

Notice of Change/Withdrawal

**PUBLIC SERVICE COMMISSION**

RULE NO: RULE TITLE

25-4.0185: Periodic Reports

25-4.066: Availability of Service

25-4.070: Customer Trouble Reports

25-4.073: Answering Time

25-4.110: Customer Billing for Local Exchange Telecommunications Companies

NOTICE OF CHANGE

Notice is hereby given that the following changes have been made to the proposed rule in accordance with subparagraph 120.54(3)(d)1., F.S., published in Vol. 35 No. 3, January 23, 2009 issue of the Florida Administrative Weekly.

Docket No. 080641-TP

The following changes have been made to the proposed rules:

**25-4.0185 Periodic Reports.**

(1) Each local exchange telecommunications company shall file with the Commission's Division of Service, Safety and Consumer Assistance the information required by Commission Form PSC/SSC 28 (xx/xx), which is incorporated into this rule by reference. Form PSC/SSC, entitled "Engineering Data Requirements," may be obtained from the Commission's Division of Service, Safety and Consumer Assistance.

~~(2)~~ (1) renumbered as (2) No change.

~~(3)~~ Schedules 2, 3, 11, and 15 of Form PSC/SSC 28 shall apply to basic local telecommunications residential service only.

~~(4)~~ Each local exchange telecommunications company shall begin recording basic local telecommunications service data for reporting on schedules 2, 3, 11 and 15 no later than January 1, 2010.

Specific Authority 350.127(2) FS. Law Implemented 364.01(4), ~~364.03, 364.17~~, 364.183(1) FS. History—New 12-14-86, Amended 7-20-89, 12-27-94, 3-10-96, 4-3-05.

**25-4.066 Availability of Basic Local Telecommunications Residential Service.**

(1) Each telecommunications company shall provide central office equipment and outside plant facilities designed and engineered in accordance with realistic anticipated customer demands for basic residential local telecommunications service within its certificated area in accordance with its schedules ~~filed tariffs~~.

(2) Where central office and outside plant facilities are readily available, at least 90 percent of all requests for basic local telecommunications primary service shall be installed within an interval of three working days after receipt of application when all schedule tariff requirements relating thereto have been complied with, except those instances where a later installation date is requested by the applicant, ~~or when broadband or video services are requested in addition to the telecommunications service.~~

(3) – (7) No change.

(5) Each company shall report basic local telecommunications primary residential installation performance pursuant to Rule 25-4.0185, F.A.C. Periodic Reports.

Specific Authority 350.127(2) FS. Law Implemented 364.025, ~~364.03, 364.14~~, 364.15, 364.183, 364.185 FS. History—Revised 12-1-68, Amended 3-31-76, Formerly 25-4.66, Amended 3-10-96, 4-3-05, 4-3-05.

**25-4.070 Customer Trouble Reports for Basic Local Telecommunications Residential Service.**

(1) Each telecommunications company shall make all reasonable efforts to minimize the extent and duration of trouble conditions that disrupt or affect basic local telecommunications residential customer telephone

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service. Trouble reports will be classified as to their severity on a service interruption (synonymous with out-of-service or OOS) or service affecting (synonymous with non-out-of-service or non-OOS) basis. Service interruption reports shall not be downgraded to a service affecting report; however, a service affecting report shall be upgraded to a service interruption if changing trouble conditions so indicate.

(a) – (7) No change.

(8) This rule shall apply to basic local telecommunications ~~residential~~ service only.

Specific Authority 350.127(2) FS. Law Implemented 364.01(4), 364.03, 364.15, ~~364.17, 364.18~~, 364.183, 364.386 FS. History–Revised 12-1-68, Amended 3-31-76, Formerly 25-4.70, Amended 6-24-90, 3-10-96, 4-3-05.

**25-4.073 Answering Time for Basic Local Telecommunications Residential Service.**

(1) No change.

(a) At least 90 percent of all calls directed to business and repair offices for basic local telecommunications ~~residential~~ service shall be answered within 90 seconds after the last digit is dialed when no menu driven system is utilized.

(b) – (3) No change.

(4) This rule shall apply to basic local telecommunications ~~residential~~ service only.

Specific Authority 350.127(2) FS. Law Implemented 364.01(4), ~~364.03~~, 364.386, 365.171 FS. History–New 12-1-68, Amended 3-31-76, Formerly 25-4.73, Amended 11-24-92, 4-3-05.

**25-4.110 Customer Billing for Local Exchange Telecommunications Companies.**

(1) –(3)(b) No change.

(4) The annual itemized bill shall be accompanied by a bill insert or bill message which explains the itemization and advises the customer to verify the items and charges on the itemized bill. ~~This bill insert or bill message shall be submitted to the Commission's Division of Regulatory Compliance.~~ An itemized bill shall include, but not be limited to the following information, separately stated:

(a) – (16) No change.

Specific Authority 350.127, 364.604(5) FS. Law Implemented 350.113, ~~364.03~~, 364.04, 364.05, 364.052, ~~364.17, 364.19, 364.3382~~, 364.602, ~~364.603~~, 364.604 FS. History–New 12-1-68, Amended 3-31-76, 12-31-78, 1-17-79, 7-28-81, 9-8-81, 5-3-82, 11-21-82, 4-13-86, 10-30-86, 11-28-89, 3-31-91, 11-11-91, 3-10-96, 12-28-98, 7-5-00, 11-16-03.



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**Notices Submitted to ACW or Confirmed by ACW**

**Notices Submitted to ACW**

ID	Rule No/ Organization	Rule Title	Section	Issue	Date
7569412	8/20/2009	Public Service Commission	Meeting	9/4/2009 Vol. 35/35	8/26/2009
✓7569994	25-4.0185,...	Periodic Reports, Availability of Service, Customer Trouble Reports, Answering Time, Customer Billing for Local Exchange Telecommunications Companies	Notice	9/4/2009 Vol. 35/35	8/26/2009
7558936	8/18/2009	Public Service Commission	Meeting	8/28/2009 Vol. 35/34	8/19/2009
7547296	8/18/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	8/28/2009 Vol. 35/34	8/19/2009
7547199	8/18/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	8/28/2009 Vol. 35/34	8/19/2009
7545938	8/18/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	8/28/2009 Vol. 35/34	8/19/2009

**Notices Confirmed by ACW**

**None.**

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