

STATE OF FLORIDA

COMMISSIONERS:  
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Public Service Commission

December 23, 2008

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COMMISSIONER  
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HAND DELIVERED

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

RE: Docket No. 080641-TP Amend Rules 25-4.020, 25-4.022, 25-4.034, 25-4.115, 25-4.117, 25-9.001, 25-9.002, 25-9.005, 25-9.009, 25-9.022, 25-9.027, and 25-9.029, and repeal Rules 25-4.019, 25-4.069, 25-4.112, 25-4.200, 25-9.008 and 25-9.032

Dear Mr. Boyd:

The Commission has approved the adoption of Rule Nos. 25-4.020, 25-4.022, 25-4.034, 25-4.115, 25-4.117, 25-9.001, 25-9.002, 25-9.005, 25-9.009, 25-9.022, 25-9.027, and 25-9.029, and the repeal of Rules 25-4.019, 25-4.069, 25-4.112, 25-4.200, 25-9.008 and 25-9.032, without changes.

We plan to file the rules for adoption on January 5, 2009.

Sincerely,

Kathryn G. W. Cowdery  
Associate General Counsel

Enclosure  
cc: Office of Commission Clerk

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FPSC-COMMISSION CLERK

1 **25-4.019 Records and Reports in General.**

2 ~~(1) Each utility shall furnish to the Commission at such times and in such form as the~~  
3 ~~Commission may require, the results of any required tests and summaries of any required~~  
4 ~~records. The utility shall also furnish the Commission with any information concerning the~~  
5 ~~utility's facilities or operations which the Commission may reasonably request and require.~~  
6 ~~All such data, unless otherwise specified, shall be consistent with and reconcilable with the~~  
7 ~~utility's annual report to the Commission.~~

8 ~~(2) Where a telephone company is operated with another enterprise, records must be separated~~  
9 ~~in such manner that the results of the telephone operation may be determined at any time.~~

10 ~~(3) Upon notification to the utility, members may, at reasonable times, make personal visits to~~  
11 ~~the company offices or other places of business within or without the State and may inspect~~  
12 ~~any accounts, books, records, and papers of the company which may be necessary in the~~  
13 ~~discharge of Commission duties. Commission staff members will present Commission~~  
14 ~~identification cards as the written authority to inspect records. During such visits the company~~  
15 ~~shall provide the staff member(s) with adequate and comfortable working and filing space,~~  
16 ~~consistent with the prevailing conditions and climate, and comparable with the~~  
17 ~~accommodations provided the company's outside auditors.~~

18 Specific Authority 350.127(2) FS.

19 Law Implemented 364.18, 364.183, 364.386 FS.

20 History—Revised 12-1-68, Amended 5-4-81, Formerly 25-4.19.

21

22 **25-4.020 Location and Preservation of Records.**

23 (1) All records that a company is required to keep, by reason of these or other rules prescribed  
24 by the Commission, shall be kept at the office or offices of the company within the State  
25 unless otherwise authorized by the Commission.

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from existing law.

1 (2) Any company that keeps its records outside the State shall reimburse the Commission for  
2 the reasonable travel expense incurred by each Commission representative during any review  
3 of the out-of-state records of the company or its affiliates. Reasonable travel expenses are  
4 those travel expenses that are equivalent to travel expenses paid by the Commission in the  
5 ordinary course of its business.

6 (a) The company shall remit reimbursement for out-of-state travel expenses within 30 days  
7 from the date the Commission mails the invoice.

8 (b) The reimbursement requirement in subsection (2) shall be waived:

9 1. For any company that makes its out-of-state records available at the company's office  
10 located in Florida or at another mutually agreed upon location in Florida within 10 working  
11 days from the Commission's initial request. If 10 working days is not reasonable because of  
12 the complexity and nature of the issues involved or the volume and type of material requested,  
13 the Commission may establish a different time frame for the company to bring records into the  
14 state. For individual data requests made during an audit, the response time frame established  
15 in Rule 25-4.0201, F.A.C., shall control; or

16 2. For a company whose records are located within 50 miles of the Florida state line.

