

STATE OF FLORIDA

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Public Service Commission

September 10, 2003

Joint Administrative Procedures  
Committee  
Room 120 Holland Building  
Tallahassee, FL 32399-1300

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CLERK

RE: Docket No. 030415-TP - Rules Nos. 25-4.110, 25-24.490,  
25-24.585, and 25-24.845, F.A.C.

Dear Mr. Webb:

Enclosed is an original copy of the following materials concerning the above referenced proposed rules:

1. A copy of the rules.
2. A copy of the F.A.W. notices.
3. A statement of facts and circumstances justifying the proposed rules.
4. A federal standards statement.
5. No statement of estimated regulatory costs was prepared.

If there are any questions with respect to these rules, please do not hesitate to call me.

Sincerely,

*Samantha M. Cibula*

Samantha M. Cibula  
Senior Attorney

030415japc.smc  
Enclosures  
cc: Division of the Commission Clerk  
and Administrative Services

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Rules Nos. 25-4.110, 25-  
24.490, 25-24.585, and 25-  
24.845  
Docket No. 030415-TP

**STATEMENT OF FACTS AND CIRCUMSTANCES  
JUSTIFYING RULES**

On October 1, 2001, Chapter 202, Florida Statutes, became effective. Chapter 202 simplified the complex structure of taxes imposed on telecommunications services by state, county, and municipal governing authorities. The chapter combined the gross receipts tax, State sales tax, and local option tax into a State Communications Services Tax. Chapter 202 also combined municipal telecommunications taxes and fees into a Local Communications Services Tax. The chapter requires the State Communications Services Tax and Local Communications Services Tax to be listed separately on a customer's bill.

Pursuant to section 364.604, Florida Statutes, each billing party must clearly identify the specific charges, taxes, and fees associated with each telecommunications or information service. The proposed amendments to Rule 25-4.110, Customer Billing for Local Exchange Telecommunications Companies; Rule 25-24.490, Customer Relations; Rules Incorporated; Rule 25-24.585, Rules Incorporated; and Rule 25-24.845, Customer Relations; Rules Incorporated, would make these rules consistent with Chapter 202 and remove implementation deadlines appearing in the rules that are no longer relevant.

**STATEMENT ON FEDERAL STANDARDS**

There is no federal standard on the same subject.

1 **25-4.110 Customer Billing for Local Exchange Telecommunications**  
2 **Companies.**

3 (1) Each company shall issue bills monthly or may offer  
4 customers a choice of billing intervals that includes a monthly  
5 billing interval.

6 (2) Each ~~Six months after the effective date of this rule,~~  
7 ~~each~~ billing party shall set forth on the bill all charges, fees,  
8 and taxes which are due and payable.

9 (a) There shall be a heading for each originating party which  
10 is billing to that customer account for that billing period. The  
11 heading shall clearly and conspicuously indicate the originating  
12 party's name. If the originating party is a certificated  
13 telecommunications company, the certificated name must be shown.  
14 If the originating party has more than one certificated name, the  
15 name appearing in the heading must be the name used to market the  
16 service.

17 (b) The toll-free customer service number for the service  
18 provider or its customer service agent must be conspicuously  
19 displayed in the heading, immediately below the heading, or  
20 immediately following the list of charges for the service provider.  
21 For purposes of this subparagraph, the service provider is defined  
22 as the company which provided the service to the end user. If the  
23 service provider has a customer service agent, the toll-free number  
24 must be that of the customer service agent and must be displayed  
25 with the service provider's heading or with the customer service

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1 agent's heading, if any. For purposes of this subparagraph, a  
2 customer service agent is a person or entity that acts for any  
3 originating party pursuant to the terms of a written agreement.  
4 The scope of such agency shall be limited to the terms of such  
5 written agreement.

6 (c) Each charge shall be described under the applicable  
7 originating party heading.

8 (d) 1. Taxes, fees, and surcharges related to an originating  
9 party heading shall be shown immediately below the charges  
10 described under that heading. The terminology for Federal  
11 Regulated Service Taxes, Fees, and Surcharges must be consistent  
12 with all FCC required terminology.

