

State of Florida



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# Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

COMMISSION  
CLERK

**-M-E-M-O-R-A-N-D-U-M-**

**DATE:** October 3, 2008  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Richard C. Bellak, Senior Attorney, Office of the General Counsel *RCB*  
**RE:** Docket No. 080476-TL

Please file the attached rules in the above docket file. Thank you.

RCB/mrd  
Attachment

DOCUMENT NUMBER-DATE  
09356 OCT-3 08  
FPSC-COMMISSION CLERK

1 25-24.630 Rate and Billing Requirements.

2 (1) Rates Services charged and billed to any end user by an operator services provider,

3 excluding confinement facilities, for an intrastate 0+ or 0- call made from a pay telephone or

4 in a call aggregator context shall not exceed the following a rate of \$.30 per minute plus the

5 applicable charges for the following types of telephone calls:

6 (a) Toll A person-to-person call – a maximum rate of \$0.30 per minute, plus a charge of \$5.00

7 \$3.25;

8 (b) Toll A call that is not a non-person-to-person call – a maximum rate of \$0.30 per minute,

9 plus a charge of \$2.50; \$1.75.

10 (c) Local, extended area service, and extended calling scope person-to-person – the posted

11 local rate plus a charge of \$5.00;

12 (d) Local, extended area service, and extended calling scope non-person-to-person – the

13 posted local rate plus a charge of \$2.50.

14 (2) Rates charged and billed to any end user by an operator services provider for an intrastate

15 0+ or 0- call made from a confinement facility shall not exceed the following:

16 (a) Toll person-to-person – a maximum rate of \$0 .30 per minute plus a \$3.25 charge;

17 (b) Toll non-person-to-person – a maximum rate of \$0.30 per minute plus a \$1.75 charge;

18 (c) Local, extended area service, and extended calling scope person-to-person – a rate

19 equivalent to the local rate plus a \$3.25 charge;

20 (d) Local, extended area service, and extended calling scope non-person-to-person – a rate

21 equivalent to the local rate plus a \$1.75 charge.

22 (3) ~~(2)~~ An operator services provider shall have current rate information readily available and

23 provide this information orally to end users upon request prior to connection.

24 (4) ~~(3)~~ An operator services provider shall require that its certificated or registered name

25 appear on any telecommunications company's bill for regulated charges.

CODING: Words underlined are additions; words in ~~struck-through~~ type are deletions from existing law.

DOCUMENT NUMBER - DATE  
09356 OCT-30  
REG - COMMISSION CLERK

- 1 (5) (4) An operator services provider shall require all calls to be individually identified on  
2 each bill from a telecommunications company on an end user's bill, including the date and  
3 start time of the call, call duration, origin and destination (by city or exchange name and  
4 telephone number), and type of call.
- 5 (6) (5) An operator services provider shall provide a toll-free number for customer inquiries  
6 on the bill and maintain procedures adequate to allow the company to promptly receive and  
7 respond to such inquiries.
- 8 (7) (6) An operator services provider shall charge only for conversation time as rounded  
9 according to company tariffs.
- 10 (8) (7) An operator services provider shall not:
- 11 (a) Bill or charge for uncompleted calls in areas where answer supervision is available or  
12 knowingly bill or charge for uncompleted calls in areas where answer supervision is not  
13 available.
- 14 (b) Bill for any collect call that has not been affirmatively accepted by a person receiving the  
15 call regardless of whether the call was processed by a live or automated operator.
- 16 (c) Bill for calls in increments greater than one minute except for coin calls that may be in  
17 increments no greater than three minutes.
- 18 (d) Bill or collect either directly or through its billing agent any charges, including but not  
19 limited to a set-use fee, property imposed fee, or billing surcharge, other than those listed in  
20 sections (1) and (2). ~~Bill or collect a surcharge levied by any entity, either directly or through~~  
21 ~~its billing agent, except Commission approved charges for pay telephone providers.~~
- 22 Specific Authority 350.127(2) FS. Law Implemented 364.01, 364.3376 FS. History—New 9-6-  
23 93, Amended 2-1-9, 9-7-04.
- 24  
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1 25-24.516 Pay Telephone Rate Caps.

2 (1) Rates charged any end user by a pay telephone provider, excluding confinement facilities,  
3 providing operator service within the pay telephone premises' equipment, shall not exceed the  
4 following:

5 (a) Local coin calls – the rate posted at the pay telephone station.

6 (b) Extended area service (EAS) coin calls – a rate equivalent to the local coin call rate.

7 (c) Extended calling scope (ECS) coin calls – the rate equivalent to the local coin rate.

8 (d) 0+ toll non-person-to-person – a maximum rate of \$0.30 per minute, plus a ~~\$2.50~~ \$1.75  
9 charge.

10 (e) 0+ toll person-to-person – a maximum rate of \$0.30 ~~\$.30~~ per minute, plus a ~~\$5.00~~ \$3.25  
11 charge.

12 (f) 0+ non-person-to-person local – a rate equivalent to the local coin rate, plus a ~~\$2.50~~ \$1.75  
13 charge.

14 (g) 0+ person-to-person local – a rate equivalent to the local coin rate, plus a ~~\$5.00~~ \$3.25  
15 charge.

16 (2) Rates charged any end user by a pay telephone provider for intrastate calls made from a  
17 confinement facility shall not exceed the following:

18 (a) 0+ toll non-person-to-person – a maximum rate of \$0.30 per minute, plus a \$1.75 charge.

19 (b) 0+ toll person-to-person – a maximum rate of \$0.30 per minute, plus a \$3.25 charge.

20 (c) 0+ non-person-to-person local, EAS, ECS – a rate equivalent to the local rate, plus a \$1.75  
21 charge.

22 (d) 0+ person-to-person local, EAS, ECS – a rate equivalent to the local rate, plus a \$3.25  
23 charge.

24 (3) A pay telephone provider, providing operator service within the pay telephone premises'  
25 equipment, shall not bill or collect either directly or through its billing agent any charges,

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from existing law.

1 including but not limited to a set-use fee, property imposed fee, or billing surcharge, other  
2 than those listed in sections (1) and (2).

3 ~~(4) (2)~~ A pay telephone provider shall not obtain services from an interexchange carrier or an  
4 operator service provider unless such carrier or provider has registered with or has obtained a  
5 certificate of public convenience and necessity from the Commission.

6 Specific Authority 350.127(2) FS. Law Implemented 364.03, 364.3375(4), (5) FS. History—  
7 New 9-5-95, Amended 2-1-99, 9-7-04.

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