17 (3) All records shall be preserved for the period of time specified in Form PSC/ECR/17-T  
18 (5/93), entitled "Schedule of Records and Periods of Retention" which is incorporated by  
19 reference into this rule, and may be obtained from the Director, Division of Economic  
20 Regulation, Florida Public Service Commission.

21 (a) However, all source documents retained as required by subsection 25-4.020(3), F.A.C.,  
22 shall be maintained in their original form for a minimum of three years, or for any lesser  
23 period of time specified for that type of record in Form PSC/ECR/17-T, after the date the  
24 document was created or received by the company. This paragraph does not require the  
25 company to create paper copies of documents where the company would not otherwise do so

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1 in the ordinary course of its business. The Commission may waive the requirement that  
2 documents be retained in their original form upon a showing by a company that it employs a  
3 storage and retrieval system that consistently produces clear, readable copies that are  
4 substantially equivalent to the originals, and clearly reproduces handwritten notations on  
5 documents.

6 (b) The company shall maintain written procedures governing the conversion of source  
7 documents to a storage and retrieval system, which procedures ensure the authenticity of  
8 documents and the completeness of records. Records maintained in the storage and retrieval  
9 system must be easy to search and easy to read.

10 (4) During any audit or review of records, the company shall provide Commission staff with  
11 adequate and comfortable working and filing space, consistent with the prevailing conditions  
12 and climate, and comparable with the accommodations provided the company's outside  
13 auditors.

14 Specific Authority 350.127(2), 364.016, 364.17, 364.18, 364.183, 364.185 FS.

15 Law Implemented 364.016, 364.17, 364.18, 364.183, 364.185 FS.

16 History—Revised 12-1-68, Amended 3-31-76, Formerly 25-4.20, Amended 6-23-93, 11-13-95.

17  
18 **25-4.022 Complaints ~~—Trouble Reports, Etc.~~**

19 ~~(4)~~ Each telephone company shall maintain for at least six (6) months a record of all signed  
20 written complaints made by its subscribers regarding service or errors in billing, ~~as well as a~~  
21 ~~record of each case of trouble or service interruption that is reported to repair service.~~ This  
22 record shall include the name and/or address of the subscriber or complainant, the date ~~(and~~  
23 ~~for reported trouble, the time)~~ received, the nature of the complaint, ~~or trouble reported,~~ the  
24 result of any investigation, the disposition of the complaint or service problem, and the date  
25 ~~(and for reported trouble, the time)~~ of such disposition.

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from existing law.

1 ~~(2) Each signed letter of complaint shall be acknowledged in writing or by contact by a~~  
2 ~~representative of the company.~~

3 Specific Authority 350.127(2), 364.17 FS.

4 Law Implemented 364.051, 364.17, 364.183, FS.

5 History—Revised 12-1-68, Formerly 25-4.22.

6  
7 **25-4.034 Tariffs.**

8 ~~(1) Except to the extent otherwise permitted by Section 364.051(5)(a), F.S., each~~  
9 ~~telecommunications company shall maintain on file with the Commission tariffs which set~~  
10 ~~forth all rates and charges for customer services, the classes and grades of service available to~~  
11 ~~subscribers, the conditions and circumstances under which service will be furnished, and all~~  
12 ~~general rules and regulations governing the relation of customer and utility company. The~~  
13 ~~rates and charges for contract service arrangements for an individual customer need not be~~  
14 ~~filed where the company's tariff provides a description of the circumstances under which such~~  
15 ~~arrangements are offered for specified tariffed services. Tariff filings shall be in compliance~~  
16 ~~with the requirements of Chapter 25-9, F.A.C., of the Commission rules entitled "Construction~~  
17 ~~and Filing of Tariffs by Public Utilities."~~

18 ~~(2) Filing shall mean received by the office of the Division of Regulatory Compliance during~~  
19 ~~normal business hours. Any tariff received by the Division of Regulatory Compliance after~~  
20 ~~5:00 p.m. shall be considered filed on the next regular business day. All proposed changes to~~  
21 ~~an existing tariff that are submitted by hard copy shall be directed to the Director of the~~  
22 ~~Division of Regulatory Compliance, Florida Public Service Commission, 2540 Shumard Oak~~  
23 ~~Boulevard, Tallahassee, FL 32399-0850 and shall include an original and two (2) copies of~~  
24 ~~each revised tariff sheet. A letter of transmittal shall accompany each tariff filing, which lists~~  
25 ~~the included sheets, by sheet number and revision level as specified in subsections (b)(c) – (e).~~

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1 and gives a brief description of all changes. If acknowledgment of a hard copy filing is  
2 desired, the letter of transmittal shall be sent in duplicate with a request that the duplicate be  
3 returned.