13 2. The billing party shall either:

14 a. Identify Florida taxes and fees applicable to charges on  
15 the customer's bill ~~as (including but not limited to) "Florida~~  
16 ~~gross receipts tax," "Franchise fees," "Municipal utility tax," and~~  
17 ~~"Sales tax,"~~ and identify the assessment base and rate for each  
18 percentage based tax, fee, and surcharge, or

19 b.(i) Provide a plain language explanation of any line item  
20 and applicable tax, fee, and surcharge to any customer who contacts  
21 the billing party or customer service agent with a billing question  
22 and expresses difficulty in understanding the bill after discussion  
23 with a service representative.

24 (ii) If the customer requests or continues to express  
25 difficulty in understanding the explanation of the authority,

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1 assessment base or rate of any tax, fee or surcharge, the billing  
2 party shall provide an explanation of the state, federal, or local  
3 authority for each tax, fee, and surcharge; the line items which  
4 comprise the assessment base for each percentage based tax, fee,  
5 and surcharge; or the rate of each state, federal, or local tax,  
6 fee, and surcharge consistent with the customer's concern. The  
7 billing party or customer service agent shall provide this  
8 information to the customer in writing upon the customer's request.

9 (e) If each recurring charge due and payable is not itemized,  
10 each bill shall contain the following statement:

11 "Further written itemization of local billing available upon  
12 request."

13 (3) Each LEC shall provide an itemized bill for local  
14 service:

15 (a) With the first bill rendered after local exchange service  
16 to a customer is initiated or changed; and

17 (b) To every customer at least once each twelve months.

18 (4) The annual itemized bill shall be accompanied by a bill  
19 stuffer which explains the itemization and advises the customer to  
20 verify the items and charges on the itemized bill. This bill  
21 stuffer shall be submitted to the Commission's Division of  
22 Competitive Markets and Enforcement Telecommunications for prior  
23 approval. The itemized bill provided to residential customers and  
24 to business customers with less than ten access lines per service  
25 location shall be in easily understood language. The itemized bill

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1 provided to business customers with ten or more access lines per  
2 service location may be stated in service order code, provided that  
3 it contains a statement that, upon request, an easily understood  
4 translation is available in written form without charge. An  
5 itemized bill shall include, but not be limited to the following  
6 information, separately stated:

- 7 (a) Number and types of access lines;
- 8 (b) Charges for access to the system, by type of line;
- 9 (c) Touch tone service charges;
- 10 (d) Charges for custom calling features, separated by  
11 feature;
- 12 (e) Unlisted number charges;
- 13 (f) Local directory assistance charges;
- 14 (g) Other tariff charges;
- 15 (h) Other nontariffed, regulated charges contained in the  
16 bill;

17 (5) All bills rendered by a local exchange company shall  
18 clearly state the following items:

19 (a) Any discount or penalty. The originating party is  
20 responsible for informing the billing party of all such penalties  
21 or discounts to appear on the bill, in a form usable by the billing  
22 party;

23 (b) Past due balance;

24 (c) Items for which nonpayment will result in disconnection  
25 of the customer's basic local service, including a statement of the

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1 consequences of nonpayment;

2 (d) Long-distance monthly or minimum charges, if included in  
3 the bill;

4 (e) Long-distance usage charges, if included in the bill;

5 (f) Usage-based local charges, if included in the bill;

6 (g) Telecommunications Access System Surcharge, per Rule 25-  
7 4.160(3);

8 (h) "911" fee per Section 365.171(13), Florida Statutes; and

9 (i) Delinquent date.

10 (6) Each company shall make appropriate adjustments or  
11 refunds where the subscriber's service is interrupted by other than  
12 the subscriber's negligent or willful act, and remains out of order  
13 in excess of 24 hours after the subscriber notifies the company of  
14 the interruption. The refund to the subscriber shall be the pro  
15 rata part of the month's charge for the period of days and that  
16 portion of the service and facilities rendered useless or  
17 inoperative; except that the refund shall not be applicable for the  
18 time that the company stands ready to repair the service and the  
19 subscriber does not provide access to the company for such  
20 restoration work. The refund may be accomplished by a credit on a  
21 subsequent bill for telephone service.

