC-RECORDS/REPORTING

DATE: November 16, 2000

ISSUE 1: Should Frontier's proposed tariff filing to add Call Return/Automatic Recall and Continuous Redial with Prompting be approved?

RECOMMENDATION: Yes. The proposed tariff filing to add Call Return/Automatic Recall and Continuous Redial with Prompting should be approved. The tariff should become effective November 28, 2000.
(HAWKINS, CATER)

STAFF ANALYSIS: As previously stated, Frontier proposes to add two new services, Call Return/Automatic Recall and Continuous Redial with Prompting.

The Commission is vested with jurisdiction over this matter through the provisions of Sections 364.04, 364.05 and 364.052, Florida Statutes. Pursuant to Section 362.052, Florida Statutes, Rule 25-4.214, Florida Administrative Code, Tariff Filings, was adopted which states that:

Tariff filings for new services and changes to an existing service that are submitted by small local exchange companies subject to the Commission's rate base and rate of return regulation shall go into effect on the 30th day following the day of filing unless: (1) The company requests a later effective date; or (2) The Commission suspends or denies the filing prior to the 30th day.

The company has submitted a letter extending the 30-day effective date of this tariff filing to November 28, 2000.

Call Return is a feature that remembers the number of the last person who called, whether the call was answered or not, and allows the called party to return the call. If the line is busy, it will keep attempting for up to 30 minutes until the call is completed. The activation code is *69. The user can press *89 to deactivate this feature.

Continuous Redial with Prompting is a feature that enables a customer to dial a code to have their phone continuously attempt to redial a busy number. When the line is free, the customer will be alerted with a special ring, and a call will automatically be made. This feature can also be used to redial the last number called. The automatic prompting works as follows: when a called party's line is busy, a recorded announcement is played to inform the calling party that Continuous Redial is available. By entering the

DOCKET NO. 001624-TL
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pre-defined acceptance code, the calling party activates the feature while still on-hook. The activation code is *66. The user can press *86 to deactivate this feature.

Staff has reviewed the revenue impact data provided by Frontier. The company estimated that the additional revenue generated by these tariff changes would be an annual increase of \$15,120. The company reported an achieved return on equity (ROE) of -5.95% on its December 31, 1999, Earnings Surveillance Report (ESR). Based on the ESR for December 31, 1999, an increase of \$32,229 in revenue equates to a 1% increase in ROE. This additional revenue would increase the company's ROE by approximately .47% which equates to -5.48%.

Staff recommends that the Commission approve Frontier's tariff filing to add Call Return/Automatic Call Return and Continuous Redial with Prompting effective upon the issuance of the Order. If the Commission approves the proposed tariff filing at its November 28, 2000 Agenda Conference, the tariff filing should become effective on that date.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. If no protest is filed within 21 days of the issuance of the Order, this docket should be closed upon the issuance of a Consummating Order. **(CHRISTENSEN)**

STAFF ANALYSIS: If a protest is filed within 21 days of the Commission Order approving this tariff filing, the tariff filing should remain in effect pending resolution of the protest, with any charges held subject to refund pending resolution of the protest. If no protest is filed, this docket should be closed upon the issuance of a Consummating Order.

Frontier Communications of the South, Inc.
201 South Pensacola Avenue
Atmore, Alabama 36502

Florida PSC – Tariff No. 2
Section A13.
Second Revised Sheet 7
Canceling First Revised Sheet 7

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

A. Custom Calling Services (Cont'd)

2. Advanced Feature Definitions (Cont'd)

n. Special Call Acceptance - Special Call Acceptance allows a customer to select specified telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls.

3. Usage Sensitive Feature Definitions

a. Call Tracing - Enables the customer to initiate an automatic trace of the last call received.

b. Three Way Calling - Enables the customer to establish a second telephone call and add the called party to the existing connection.

c. Call Forwarding - Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

d. Call Waiting - Enables the customer to put a caller on hold while answering a second call. A customer is alerted by means of a tone signal when another caller is trying to reach them.

e. Call Return/Automatic Recall - This feature remembers the number of the last person who called, whether the call was answered or not, and allows the called party to return the call. If the line is busy, it will keep attempting until the call is completed for up to 30 minutes. The activation code is *69. The user can press *89 to deactivate the feature.

f. Continuous Redial with Prompting - Enables the customer to dial a code to have their phone continuously attempt to redial a busy number. When the line is free, the customer will be alerted with a special ring, and a call will automatically be made. This feature can also be used to redial the last number called. The automatic prompting works as follows: when a called party's line is busy, a recorded announcement is played to inform the calling party that Continuous Redial is available. By entering the pre-defined acceptance code, the calling party activates the feature while still on-hook. The activation code is *66. The user can press *86 to deactivate.

