



ORIGINAL
Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: August 29, 2001
TO: Blanca S. Bayó, Director of Commission Clerk and Administrative Services
FROM: Christiana T. Moore, Division of Appeals *CTM*
RE: Docket No. 010810-TP, Petition by MCI WorldCom Communications, Inc. et al.

Attached for filing in the above docket is the agenda, attachments, and attendance list for the rule development workshop held on August 27, 2001.

cc: Rick Moses

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC _____
- SER _____
- OTH _____

DOCUMENT NO.
8-30-01
10793-01

FLORIDA PUBLIC SERVICE COMMISSION

RULE DEVELOPMENT WORKSHOP

AGENDA

MONDAY, AUGUST 27, 2001, 1:00 P.M.
ROOM 182E, BETTY EASLEY CONFERENCE CENTER
4075 ESPLANADE WAY, TALLAHASSEE, FLORIDA

DOCKET NO. 010810-TP Petition by MCI WorldCom Communications, Inc. and MCImetro Access Transmission Services, LLC to initiate rulemaking pursuant to Section 364.01 and 364.03, Florida Statutes, to Mandate Use of Electronic Authorization as a Permissible Method for Consumers to Lift Preferred Carrier Freezes

1. Introduction by Staff
2. Discussion of Rule Requested by MCI
3. Discussion of Staff's Draft Rule
4. Closing Comments on Procedure by Staff

PROPOSED RULE

25-4.110 – Customer Billing for Local Exchange Companies

(16) (a) Companies that bill for local service must provide notification with the customer's first bill or via letter, and annually thereafter that a PC freeze is available. Existing customers must be notified annually that a PC freeze is available.

(b) Methods for lifting PC-freezes may not impose unnecessary burdens on customers or telecommunications companies. The LEC may not base a refusal to honor a customer's request to lift a freeze on the ground that such request is submitted through electronic means, including voice recordings.

1 (16) Companies that bill for local service must provide notification with the customer's
2 first bill or via letter, and annually thereafter that a PC Freeze is available. Existing customers must
3 be notified annually that a PC Freeze is available.

4 (a) A PC freeze may only be imposed at the request of the customer and shall not be
5 automatically imposed by any company.

6 (b) A PC freeze shall be removed by one of the following methods:

7 1. Verbal notification by the customer to the LEC providing verification data that the
8 LEC recognizes as the customer such as a password, last four digits of the customer's social security
9 number, or the customer's mother's maiden name. Other forms of data may be used that are only
10 known to the customer and the company that has imposed the PC freeze;

11 2. Written notification by the customer; or

12 3. By a conference call between the customer, the company desiring to switch the
13 customer's service, and the LEC during which the customer orally instructs the LEC to remove the
14 PC Freeze and provides the verification data as described in 1. above.

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

8/27/01 Rule Development Workshop Dkt 010810-TP

NAME	COMPANY	E-MAIL ADDRESS	PHONE NUMBER
Frank Holloman	NewsStar	frank frank.holloman@newsstar.com	770-416-6505
Donna McNulty	WCOM	donna.mculty@wcom.com	850-422-1254
Andrew Graves	WCOM	Andrew.Graves@wcom.com	703-341-7744
Matt Pachman	WorldCom	matthew.pachman@wcom.com	703-341-4628
David Christian	Verizon	david.christian@verizon.com	850/224-3963
Michelle Reisinger	Verizon	m.reisinger@verizon.com	813-483-2536
Mary Rose Sirianni	BellSouth	MaryRose.Sirianni@bellsouth.com	850-224-5249
Nancy Sims	BellSouth	Nancy.Sims@bellsouth.com	(850) 222-1201
Nancy White	BellSouth	Nancy.White@bellsouth.com	(305) 347-5558
CHARLES BECK	ORC	BECK.CHARLES@USSTIE.FL.US	850 487 8246
EARL PUCHER	ORC	PUCHER.EARL@A7A	850 487 8242
Karen Carnechis	Time Warner Telecom	karen@penetrationbusfin.com	830-222-3533
Jim Eades	ATT	eades@att.com	850-425-6309
Jim Lamoureux	ATT	jlamoureux@att.com	404 810 4196
DAWN RUSSELL	ATT	daun.russell@att.com	(908) 234-7658
Pam Johnson	STAFF	pjohnson@ps.state.fl.us	(850) 413-6459
HARVEY SPEARS	Sprint	harvey_spears@mid.sprint.com	(505) 599-1401
Sandy Khazaree	"	Sandy.Khazaree@mail.sprint.com	(850) 847-0173
Tom McCabe	TDS TELECOM	Thomas.mccabe@tdstelecom.com	875-5207
Christiana Newe	PSC - staff		