

ORIGINAL

NOTICE IS HEREBY GIVEN that the Florida Public Service Commission has received an amended petition from Sprint-Florida Incorporated in Docket No. 030430-TL, filed May 12, 2003, seeking a limited waiver from Rules 25-4.066(2), 25-4.070(3)(a), 25-4.073(1)(c), 25-4.073(1)(d), and 25-4.110(6), Florida Administrative Code (F.A.C.), and approval of modification and extension of Service Guarantee Plan (SGP) approved by Order PSC-00-2462-PAA-TL. These rules address the service standards for incumbent local exchange carriers. Rule 25-4.066(2), F.A.C., requires that most installation of primary service be completed within 3 working days. Rule 25-4.070(3)(a), F.A.C., requires that most restoration of interrupted service be completed within 24 hours of the report. Rule 25-4.073(1)(c), F.A.C., requires that calls made to director assistance, repair and the business office be answered within a specific time. Rule 25-4.073(1)(d), F.A.C., defines the processing of calls from customers to the business office. Rule 25-4.110(6), F.A.C., requires a pro rata refund or adjustment when a subscriber's service is out of order in excess of 24 hours after the subscriber notices the company. Comments on the petition should be filed with the Division of Commission Clerk and

Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, within 14 days of publication of this notice. For additional information, please contact Patricia Christensen, Senior Attorney, Office of the General Counsel, at the above address or

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