4 ~~(2)~~(3) Each company shall file, as an integral part of its tariff, maps defining the exchange  
5 service areas. These maps shall delineate the boundaries in sufficient detail that they may be  
6 located in the field and shall embrace all territory included in the certificate of convenience  
7 and necessity.

8 ~~(34)~~ Each telecommunications company shall ~~maintain on file in each of its business offices,~~  
9 make available for public inspection upon request, either a printed copy or an electronic copy  
10 of its retail tariffs. the local exchange tariff for exchanges under the administration of that  
11 office, its general exchange tariff, and its schedule of intrastate toll rates. Each business office  
12 shall likewise make available a copy of Chapter 25-4, F.A.C., of the Florida Public Service  
13 Commission Rules and Regulations for public inspection upon request.

14 (5) Companies shall charge only the rates and credits contained in their tariff. If a company  
15 desires to deviate temporarily from its normal tariffed rates and credits, the company shall file  
16 a single tariff change reflecting the conditions of the temporary tariff change. Such tariff  
17 provision shall include the heading "Promotion," and shall state the name of the promotion, a  
18 specific description of the tariffed service(s) involved, including all applicable rates, benefits,  
19 terms, and conditions, and the beginning and ending dates of the promotion.

20 (6) Tariffs shall comply with the following conventions:

21 (a) Each sheet shall have a left-hand margin of at least 3/4". All sheets and copies must be  
22 clear and legible. Tariffs submitted in hard copy form shall be in loose leaf form on 8 1/2" x  
23 11" sheets, typewritten on white paper, using one side of the paper only.

24 (b) Each sheet shall bear the name of the company, as certificated with the Commission, the  
25 name and title of the issuing officer, and the effective date of the sheet.

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1 (c) Every sheet in the tariff shall be numbered.

2 (d) Each initially approved sheet in the tariff shall be marked "Original Sheet" in the upper  
3 right-hand corner of the sheet. As an example: Original Sheet No. 4, or Original Sheet No.  
4 5.2.

5 (e) Revised sheets in the tariff shall be marked with the number of the revision in the upper  
6 right-hand corner and the number of the sheet it replaces. As an example:

7 First Revised Sheet No. 4

8 Cancels Original Sheet No. 4

9 (f) The tariffs shall contain at a minimum the following:

10 1. Table of Contents and Index. All tariffs shall have a table of contents identifying the page  
11 location of each section in the tariff. Each section shall also be individually indexed by  
12 subject.

13 2. Symbols Used in Tariff Filings. Symbols used in any proposed change to the existing tariff  
14 shall appear on the right hand side of each sheet on the same line(s) in which any change has  
15 been made. If three or more consecutive lines are affected, one symbol shall be placed on the  
16 first and last lines with a vertical line connecting the two symbols. Two or more symbols shall  
17 be placed next to each other on any line with multiple types of changes. The symbol page  
18 shall identify all symbols used in the tariff.

19 3. Technical Terms and Abbreviations. This section shall contain all technical and special  
20 terms and abbreviations used in the tariff.

21 (7) With each filing, the company shall provide a coded copy of each tariff sheet filed showing  
22 changes to the existing tariff sheet. Changes shall be indicated by inserting and underlining  
23 new words; words to be deleted shall be lined through with hyphens.

24 Specific Authority 350.127(2) FS.

25 Law Implemented 364.04, 364.163 FS.

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1 History--New 3-31-76, Amended 11-29-82, Formerly 25-4.34, Amended 9-13-88, 4-16-90, 3-  
2 10-96, xx/xx/xx.

