

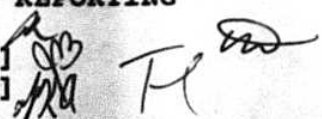
FLORIDA PUBLIC SERVICE COMMISSION

Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

M E M O R A N D U M

MAY 9, 1991

TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [REITH] 
DIVISION OF LEGAL SERVICES [ADAMS]

RE : DOCKET NO.: 910055-TL - PROPOSED TARIFF FILING TO
PROVIDE ENHANCED AUTOMATIC CALL DISTRIBUTION BY CENTRAL
TELEPHONE COMPANY OF FLORIDA (T-90-572, FILED 12/27/90)

AGENDA: MAY 21, 1991 - CONTROVERSIAL - PARTIES MAY PARTICIPATE

CRITICAL DATES: COMPANY WAIVED 60 DAY REQUIREMENT

SPECIAL INSTRUCTIONS: NONE

DISCUSSION OF ISSUES

ISSUE 1: Should the request by Central Telephone Company of Florida (Centel) to establish rates and charges for Enhanced Automatic Call Distribution be approved?

RECOMMENDATION: Yes, the Commission should grant Centel's request to establish rates and charges for Enhanced Automatic Call Distribution.

STAFF ANALYSIS: The Company's proposal will offer Enhanced Automatic Call Distribution (EACD) to business customers and governmental agencies. This service is central office based and will provide the subscriber with Management Information System (MIS) and Load Management features. For example, the end user will be able to change the maximum number of calls that are put in queue while on hold or display the total number of calls received for the day. These features will provide real time management information and full EACD administration and operational control. The Florida Department of Law Enforcement (FDLE) is currently requesting this service.

The associated costs for this service were developed using a fully distributed cost study. Included in the study were the cost for materials, engineering, installation and maintenance. The proposed monthly recurring rate is \$8.50 per access line.

DOCUMENT NUMBER-DATE
04568 MAY-9 1991
FPSC-RECORDS/REPORTING

DOCKET NO. 910055-TL
MAY 9, 1991

The customer access port carries a recurring rate of \$240 and a nonrecurring charge of \$200. Centel forecasted the net recurring revenues for Enhanced ACD in 1991 to be \$15,050 with \$1,050 in nonrecurring revenue.

A Generic Recorded Announcement service will be available for incoming calls when the line is busy. This recorded announcement service will have a nonrecurring charge of \$150 and a recurring monthly rate of \$34.10. These are the same rates that were previously approved by this Commission for Automatic Call Distribution service.

This service will be offered where facilities permit. Staff believes this service is beneficial to both the company and the end user. The rates and charges appear to be just and reasonable. For these reasons and those given above staff recommends that the Commission approve Centel's request to establish rates and charges for Enhanced Automatic Call Distribution.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes, with the adoption of staff's recommendation in Issue 1, the tariff will become effective on May 24, 1991. The rates will become final if no timely protest is filed. If a protest is filed within 20 days after the date of the order, the tariff should remain in effect with revenues held subject to refund pending resolution of the protest. If no timely protest is filed, this docket will be closed.

STAFF ANALYSIS: The Company should hold revenues subject to refund pending the completion of the protest period. At the conclusion of the protest period, if no protest is filed, this docket should be closed and the tariff will become final.

910055.mr