22 (7)(a) Bills shall not be considered delinquent prior to  
23 the expiration of 15 days from the date of mailing or delivery by  
24 the company. However, the company may demand immediate payment  
25 under the following circumstances:

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1 1. Where service is terminated or abandoned;

2 2. Where toll service is two times greater than the  
3 subscriber's average usage as reflected on the monthly bills for  
4 the three months prior to the current bill, or, in the case of a  
5 new customer who has been receiving service for less than four  
6 months, where the toll service is twice the estimated monthly toll  
7 service; or

8 3. Where the company has reason to believe that a business  
9 subscriber is about to go out of business or that bankruptcy is  
10 imminent for that subscriber.

11 (b) The demand for immediate payment shall be accompanied by  
12 a bill which itemizes the charges for which payment is demanded,  
13 or, if the demand is made orally, an itemized bill shall be mailed  
14 or delivered to the customer within three days after the demand is  
15 made.

16 (c) If the company cannot present an itemized bill, it may  
17 present a summarized bill which includes the customer's name and  
18 address and the total amount due. However, a customer may refuse  
19 to make payment until an itemized bill is presented. The company  
20 shall inform the customer that he may refuse payment until an  
21 itemized bill is presented.

22 (8) Each telephone company shall include a bill insert  
23 advising each subscriber of the directory closing date and of the  
24 subscriber's opportunity to correct any error or make changes as  
25 the subscriber deems necessary in advance of the closing date. It

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1 shall also state that at no additional charge and upon the request  
2 of any residential subscriber, the exchange company shall list an  
3 additional first name or initial under the same address, telephone  
4 number, and surname of the subscriber. The notice shall be  
5 included in the billing cycle closest to 60 days preceding the  
6 directory closing date.

7 (9) Annually, each telephone company shall include a bill  
8 insert advising each residential subscriber of the option to have  
9 the subscriber's name placed on the "No Sales Solicitation" list  
10 maintained by the Department of Agriculture and Consumer Services,  
11 Division of Consumer Services, and the 800 number to contact to  
12 receive more information.

13 (10) Where any undercharge in billing of a customer is the  
14 result of a company mistake, the company may not backbill in excess  
15 of 12 months. Nor may the company recover in a ratemaking  
16 proceeding, any lost revenue which inures to the company's  
17 detriment on account of this provision.

18 (11) Local Communications Services Tax ~~Franchise fees and~~  
19 ~~municipal telecommunications taxes.~~

20 (a) The Local Communications Services Tax is comprised of the  
21 discretionary communications services tax levied by the governing  
22 authority of each municipality and county authorized by Chapter  
23 202, Florida Statutes.

24 (~~b~~a) When a municipality or county levies ~~charges a company~~  
25 ~~any franchise fee, or municipal telecommunications~~ the Local

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1 Communications Services Tax authorized by Chapter 202 Section  
2 ~~166.231~~, Florida Statutes, the local exchange company may collect  
3 that tax fee only from its subscribers receiving service within  
4 that municipality or county. ~~When a county charges a company any~~  
5 ~~franchise fee, the company may collect that fee only from its~~  
6 ~~subscribers receiving service within that county.~~

7 (c) A local exchange company may not incorporate any portion  
8 of the Local Communications Services Tax franchise fee or municipal  
9 telecommunications tax into its other rates for service.

10 ~~(c) This subsection shall not be construed as granting a~~  
11 ~~municipality or county the authority to charge a franchise fee or~~  
12 ~~municipal telecommunications tax. This subsection only specifies~~  
13 ~~the method of collection of a franchise fee, if a municipality or~~  
14 ~~county, having authority to do so, charges a franchise fee or~~  
15 ~~municipal telecommunications tax.~~

16 (12) State Communications Services Tax.