3

4 **25-4.069 Maintenance of Plant and Equipment.**

5 ~~Each telecommunications company shall adopt and pursue a maintenance program aimed at~~  
6 ~~achieving efficient operation of its system so as to permit the rendering of safe, adequate, and~~  
7 ~~continuous service at all times.~~

8 Specific Authority 350.127(2) FS.

9 Law Implemented 364.03, 364.15 FS.

10 History--Revised 12-1-68, Amended 12-13-82, 9-30-85, Formerly 25-4.69, Amended 4-16-90,  
11 3-10-96.

12

13 **25-4.112 Termination of Service by Customer.**

14 ~~Any customer may be required to give reasonable notice of his intention to discontinue~~  
15 ~~service. Until the telephone utility shall be notified, the customer may be held responsible for~~  
16 ~~charges for telephone service.~~

17 Specific Authority 350.127(2) FS.

18 Law Implemented 364.03, 364.19 FS.

19 History--New 12-1-68.

20

21 **25-4.115 Directory Assistance.**

22 ~~(1) Directory assistance service provided by any telephone company shall be subject to the~~  
23 ~~following:~~

24 ~~(a) Charges for directory assistance shall be reflected in tariffs filed with the Commission and~~  
25 ~~shall apply to the end user.~~

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from existing law.



1 ~~(b) The tariff shall state the number of telephone numbers that may be requested by a~~  
2 ~~customer per directory assistance call.~~

3 ~~(2) Charges for calls within a local calling area or within a customer's Home Numbering Plan~~  
4 ~~Area (HNPA) shall be at rates prescribed in the general service tariff of the local exchange~~  
5 ~~company originating the call and shall be subject to the following:~~

6 ~~(a) There shall be no charge for directory assistance calls from lines or trunks serving~~  
7 ~~individuals with disabilities. As used in this rule, "disability" means, with respect to an~~  
8 ~~individual – A physical or mental impairment that prohibits a customer from using the~~  
9 ~~telephone directory.~~

10 ~~(b) The same charge shall apply for calls within a local calling area and calls within an HNPA.~~

11 ~~(c) The tariff shall state the number of calls per billing month per individual line or trunk to~~  
12 ~~the number designated for local directory assistance (i.e., 411, 311 or 611) for which no~~  
13 ~~charges will apply. The local exchange company shall charge for each local directory~~  
14 ~~assistance call in excess of this allowance. The charge shall not apply for calls from pay~~  
15 ~~stations.~~

16 ~~(d) The local exchange company shall apply the charge for each call to the number designated~~  
17 ~~for long distance directory assistance within the customer's HNPA (i.e., 1 + (850) 555 1212).~~

18 Specific Authority 350.127 FS.

19 Law Implemented 364.02, 364.025, 364.03, 364.04, 364.07, 364.08 FS.

20 History–New 6-12-86, Amended 6-3-90, 5-31-93, 11-21-95, 5-8-05, XX/XX/XX.

21  
22 **25-4.117 800 Toll Free Service.**

23 Telephone companies are prohibited from billing to or collecting from the originating caller  
24 any charges for intrastate calls to toll free numbers (e.g., 800, 866, 877, and 888) ~~an 800~~  
25 ~~service subscriber.~~

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from existing law.

1 Specific Authority 350.127(2) FS.

2 Law Implemented 364.03, 364.04, 364.051 FS.

3 History—New 3-5-90.

4

5 **25-4.200 Application and Scope.**

6 ~~The purpose of this part is to adopt streamlined procedures for regulating small local exchange~~  
7 ~~companies as required by Section 364.052, F.S. This part shall apply to all small local~~  
8 ~~exchange companies, except as otherwise noted.~~

9 Specific Authority 350.127(2) FS.

10 Law Implemented 364.052 FS.

11 History—New 3-10-96.

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1 **25-9.001 Application and Scope.**

2 (1) The provisions of Parts I, II and III of these rules shall only apply to public utilities as  
3 defined in subsection 25-9.002(2), F.A.C., and Parts IV and V of these rules shall only apply  
4 to municipalities and cooperatives as defined in subsection 25-9.051(2), F.A.C. ~~Except as~~  
5 ~~provided by Parts X through XIV, Chapter 25-24, F.A.C.,~~ The provisions of this Chapter shall  
6 not apply to Interexchange Companies, Pay Telephone Service Companies, Shared Tenant  
7 Service Companies, Operator Service Provider Companies, ~~or~~ Alternative Access Vendor  
8 Service Providers, Competitive Local Exchange Companies or Local Exchange Companies.

