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Public Service Commission

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March 8, 2005

HAND DELIVER

Mr. Scott Boyd, Executive Director
Joint Administrative Procedures Committee
Room 120 Holland Building
Tallahassee, FL 32399-1300

RE: Docket No. 041304-TC - Rule No. 25-24.515, F.A.C.

Dear Mr. Boyd:

The Commission has approved the amendments of Rule 25-24.515 without changes.

We plan to file the rule for adoption on March 16, 2005.

Sincerely,

Marlene K. Stern
Associate General Counsel

- CMP _____ 041304 Adopt Letter.mks.doc
- COM _____ Enclosure
- CTR _____ Division of the Commission Clerk
and Administrative Services
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC _____
- DTH _____

1 **5-24.515 Pay Telephone Service.**

2 (1) For the purposes of this section, the term "direct free" shall mean without
3 requiring the use of a coin, paper money, credit card, or any other form of payment, even if the
4 payment will be returned.

5 (2) Pay telephone stations shall be lighted during the hours of darkness when light
6 from other sources is not adequate to read instructions and use the instrument.

7 (3) Each pay telephone station shall return any deposited amount if the call is not
8 completed, except messages to a Feature Group A access number.

9 (4) Each pay telephone station shall permit direct free access to the universal
10 telephone number "911" where operable.

11 (5) Each pay telephone station shall permit direct free access to dialtone.

12 (6) Each pay telephone station shall permit direct free access to toll free numbers
13 e.g., 800, 877, and 888).

14 (7) Each pay telephone station shall complete calls to local and long distance
15 directory assistance.

16 (8) Each pay telephone station shall complete calls to the responsible party for
17 repairs or refunds by direct free access.

18 (9) Each pay telephone station shall be equipped with a legible sign, card, or plate
19 of reasonable permanence which shall identify the following:

20 (a) The telephone number and location address of the pay telephone station, name
21 and certificate number of the certificate holder, the party responsible for repairs and refunds,
22 address of responsible party, free phone number of responsible party, clear dialing instructions
23 (including notice of the lack of availability of local or toll services), and the local coin rate.

24 (b) For those pay telephone stations that will terminate conversation after a
25 minimum elapsed time, notice shall be included on the sign card as well as an audible

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1 announcement 30 seconds prior to termination of the phone call.

2 (10) Each pay telephone station ~~that~~ which provides access to any interexchange
3 company shall provide coin free access, except for Feature Group A access, to all locally
4 available interexchange companies. The pay telephone station shall provide such access
5 through the forms of access purchased by locally available long distance carriers such as
6 10XXX+0, 10XXXX+0, 101XXXX+0, 950, toll free (e.g., 800, 877, and 888) access.

7 (11) No sales solicitation shall be allowed during the interval between the last digit
8 dialed by the end user and connection with the interexchange carrier.

9 (12) All 0- calls shall be routed to a telecommunications company that is authorized
10 by the Commission to handle 0- calls. All other calls, including operator service calls, may be
11 routed to the pay telephone provider's carrier of choice, unless the end user dials the
12 appropriate access code for their carrier of choice, i.e., 950, 10XXX, 10XXXX, 101XXXX,
13 and toll free access (e.g., 800, 877, and 888).

14 (13)(a) Each pay telephone station shall allow incoming calls to be received at all
15 times, with the exception of those located at hospitals, schools, and locations specifically
16 exempted by the Commission. There shall be no charge for receiving incoming calls.

17 (b) A pay telephone provider may petition the Commission for an exemption from
18 the incoming call requirement for a period that shall not exceed two years from the effective
19 date of the Order granting the exemption. Requests for exemption from the requirement that
20 each pay telephone station allow incoming calls shall be accompanied by a completed Form
21 PSC/CMP-2 (02/99), entitled "Request to Block Incoming Calls," which is incorporated into
22 this rule by reference and may be obtained from the Commission's Division of Competitive
23 Markets and Enforcement. The form requires an attestation from the owner of the pay
24 telephone, the owner of the pay telephone location, and the chief of the responsible law
25 enforcement agency that the request is sought in order to deter criminal activity facilitated by

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1 incoming calls being received at the specified pay telephone. A separate form shall be filed for
2 each telephone number for which an exemption is sought. The provider of the pay telephone
3 may request subsequent two-year exemptions by filing another Form PSC/CMP-2 (02/99).
4 Where incoming calls are not received, central-office based intercept shall be provided at no
5 charge to the end user and a written notice shall be prominently displayed on the instrument
6 directly above or below the telephone number which states: "Incoming calls blocked at request
7 of law enforcement."

8 (14) Each pay telephone station must be connected to an individual access line.

9 (15)(a) Each pay telephone service company shall permit outgoing calls to be placed
10 from its pay telephone stations at all times.

11 (b) Each pay telephone service company shall make all reasonable efforts to
12 minimize the extent and duration of interruptions of service. Service repair programs should
13 have as their objective the restoration of service on the same day that the interruption is
14 reported to the company. (Sundays and holidays excepted.)

15 (16)(a) Where there is a single pay telephone station, a directory shall be maintained at
16 each station. Where there are two or more pay telephone stations located in a group, a
17 directory for the entire local calling area shall be maintained at every other station. However,
18 where telephone pay stations are fully enclosed, a directory shall be maintained at each pay
19 telephone station. For purposes of this rule, the term "directory" shall mean both a current
20 white page directory for the local calling area and a reasonably current yellow page directory
21 that is appropriate for the calling area of the pay telephone station.