17 (a) The State Communications Services Tax is comprised of  
18 ~~When a company elects to add the Gross Receipts Tax imposed by~~  
19 Chapter 203, Florida Statutes, the communications services sales  
20 tax imposed by Chapter 202, Florida Statutes, and any local option  
21 sales tax. ~~onto the customer's bill as a separately stated~~  
22 ~~component of that bill, the company must first remove from the~~  
23 ~~tariffed rates any embedded provisions for the Gross Receipts Tax.~~

24 (b) A local exchange company may not incorporate any portion  
25 of the State Communications Services Tax into its other rates for

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1 service. ~~If the tariffed rates in effect have a provision for~~  
2 ~~gross receipts tax, the rates must be reduced by an amount equal to~~  
3 ~~the gross receipts tax liability imposed by Chapter 203, Florida~~  
4 ~~Statutes, thereby rendering the customer's bill unaffected by the~~  
5 ~~election to add the Gross Receipts Tax as a separately stated tax.~~

6 ~~(c) This subsection shall not be construed as a mandate to~~  
7 ~~elect to separately state the Gross Receipts Tax. This subsection~~  
8 ~~only specifies the method of applying such an election.~~

9 ~~(d) All services sold to another telecommunications vendor,~~  
10 ~~provided that the applicable rules of the Department of Revenue are~~  
11 ~~satisfied, must be reduced by an amount equal to the gross receipts~~  
12 ~~tax liability imposed by Chapter 203, Florida Statutes, unless~~  
13 ~~those services have been adjusted by some other Commission action.~~

14 ~~(e) When a nonrate base regulated telecommunications company~~  
15 ~~exercises the option of adding the gross receipts tax as a~~  
16 ~~separately stated component on the customer's bill then that~~  
17 ~~company must file a tariff indicating such.~~

18 (13) Each LEC shall apply partial payment of an end  
19 user/customer bill first towards satisfying any unpaid regulated  
20 charges. The remaining portion of the payment, if any, shall be  
21 applied to nonregulated charges.

22 (14) All bills produced shall clearly and conspicuously  
23 display the following information for each service billed in regard  
24 to each company claiming to be the customer's presubscribed  
25 provider for local, local toll, or toll service:

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1 (a) The name of the certificated company;

2 (b) Type of service provided, i.e., local, local toll, or  
3 toll; and

4 (c) A toll-free customer service number.

5 (15) This section applies to LECs that provide transmission  
6 services or bill and collect on behalf of Pay Per Call providers.  
7 Pay Per Call services are defined as switched telecommunications  
8 services between locations within the State of Florida which permit  
9 communications between an end use customer and an information  
10 provider's program at a per call charge to the end user/customer.  
11 Pay Per Call services include 976 services provided by the LECs and  
12 900 services provided by interexchange carriers.

13 (a) Charges for Pay Per Call service (900 or 976) shall be  
14 segregated from charges for regular long distance or local charges  
15 by appearing separately under a heading that reads as follows:  
16 "Pay Per Call (900 or 976) nonregulated charges." The following  
17 information shall be clearly and conspicuously disclosed on each  
18 section of the bill containing Pay Per Call service (900 or 976)  
19 charges:

20 1. Nonpayment of Pay Per Call service (900 or 976) charges  
21 will not result in disconnection of local service;

22 2. End users/customers can obtain free blocking of Pay Per  
23 Call service (900 or 976) from the LEC;

24 3. The local or toll-free number the end user/customer can  
25 call to dispute charges;

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1 4. The name of the IXC providing 900 service; and

2 5. The Pay Per Call service (900 or 976) program name.

3 (b) Pay Per Call Service (900 and 976) Billing. LECs and  
4 IXCs who have a tariff or contractual relationship with a Pay Per  
5 Call (900 or 976) provider shall not provide Pay Per Call  
6 transmission service or billing services, unless the provider does  
7 each of the following:

8 1. Provides a preamble to the program which states the per  
9 minute and total minimum charges for the Pay Per Call service (900  
10 and 976); child's parental notification requirement is announced on  
11 preambles for all programs where there is a potential for minors to  
12 be attracted to the program; child's parental notification  
13 requirement in any preamble to a program targeted to children must  
14 be in language easily understandable to children; and programs that  
15 do not exceed \$3.00 in total charges may omit the preamble, except  
16 as provided in Section (11)(b)3.;