9 (2) The following shall prescribe the procedures to be used by public utilities in filing:

10 (a) Rules and Regulations.

11 (b) Rate Schedules.

12 (c) Standard Forms and Riders.

13 (d) Contracts and Agreements.

14 (e) Tariffs.

15 (3) No rules and regulations, or schedules of rates and charges, or modifications or revisions  
16 of the same, shall be effective until filed with and approved by the Commission as provided by  
17 law.

18 (4) Upon acceptable showing by any utility, the Commission may waive or modify, as to that  
19 utility, the provisions of any rule herein contained, except when such provisions are fixed by  
20 statute.

21 (5) No deviation from these rules shall be permitted unless authorized in writing by the  
22 Commission.

23 Specific Authority 350.127(2), 366.05(1), 367.121 FS.

24 Law Implemented ~~364.03, 364.04, 364.05, 364.08, 364.337,~~ 366.04(2)(b), 366.05(1),

25 367.041(2), 367.091, 367.101 FS.

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1 History—Repromulgated 1-8-75, 10-22-75, Amended 8-9-79, Formerly 25-9.01, Amended 2-  
2 23-86, 1-8-95.

3

4 **25-9.002 Definitions.**

5 For the purposes of these regulations the following definitions shall apply:

6 (1) The word “Commission” refers to the Florida Public Service Commission.

7 (2) Except where a different meaning clearly appears from the context, the word or words  
8 “utility” or “public utility” as used in these rules shall mean and include all electric and gas  
9 utilities, water systems, and wastewater systems, ~~telephone companies and telegraph~~  
10 ~~companies~~ which are, or may hereafter be, subject to the jurisdiction of this Commission.

11 (3) The term “rules” and/or “regulations” refers to the general practices followed by the utility  
12 in carrying on its business with its customers and includes the rules, practices, classifications,  
13 exceptions and conditions observed by the utility in supplying service.

14 (4) The term “rate” refers to the price or charge for utility service.

15 (5) The term “rate schedule” refers to the rate or charge for the particular classification of  
16 service plus the several provisions necessary for billing, including all special terms and  
17 conditions under which service shall be furnished at such rate or charge.

18 (6) The term “standard forms” means and includes all standard contract or agreement forms  
19 for execution between the utility and its customers.

20 (7) “Contracts and agreements” shall refer to special contracts entered into by the utility for  
21 the sale of commodity or services in a manner or subject to provisions not specifically covered  
22 by its filed standard rate schedules.

23 (8) The term “tariff” shall refer to the assembled volume containing the “rules,” “regulations,”  
24 “rate schedules,” “standard forms,” “contracts,” and other material required by these  
25 regulations as filed with the Commission.

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1 Specific Authority 350.127(2), 366.05(1), 367.121 FS.

2 Law Implemented ~~364.04~~, 366.05(1), 367.021 FS.

3 History—Repromulgated 1-8-75, 10-22-75, Formerly 25-9.02.

4

5 **25-9.005 Information to Accompany Filings.**

6 (1) Except in the case of schedules published under authority of an order of the Commission  
7 that sets rates, charges or conditions of service, each letter of transmittal shall be accompanied  
8 by the following items in connection with each service classification in which any change is  
9 proposed:

10 (a) As applicable, a tabulation in typical bill form setting forth, at representative consumption  
11 levels, the charges applicable under the present and proposed rates, together with the  
12 differences expressed in dollars and in percent;

13 (b) The estimated gross increase or decrease in annual revenues resulting therefrom, if  
14 ascertainable.

15 (2) In addition to the foregoing, ~~Telephone Companies, Electric utilities and gas utilities~~ shall  
16 provide the following:

17 (a) A description of the service or equipment and its functions;

18 (b) A statement of the justification for the change and documentation supporting that  
19 justification;

20 (c) If a service or type of equipment is proposed to be limited or discontinued, a description of  
21 other service or equipment options available to customers.

22 (d) A company may request a waiver of any of the requirements of this subsection upon a  
23 written application showing that the requirement is inordinately burdensome or unnecessary  
24 for analysis of its filing. The directors of the Divisions of Economic Regulation ~~and~~

25 ~~Competitive Markets and Enforcement, respectively,~~ will dispose of any such request. A

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1 company may request Commission review of a denial of a waiver.

