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Public Service Commission

August 25, 2004

All Local Exchange Telecommunications Companies,
Competitive Local Exchange Companies, and
Interexchange Companies

RE: Docket No. 040167-TP - Proposed Adoption of Rules 25-4.082, F.A.C., Number Portability, and 24-4.083, F.A.C., Preferred Carrier Freeze, and Proposed Amendment of Rules 25-24.490, F.A.C., Customer Relations, and 25-24.845, F.A.C., Customer Relations.

Dear Companies:

The attached Notice of Adoption of Rules contains important changes to the Florida Administrative Code that will take effect on September 9, 2004. The changes were implemented to clarify companies' obligations regarding number portability and the placement and removal of preferred carrier freezes. The rule changes apply to local exchange companies, competitive local exchange companies, and interexchange companies. Please carefully review the attached notice and rules. The following is a brief overview of the changes to the Florida Administrative Code.

Rule 25-4.082 Number Portability

- The serving provider is required to facilitate porting of a subscriber's telephone number.
- A provider shall not disconnect a working number and shall port the number, even if a balance is owed, after receiving a local service request from another local provider.

Rule 25-4.083 Preferred Carrier Freeze

- A preferred carrier freeze shall not be imposed or removed without the subscriber's authorization.
- A preferred carrier freeze shall not be required as a condition for obtaining service.
- A provider may not solicit, market, or induce a subscriber to request a preferred carrier freeze.
- A provider must follow specific guidelines for confirming a subscriber's request to impose a preferred carrier freeze.
- A provider must offer subscribers a minimum set of procedures for lifting a preferred carrier freeze.
- Providers must keep subscriber's preferred carrier freeze authorization records for a minimum of one year.
- Customer service records must contain an indicator that identifies if a preferred carrier freeze is in place.

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Rule 25-24.490 Customer Relations

- The rule identifies applicable parts of Rule 25-4.083 that apply to interexchange companies.
- The rule identifies a company's obligations for transferring a subscriber's toll free number to another provider.

Rule 25-24.845 Customer Relations

- The rule identifies applicable parts of Rules 25-4.082 and 25-4.083 that apply to competitive local exchange companies.

The above is merely a summary of the rule changes. A copy of the rules as filed with the Department of State is included with the attached Notice of Adoption of Rules.

If you have any questions about these rules, please contact Ray Kennedy at (850) 413-6584. Thank you for your attention to this matter.

Sincerely,

Samantha M. Cibula
Senior Attorney