

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of The Citizens of the State of Florida to initiate rulemaking which will require telephone companies to give customers reasonable notice before customers incur higher charges or change in services, and allow them to evaluate offers for service from competing alternative providers.

DOCKET NO. 010774-TP
ORDER NO. PSC-03-0285-FOF-TP
ISSUED: March 3, 2003

The following Commissioners participated in the disposition of this matter:

LILA A. JABER, Chairman
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

NOTICE OF ADOPTION OF RULE

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted Rule 25-24.491, Florida Administrative Code, relating to notice to customers prior to increase in rates or charges, with changes.

The rule was filed with the Department of State on February 28, 2003 and will be effective on March 20, 2003. A copy of the rule as filed with the Department is attached to this Notice.

This docket is closed upon issuance of this notice.

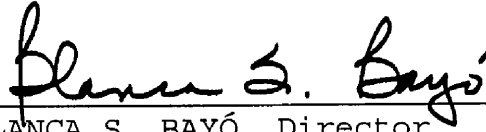
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By ORDER of the Florida Public Service Commission, this 3rd
day of March, 2003.



BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(S E A L)

MCB

25-24.491 Notice to Customers Prior to Increase in Rates or Charges

(1) All interexchange telecommunications companies shall provide reasonable notice of any increase in intrastate telecommunications rates, or any changes in terms or conditions that would cause an increase in customer charges, to each of their affected residential and single-line business retail subscribers, prior to implementation of the increase.

(2) The notice shall be clear and conspicuous, shall be identified with the heading: "Notice of Price Increase," or "Notice of Price Change," if the change will result in a price increase for some customers and a price decrease for some customers, and shall be presumed reasonable if provided in any of the following manners:

a) First class mail postmarked at least 15 days prior to the effective date of the increase in rates or charges to the customer;

b) A bill insert or bill message mailed to the customer no later than one billing cycle prior to the effective date of the increase in rates or charges to the customer;

c) For those customers who have elected to receive electronic billing, an electronic message sent at least 7 days prior to the effective date of the increase in rates or charges to the customer; or

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d) Pursuant to a written contract that specifically and conspicuously prescribes a method for notice of price increases.

Specific authority: 350.127; 364.0252; 364.19, F.S.

Law implemented: 364.0252; 364.19, F.S.

History: New 03/20/03.