22 (b) Pay telephone stations that provide local directory assistance at no charge are
23 exempt from the provisions in paragraph (16)(a). A notice must appear on the placard if
24 local directory assistance at no charge is being provided.

25 (17) Normal maintenance and coin collection activity shall include a review of the

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1 cleanliness of each pay telephone station.

2 (18)(a) Except as provided in paragraphs (18)(b)-(d) below, each pay telephone station
3 shall conform to sections 4.1.3(17), 4.2.4, 4.2.5, 4.2.6, 4.5.1, 4.31.2, 4.31.3, and 4.31.5
4 ~~3.7.2.3 and 704~~ of the ADA Accessibility Guidelines for Buildings and Facilities, Appendix
5 A to 28 CFR Part 36, (July 1, 2003 Edition) American National Standards Accessible and
6 Usable Buildings and Facilities, approved, by the American National Standards Institute, Inc.
7 (ANSI A117.1-1998), which sections are is incorporated by reference into this rule. This rule
8 does not apply to public text telephone and closed circuit telephones.

9 (b) ~~Where there are two or more pay telephone stations located in a group, there~~
10 ~~shall be a minimum of one telephone per group of ten which conforms to the ANSI standards~~
11 ~~listed in paragraph (18)(a). The conforming station must be physically located in the group of~~
12 ~~pay telephone stations or must be installed within a clear line of sight within 5 feet of the~~
13 ~~group and the route to the conforming station must be free from wheelchair barriers.~~

14 (c) ~~Except for locations on floors above or below entry level in buildings not~~
15 ~~serviced by a ramp or elevator, pay telephone stations shall be placed in areas accessible to the~~
16 ~~physically handicapped.~~

17 (b)(d) Pay telephones shall not be installed where the required "clear floor or ground
18 space" provided for in ADA Accessibility Guidelines for Buildings and Facilities ANSI
19 sections 4.2.4.1, 4.2.4.2, and 4.31.2 ~~704.2.1~~ would be reduced by a vehicle parked in a
20 designated parking space.

21 (19) Each pay telephone station shall permit end users to input unlimited digits for
22 the duration of the call.

23 (20) Toll Fraud Liability.

24 (a) A company providing interexchange telecommunications services or local
25 exchange telecommunications services shall not collect from a pay telephone provider for

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1 charges billed to a line for calls ~~that which~~ originated from that line through the use of access
2 codes such as 10XXX, 10XXXX, 101XXXX, 950, and toll free (e.g., 800, 877, 888) access
3 codes, or when the call originating from that line otherwise reached an operator position, if the
4 originating line is subscribed to outgoing call screening and the call was placed after the
5 effective date of the outgoing call screening order.

6 (b) A company providing interexchange telecommunications services or local
7 exchange telecommunications services shall not collect from a pay telephone provider for
8 charges for collect or third number billed calls, if the line to which the call was billed was
9 subscribed to incoming call screening and the call was placed after the effective date of the
10 incoming call screening order.

11 (c) Any calls billed through the provider of local exchange telecommunications
12 services or directly by an interexchange company, or through a billing agent, which have been
13 identified as not collectible as described in paragraphs (20)(a) and (b) above, must be removed
14 from any pay telephone provider's bill after the pay telephone provider gives notice of the
15 fraudulent charges to the billing party. Pay telephone providers shall give such notice to the
16 provider of local exchange telecommunications services and the interexchange company in
17 writing no later than the due date of the bill.

18 (d) The provider of local exchange telecommunications services is responsible for
19 charges described in paragraph (20)(c) that are associated with the failure of the provider of
20 local exchange telecommunications services' screening services.

21 (e) The interexchange company is responsible for charges described in paragraph
22 (20)(c) that are associated with the failure to properly validate calls via the appropriate
23 provider of local exchange telecommunications services' data base.

24 (f) Definitions: For purposes of subsection (20) the term "Effective Date" shall
25 mean the date after the call screening order was placed and associated charges apply.

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1 (g) Any charges accrued to a line when the subscriber has subscribed to the
2 provider of local exchange telecommunications services to screen calls described in
3 paragraphs (20)(a) and (b) above shall not be the basis for discontinuance of local and
4 intrastate service.

5 (21) Providers serving confinement facilities shall provide for completion of all
6 inmate calls allowed by the confinement facility.

7 (22) Pay telephone stations located in confinement facilities shall be exempt from
8 the requirements of subsections (2), (4), (6), (7), (8), (10), (12), (13), (15), (16), and (19) of
9 this rule. Such pay telephone stations shall also be exempt from the requirements of subsection
10 (9), except that outgoing local and long distance calls may not be terminated until after a
11 minimum elapsed time of ten minutes. Audible and written disconnect notifications shall
12 apply, and one access line shall not be connected to more than three pay telephone stations.

13 (23) Pay telephone facilities shall be designed, constructed, installed, maintained
14 and operated in accordance with provisions of the National Electrical Safety Code (IEEE C2-
15 2002) and the National Electrical Code (NEPA 70-2002).

16 Specific Authority 350.127(2) FS. Law Implemented 364.03, 364.035, 364.063, 364.337,
17 364.3375, 364.345 FS. History—New 1-5-87, Amended _____
18 4-14-92, 12-21-92, 2-3-93, 10-10-94, 12-27-94, 9-5-95, 2-1-99, 12-23-02.

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