2 ~~(3)(a) When a local exchange telephone company whose annual revenues from regulated~~  
3 ~~telecommunications operations are \$100,000,000 or more files a tariff to introduce a new~~  
4 ~~service, incremental cost data shall be filed sufficient to demonstrate that the proposed rates~~  
5 ~~for the service are not below incremental cost. When a local exchange telephone company~~  
6 ~~whose annual revenues from regulated telecommunications services are less than~~  
7 ~~\$100,000,000 files a tariff for a new service, it shall provide incremental cost data, if~~  
8 ~~available, or otherwise demonstrate that the proposed rates for the service are not below that~~  
9 ~~local exchange company's incremental cost.~~

10 ~~(3)(b) Where the change involves a rate or charge and the electric, or gas, or telephone utility~~  
11 ~~elects to make a cost study, the utility shall file a cost information statement containing a~~  
12 ~~summary of the cost study performed, including:~~

- 13 1. All underlying assumptions;
- 14 2. The cost study number, if assigned;
- 15 3. The cost of providing the service or equipment;
- 16 4. The proposed contribution above or below direct cost, stated in both dollars and percent;
- 17 5. A statement as to why each above-cost or below-cost contribution rate was chosen; and
- 18 6. The anticipated effect of the change on the company's rate of return.

19 (4) Whenever a new or additional service classification or rate schedule is filed with the  
20 Commission, the information required by subsection (1) above need not be furnished. In lieu  
21 thereof, a statement shall be filed stating the purpose and reason for the new service  
22 classification or schedule and, if determinable, the estimated annual revenue to be derived  
23 therefrom and the estimated number of customers to be served thereby.

24 (5) The company shall provide a coded copy of each tariff sheet filed showing changes to the  
25 existing tariff sheet. Changes shall be indicated by inserting and underlining new words;

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1 words to be deleted shall be lined through with hyphens.

2 ~~(6) The provisions of paragraph (1)(b) and subsections (2) and (3) shall not apply to telephone~~  
3 ~~interexchange carriers granted exemptions by Order No. 13678, issued September 13, 1984.~~

4 Specific Authority 350.127(2) FS.

5 Law Implemented ~~364.05, 364.3381~~, 366.06, 367.081 FS.

6 History—Repromulgated 1-8-75, 10-22-75, Amended 1-18-82, 8-8-85, Formerly 25-9.05,

7 Amended 5-24-94.

8

9 **25-9.008 Telephone Utility Tariffs.**

10 ~~In general, the filed tariffs of telephone and telegraph utilities shall contain the following:~~

	Ref. Rule No.
13 (1) Front cover	25-9.020
14 (2) Title page	25-9.021
15 (3) Table of contents	25-9.022
16 (4) General description of the territory served	25-9.023
17 (5) Technical terms and abbreviations	25-9.025
18 (6) Index of general rules and regulations	25-9.026
19 (7) General rules and regulations	25-9.027
20 (8) Index to local exchange schedules	25-9.029
21 (9) Local exchange schedules	25-9.030 & 25-9.032
22 (10) Back cover	

23 Specific Authority 350.127(2) FS.

24 Law Implemented 364.04 FS.

25 History—Repromulgated 1-8-75, 10-22-75, Formerly 25-9.08.

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**25-9.009 Numbering and General Data Required for Each Sheet.**

The numbering and general data required by this rule and listed below shall appear on each sheet in the rate book excepting the front and back covers and the individual sheets of special contracts.

(1) Every sheet (or page) in the rate book shall be numbered. While any system which provides for an orderly arrangement of the tariff is acceptable, it is suggested that, in the interest of uniformity, all utilities give consideration to the following recommended procedures:

(a) Those utilities subject to Rule 25-9.007, F.A.C., should employ a decimal system of numbering, so that any new or additional material may be inserted in the logical place in the proper section of the tariff.

~~(b) Telephone and telegraph utilities covered by Rule 25-9.008, F.A.C., should continue the presently effective section and sheet numbering system which is uniformly employed by all such utilities, the size and construction of whose tariffs require such division.~~

(b)(e) Utilities of any classification, the size of whose tariffs are limited to relatively few pages, may, at their option, employ a simple consecutive sheet numbering system.