(N)

(N)

Issued By: Richard Burgess,
General Manager

Date Issued: September 20, 2000

Effective: _____

GENERAL SUBSCRIBER SERVICES

Frontier Communications of the South, Inc.
201 South Pensacola Avenue
Atmore, Alabama 36502

Florida PSC – Tariff No. 2
Section A13.
Second Revised Sheet 10
Canceling First Revised Sheet 10

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

A. Custom Calling Services (Cont'd)

6. Rates

b. Min and Max Ranges for Rates (Cont'd)

	<u>Per Activation Rates</u>				
	<u>Residence</u>		<u>Business</u>		
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>	
(3.) <u>Usage Sensitive Features</u>					
Call Tracing*	\$.50	\$4.00	\$.50	\$4.00	
Three Way Calling*	\$.50	\$4.00	\$.50	\$4.00	
Call Forwarding*	\$.50	\$4.00	\$.50	\$4.00	
Call Waiting*	\$.50	\$4.00	\$.50	\$4.00	
Call Return/Automatic Redial*	\$.50	\$4.00	\$.50	\$4.00	(N)
Continuous Redial with Prompting*	\$.50	\$4.00	\$.50	\$4.00	(N)
* per activation					(C)
(a.) There is no connection charge associated with the initial connection of Usage Sensitive Features. However, applicable service order charges will apply to subsequent connections.					(C) (C) (C)
(b.) Charges apply for successful activation only.					
(c.) The monthly maximum for usage sensitive features is \$10.00					

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Frontier Communications of the South, Inc.
201 South Pensacola Avenue
Atmore, Alabama 36502

Florida PSC – Tariff No. 2
Section A13.
Fourth Revised Sheet 15
Canceling Third Revised Sheet 15

MISCELLANEOUS SERVICE ARRANGEMENTS (Cont'd)

A. Custom Calling Services (Cont'd)

6. Rates (Cont'd)

c. Actual Rates (Cont'd)

(1.) Rates per Line (Cont'd)

	Per Activation Rates						USOC
	Residence			Business			
	Min.	Max.	Actual	Min.	Max.	Actual	
<u>Usage Sensitive Features</u>							
Call Tracing*	\$.50	\$ 4.00	\$ 2.00	\$.50	\$ 4.00	\$ 2.00	(CT)
Three Way Calling*	\$.50	\$ 4.00	\$.75	\$.50	\$ 4.00	\$.75	(3WCA)
Call Forwarding *	\$.50	\$ 4.00	\$.75	\$.50	\$ 4.00	\$.75	(CFA)
Call Waiting*	\$.50	\$ 4.00	\$.75	\$.50	\$ 4.00	\$.75	(CWA)
Call Return/Automatic Redial*	\$.50	\$ 4.00	\$.75	\$.50	\$ 4.00	\$.75	(CRETA) (N)
Continuous Redial with Prompting*	\$.50	\$ 4.00	\$.75	\$.50	\$ 4.00	\$.75	(CRDLA) (N)

*per activation

(2.) Multiple Custom Calling Feature Rates

(a.) Feature Packages

	Monthly Rate						
	Residence			Business			
	Min.	Max.	Actual	Min.	Max.	Actual	
i. Total Package **	\$.50	\$ 25.00	\$ 14.95	\$.50	\$ 25.00	\$ 17.95	(TOTAL)
ii. Super Package***	\$.50	\$ 25.00	\$ 9.95	\$.50	\$ 25.00	\$ 12.95	(SPK2)
iii. Frontier Freedom Pack	\$.50	\$ 25.00	\$ 15.50		N/A		(FFP1)
iv. Frontier Savers Pack	\$.50	\$ 25.00	\$ 9.95		N/A		(SAVEP)
v. Frontier Choices Package	\$.50	\$ 25.00	\$ 17.95	\$.50	\$ 25.00	\$ 17.95	(CHOIC)

** Total Package is not available to new subscribers after April 10, 1998. The package remains available to current customers with Total Package until such time that they discontinue the package.

*** Super Package is not available to new subscribers after July 15, 1998. The package remains available to current customers with the Super Package until such time that they discontinue the package.

Issued By: Richard Burgess,
General Manager

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Effective: _____

Frontier Communications of the South, Inc.
Introduction of Per-Use Features
Florida Revenue Impact

<u>Per-Use Features</u>	<u>Projected No. of Annual Activations</u>	<u>Price Per Activation</u>	<u>Projected Annual Revenue</u>
Call Return/Automatic Recall	19800	\$0.75	\$14,850.00
Continuous Redial with Prompting	360	\$0.75	270.00

The introduction of these features is made to bring the Florida exchanges into parity with the Alabama exchanges of the Company where these features will also be provisioned.