

STATE OF FLORIDA

COMMISSIONERS:
MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
NANCY ARGENZIANO
NATHAN A. SKOP
DAVID E. KLEMENT



OFFICE OF THE GENERAL COUNSEL
MARY ANNE HELTON
ACTING GENERAL COUNSEL
(850) 413-6199

Public Service Commission

November 17, 2009

HAND DELIVER

RECEIVED-FPSCC
09 NOV 17 AM 10:39
COMMISSION
CLERK

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

RE: Docket No. 060476-TL - Rule Nos. 25-24.630 and 25-24.516

Dear Mr. Boyd:

The Commission has approved the adoption of Rule Nos. 25-24.630 and 25-24.516, without changes.

We plan to file the rules for adoption on November 25, 2009.

Sincerely,

Samantha Cibula
Attorney Supervisor

Enclosure

c: Office of Commission Clerk
060476 Adopt Letter.rcb.doc

DOCUMENT NUMBER - DATE
11370 NOV 17 09
FPSC - COMMISSIONER CLERK

1 25-24.516 Pay Telephone Operator Services Rate Caps.

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

4 (a) ~~Local coin calls—the rate posted at the pay telephone station.~~

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

7 (c) ~~Extended calling scope (ECS) 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 \$1.75~~
9 ~~charge.~~

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

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

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

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

18 Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.03, 364.3375(4), (5),
19 364.3376 FS. History—New 9-5-95, Amended 2-1-99, 9-7-04.

20
21 25-24.630 Rate and Billing Requirements.

22 (1) Services charged and billed to any end user by an operator services provider for an
23 intrastate 0+ or 0- call made from a pay telephone or in a call aggregator context shall not
24 exceed the rates in the company's published schedules. ~~a rate of \$.30 per minute plus the~~

25
CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from
existing law.

1 applicable charges for the following types of telephone calls:

2 (a) ~~A person to person call — a charge of \$3.25;~~

3 (b) ~~A call that is not a person to person call — a charge of \$1.75.~~

4 (2) An operator services provider shall have current rate information readily available
5 and provide this information orally to end users upon request prior to connection.

6 (3) An operator services provider shall require that its certificated or registered name
7 appear on any telecommunications company's bill for regulated charges.

8 (4) An operator services provider shall require all calls to be individually identified on
9 each bill from a telecommunications company on an end user's bill, including the date and
10 start time of the call, call duration, origin and destination (by city or exchange name and
11 telephone number), and type of call.

12 (5) An operator services provider shall provide a toll-free number for customer
13 inquiries on the bill and maintain procedures adequate to allow the company to promptly
14 receive and respond to such inquiries.

15 (6) An operator services provider shall charge only for conversation time as rounded
16 according to company published schedules ~~tariffs~~.

17 (7) An operator services provider shall not:

18 (a) Bill or charge for uncompleted calls in areas where answer supervision is available
19 or knowingly bill or charge for uncompleted calls in areas where answer supervision is not
20 available.

21 (b) Bill for any collect call that has not been affirmatively accepted by a person
22 receiving the call regardless of whether the call was processed by a live or automated operator.

23 (c) Bill for calls in increments greater than one minute except for pay telephone coin
24 calls that may be in increments no greater than three minutes.

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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

~~(d) Bill or collect a surcharge levied by any entity, either directly or through its billing agent, except Commission approved charges for pay telephone providers.~~

Rulemaking Specific Authority 350.127(2) FS. Law Implemented 364.01, 364.3376 FS.

History—New 9-6-93, Amended 2-1-9, 9-7-04.

Amend/Rules 24-516.rcb.doc

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