17 2. Provides an 18-second billing grace period in which the  
18 end user/customer can disconnect the call without incurring a  
19 charge; from the time the call is answered at the Pay Per Call  
20 provider's premises, the preamble message must be no longer than 15  
21 seconds. The program may allow an end user/customer to  
22 affirmatively bypass a preamble;

23 3. Provides on each program promotion targeted at children  
24 (defined as younger than 18 years of age) clear and conspicuous  
25 notification, in language understandable to children, of the

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1 requirement to obtain parental permission before placing or  
2 continuing with the call. The parental consent notification shall  
3 appear prominently in all advertising and promotional materials,  
4 and in the program preamble. Children's programs shall not have  
5 rates in excess of \$5.00 per call and shall not include the  
6 enticement of a gift or premium;

7 4. Promotes its services without the use of an autodialer or  
8 broadcasting of tones that dial a Pay Per Call (900 and 976)  
9 number;

10 5. Prominently discloses the additional cost per minute or  
11 per call for any other telephone number that an end user/customer  
12 is referred to either directly or indirectly;

13 6. In all advertising and promotional materials, displays  
14 charges immediately above, below, or next to the Pay Per Call  
15 number, in type size that can be seen as clearly and conspicuously  
16 at a glance as the Pay Per Call number. Broadcast television  
17 advertising charges, in Arabic numerals, must be shown on the  
18 screen for the same duration as the Pay Per Call number is shown,  
19 each time the Pay Per Call number is shown. Oral representations  
20 shall be equally as clear;

21 7. Provides on Pay Per Call services that involve sales of  
22 products or merchandise clear preamble notification of the price  
23 that will be incurred if the end user/customer stays on the line,  
24 and a local or toll free number for consumer complaints; and

25 8. Meets internal standards established by the LEC or IXC as

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1 defined in the applicable tariffs or contractual agreement between  
2 the LEC and the IXC; or between the LEC/IXC and the Pay Per Call  
3 (900 or 976) provider which when violated, would result in the  
4 termination of a transmission or billing arrangement.

5 (c) Pay Per Call (900 and 976) Blocking. Each LEC shall  
6 provide blocking where technically feasible of Pay Per Call service  
7 (900 and 976), at the request of the end user/customer at no  
8 charge. Each LEC or IXC must implement a bill adjustment tracking  
9 system to aid its efforts in adjusting and sustaining Pay Per Call  
10 charges. The LEC or IXC will adjust the first bill containing Pay  
11 Per Call charges upon the end user's/customer's stated lack of  
12 knowledge that Pay Per Call service (900 and 976) has a charge. A  
13 second adjustment will be made if necessary to reflect calls billed  
14 in the following month which were placed prior to the Pay Per Call  
15 service inquiry. At the time the charge is removed, the end  
16 user/customer may agree to free blocking of Pay Per Call service  
17 (900 and 976).

18 (d) Dispute resolution for Pay Per Call service (900 and  
19 976). Charges for Pay Per Call service (900 and 976) shall be  
20 automatically adjusted upon complaint that:

21 1. The end user/customer did not receive a price  
22 advertisement, the price of the call was misrepresented to the  
23 consumer, or the price advertisement received by the consumer was  
24 false, misleading, or deceptive;

25 2. The end user/customer was misled, deceived, or confused

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1 by the Pay Per Call (900 or 976) advertisement;

2 3. The Pay Per Call (900 or 976) program was incomplete,  
3 garbled, or of such quality as to render it inaudible or  
4 unintelligible, or the end user/customer was disconnected or cut  
5 off from the service;

6 4. The Pay Per Call (900 and/or 976) service provided  
7 out-of-date information; or

8 5. The end user/customer terminated the call during the  
9 preamble described in 25-4.110(11)(b)2., but was charged for the  
10 Pay Per Call service (900 or 976).

11 (e) If the end user/customer refuses to pay a disputed Pay  
12 Per Call service (900 or 976) charge which is subsequently  
13 determined by the LEC to be valid, the LEC or IXC may implement Pay  
14 Per Call (900 and 976) blocking on that line.