(2) Each sheet shall bear the name of the utility, which shall appear in the upper left-hand corner of the sheet.

(3) The FIRST issue of each sheet in the rate book shall be marked "Original Sheet" in the upper right-hand corner of the sheet. As an example:

Original Sheet No. 1, or Original Sheet No. 5.2.

(4) Revised sheets in the rate book shall be marked with the serial number of the revision in the upper right-hand corner and the number of the sheet it replaces. As an example:

First Revised Sheet No. 1

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1 Cancels Original Sheet No. 1

2 or

3 Fourth Revised Sheet No. 5.2

4 Cancels Third Revised Sheet No. 5.2

5 (5) At the bottom of each sheet shall appear the name and title of the issuing officer of the  
6 utility.

7 Specific Authority 350.127(2), 367.121 FS.

8 Law Implemented ~~364.04~~, 366.05, 367.041 FS.

9 History—Repromulgated 1-8-75, 10-22-75, Formerly 25-9.09.

10

11 **25-9.022 Table of Contents.**

12 (1) In rate books of less than thirty (30) sheets, the table of contents may serve as a detailed  
13 subject index for the entire volume or for all sections the size of which does not require an  
14 individual index.

15 (2) In the larger rate books the major sections will be individually indexed in accordance with  
16 Rules 25-9.007 ~~and 25-9.008~~, F.A.C. In these larger rate books the table of contents will serve  
17 as an index or guide to the separate sections as set out in ~~said two rules~~ Rule 25-9.007, F.A.C.

18 Specific Authority 350.127(2), 366.05(1), 367.121 FS.

19 Law Implemented ~~364.04~~, 366.05(1), 367.041(2) FS.

20 History—Repromulgated 1-8-75, Formerly 25-9.22.

21

22 **25-9.027 Rules and Regulations.**

23 (1) This section shall include all rules, regulations, practices, services, classifications,  
24 exceptions and conditions made or observed relative to the utility service furnished which are  
25 general and apply to all or many of the rate schedules ~~or exchange areas served~~.

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from existing law.

1 (2) The regulations shall be lettered or numbered and titled so that convenient reference can be  
2 made to them.

3 (3) If a general regulation does not apply to a particular schedule, or classification ~~or~~  
4 ~~exchange~~, that fact should be clearly stated.

5 Specific Authority 350.127(2), 366.05(1) FS.

6 Law Implemented ~~364.04~~, 366.05(1), 367.041(2) FS.

7 History—Repromulgated 1-8-75, Formerly 25-9.27.

8

9 **25-9.029 Index of Rate ~~or~~ Exchange Schedules.**

10 (1) This section shall provide an index to facilitate prompt reference to any particular rate  
11 ~~schedule or to any given exchange.~~

12 (2) In cases where the rate sections for which this index is provided contain less than twelve  
13 (12) sheets, this section may be omitted.

14 Specific Authority 350.127(2), 366.05(1), 367.121 FS.

15 Law Implemented ~~364.04~~, 366.05(1), 367.041(2) FS.

16 History—Repromulgated 1-8-75, Formerly 25-9.29.

17

18 **25-9.032 Telephone Utility Exchange Schedules.**

19 ~~(1) Local rates for no more than one exchange area shall appear on a single sheet.~~

20 ~~(2) Local exchange schedules shall be arranged alphabetically and the sequence of~~  
21 ~~arrangement of information for each schedule shall be as follows:~~

22 ~~(a) Application of and exceptions to general regulations and rates shall be clearly stated.~~

23 ~~(b) Rates and services within the base rate area.~~

24 ~~(c) Rates and services outside the base rate area but within the exchange service area.~~

25 ~~(d) Miscellaneous local rates and services if not shown in or if they differ from the general~~

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from existing law.

1 ~~rates and services otherwise applicable.~~  
2 ~~(e) Map and/or written description of base rate area.~~  
3 ~~(f) Map and/or written description of exchange service area.~~  
4 Specific Authority 350.127(2), FS.  
5 Law Implemented 364.04 FS.  
6 History—Repromulgated 1-8-75, Formerly 25-9.32.

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10 Rules for 11-19 JAPC ltr.kc.doc

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