

ORIGINAL

040659-TL

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that BellSouth Telecommunications, Inc.'s petition for waiver from Rule 25-4.066(2) and (3) which addresses Availability of Service; Rule 25-4.070(3)(a), (3)(b) and (5) which addresses Customer Trouble Reports; Rule 25-4.073(1)(a), (1)(c) and (1)(d) which addresses Answering Times; Rule 25-4.0770(2) which addresses Customer Appointments; Rule 25-4.040(5) which addresses Telephone Directories and Directory Assistance; Rule 25-22.032(4)(b) and (6)(b), Customer Complaints; and Rule 25-4.111, Florida Administrative Code, which addresses Customer Complaints and Service Requests, Florida Administrative Code, filed June 30, 2004, in Docket No. 040659-TL was approved by the Commission by Order No. PSC-04-0793-PAA-TL, issued August 12, 2004, consummated by Order No. PSC-04-0874-CO-TL, issued September 9, 2004. The rules address Availability of Service, Answering Times, Customer Appointments, Customer Complaints, Service Requests, Telephone Directories and Directory Assistance. The petition was approved on the basis that the purpose of the underlying statute would be achieved by other means and application of the rule would create substantial hardship. Notice of the petition was published in the FAW on July 23, 2004. A copy of the Order can be obtained from the Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6770.

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