15 (f) Credit and Collection. LECs and IXCs billing Pay Per  
16 Call (900 and 976) charges to an end user/customer in Florida shall  
17 not:

18 1. Collect or attempt to collect Pay Per Call service (900  
19 or 976) charges which are being disputed or which have been removed  
20 from an end user's/customer's bill; or

21 2. Report the end user/customer to a credit bureau or  
22 collection agency solely for non-payment of Pay Per Call (900 or  
23 976) charges.

24 (g) LECs and IXCs billing Pay Per Call service (900 and 976)  
25 charges to end users/customers in Florida shall implement

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1 safeguards to prevent the disconnection of phone service for  
2 non-payment of Pay Per Call (900 or 976) charges.

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

7 (17) The customer must be given notice on the first or second  
8 page of the customer's next bill in conspicuous bold face type when  
9 the customer's presubscribed provider of local, local toll, or toll  
10 service has changed.

11 (18) If a customer notifies a billing party that they did not  
12 order an item appearing on their bill or that they were not  
13 provided a service appearing on their bill, the billing party shall  
14 promptly provide the customer a credit for the item and remove the  
15 item from the customer's bill, with the exception of the following:

16 (a) Charges that originate from:

- 17 1. Billing party or its affiliates;
- 18 2. A governmental agency;
- 19 3. A customer's presubscribed intraLATA or interLATA  
20 interexchange carrier; and

21 (b) Charges associated with the following types of calls:

- 22 1. Collect calls;
- 23 2. Third party calls;
- 24 3. Customer dialed calls for; and
- 25 4. Calls using a 10-10-xxx calling pattern.

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1           (19) (a) Upon ~~Within one year of the effective date of this~~  
2 ~~rule and upon~~ request from any customer, a billing party must  
3 restrict charges in its bills to only:

4           1. Those charges that originate from the following:

5           a. Billing party or its affiliates;

6           b. A governmental agency;

7           c. A customer's presubscribed intraLATA or interLATA  
8 interexchange carrier; and

9           2. Those charges associated with the following types of  
10 calls:

11           a. Collect calls;

12           b. Third party calls;

13           c. Customer dialed calls; and

14           d. Calls using a 10-10-xxx calling pattern.

15           (b) Customers must be notified of this right by billing  
16 parties annually and at each time a customer notifies a billing  
17 party that the customer's bill contained charges for products or  
18 services that the customer did not order or that were not provided  
19 to the customer.

20           (c) Small local exchange telecommunications companies as  
21 defined in Section 364.052(1), F.S., are exempted from this  
22 subsection.

23           (20) Nothing prohibits originating parties from billing  
24 customers directly, even if a charge has been blocked from a  
25 billing party's bill at the request of a customer.

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1 Specific Authority: 350.127, 364.604(5), F.S.  
2 Law Implemented: 364.17, 350.113, 364.03, 364.04, 364.05, 364.052,  
3 364.19, 364.602, 364.604, F.S.  
4 History: New 12-01-68, Amended 03-31-76, 12-31-78, 01-17-79, 07-  
5 28-81, 09-08-81, 05-03-82, 11-21-82, 04-13-86, 10-30-86, 11-28-89,  
6 03-31-91, 11-11-91, 03-10-96, 07-20-97, 12-28-98, 07-05-00, mm-dd-  
7 yr.

8 **25-24.490 Customer Relations; Rules Incorporated.**

9 (1) The following rules are incorporated herein by reference  
10 and apply to IXCs.

<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
12 25-4.110	Customer Billing	Subsections, <u>(11)</u> , 13 <u>(12)</u> , (14), (15), 14 (17), (18), and (20)
15 25-4.111	Customer Complaint and 16 Service Requests	All except Subsection (2)
17 25-4.112	Termination of Service by 18 Customer	All
19 25-4.113	Refusal or Discontinuance of 20 Service by Company	All
21 25-4.114	Refunds	All
22 25-4.117	800 Service	All
23 25-4.118	Local, Local Toll, or Toll 24 Provider Selection	All

25 (2) An IXC may require a deposit as a condition of service

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1 and may collect advance payments for more than one month of service  
2 if it maintains on file with the Commission a bond covering its  
3 current balance of deposits and advance payments (for more than one  
4 month's service). A company may apply to the Commission for a  
5 waiver of the bond requirement by demonstrating that it possesses  
6 the financial resources and income to provide assurance of  
7 continued operation under its certificate over the long term.

8 (3) Upon request, each company shall provide verbally or in  
9 writing to any person inquiring about the company's service:

- 10 (a) any nonrecurring charge,
- 11 (b) any monthly service charge or minimum usage charge,
- 12 (c) company deposit practices,
- 13 (d) any charges applicable to call attempts not answered,
- 14 (e) a statement of when charging for a call begins and ends,  
15 and
- 16 (f) a statement of billing adjustment practices for wrong  
17 numbers or incorrect bills.

18 In addition, the above information shall be included in the  
19 first bill, or in a separate mailing no later than the first bill,  
20 to all new customers and to all customers presubscribing on or  
21 after the effective date of this rule, and in any information sheet  
22 or brochure distributed by the company for the purpose of providing  
23 information about the company's services. The above information  
24 shall be clearly expressed in simple words, sentences and  
25 paragraphs. It must avoid unnecessarily long, complicated or

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through~~ type are deletions from existing law.

1 obscure phrases or acronyms.  
 2 Specific Authority: 350.127(2), 364.604(5), F.S.  
 3 Law Implemented: 364.03, 364.14, 364.15, 364.603, 364.19, 364.337  
 4 364.602, 364.604, F.S.  
 5 History: New 02-23-87, Amended 10-31-89, 03-05-90, 03-04-92, 03-  
 6 13-96, 07-20-98, 12-28-98, 07-05-00, mm-dd-yr.

7 **25-24.585 Rules Incorporated.**

8 (1) The following rules are incorporated herein by reference  
 9 and apply to shared tenant service companies:

10	<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
11	25-4.019	Records and Reports in General	All
12	25-4.020	Location and Preservation of	All except (1) and
13		Records	(3)
14	25-4.036	Design and Construction of	All
15		Plant	
16	25-4.043	Response to Commission Staff	All
17		Inquiries	
18	25-4.0161	Regulatory Assessment Fees;	All
19		Telecommunication Companies	
20	<u>25-4.110</u>	<u>Customer Billing</u>	<u>Subsections (11)</u>
21			<u>and (12)</u>
22	25-4.160	Operation of	All
23		Telecommunications Relay	
24		Service	

25 (2) Each shared tenant service company shall file with the

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1 Commission's Division of Competitive Markets and Enforcement  
2 updated information for the following items within ten days after  
3 either such change occurs.

4 (a) The mailing address of the certificate holder.

5 (b) Name, title, and phone number of individual responsible  
6 for Commission contacts.

7 Specific Authority: 350.127(2), 427.704(8), F.S.

8 Law Implemented: 350.113, 364.016, 364.17, 364.18, 364.183,  
9 364.185, 364.339, F.S.

10 History--New 1/28/91, Amended 12/29/91, 11/13/95, 7/29/97,  
11 04/08/98, mm-dd-yr.

12 **25-24.845 Customer Relations; Rules Incorporated.**

13 The following rules are incorporated herein by reference and  
14 apply to CLECs. In the following rules, the acronym 'LEC' should  
15 be omitted or interpreted as 'CLEC'.

<u>SECTION</u>	<u>TITLE</u>	<u>PORTIONS APPLICABLE</u>
25-4.110	Customer Billing	Subsections <u>(11)</u> , <u>(12)</u> , (14), (15), (16), (17), (18), and (20)
24-4.118	Local, Local Toll, or Toll Provider Selection	All

22 Specific Authority: 350.127(2) and 364.337(2), 364.604(5), F.S.

23 Law Implemented: 364.337(2), 364.602, 364.604, F.S.

24 History: New 07-20-98, Amended 12-28-98, 07-05-00, mm-dd-yr.

25 Customerrules.smc

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