

FLORIDA PUBLIC SERVICE COMMISSION  
FLETCHER BUILDING  
101 EAST GAINES STREET  
TALLAHASSEE, FLORIDA 32399-0850

MEMORANDUM

August 15, 1991

TO : DIRECTOR OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS (LONG) *[Signature]*  
DIVISION OF LEGAL SERVICES (KURLIN) *[Signature]* H for PAK

RE : ~~XXXXXXXXXXXX~~ PROPOSED TARIFF FILING  
INTRODUCING CALLING NUMBER IDENTIFICATION SERVICE BY  
GTE FLORIDA INC. (T-90-565 FILED 12/21/90)

AGENDA: AUGUST 27, 1991 - CONTROVERSIAL - PARTIES MAY  
PARTICIPATE

CRITICAL DATES: TARIFF SUSPENSION DEADLINE - 2/19/91  
COMPANY WAIVED 60-DAY RULE

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CASE BACKGROUND

On May 20, 1991 the Florida Public Service Commission issued Order No. 24546 (Docket No. 891194-TL), outlining the parameters under which Southern Bell Telephone and Telegraph Company (Southern Bell) could offer Caller ID services. This order was a result of many agenda conferences, evidentiary and customer hearings, and a wealth of information and testimony from numerous parties.

The Commission directed Southern Bell to refile its Caller ID tariff, and encouraged other companies to do as well. Although the proceeding was limited to only Southern Bell's filing, Order No. 24546 established the framework for all future Caller ID tariffs.

GTE Florida Inc. (GTEFL or Company) filed its proposal on December 21, 1990, during the Caller ID proceedings. GTEFL waived the 60-day statutory requirement and staff held any action on the Company's tariff until after the decision on Southern Bell's tariff had been reached.

GTEFL amended its tariff proposal on July 15, 1991.

DOCUMENT NUMBER-DATE

08239 AUG 15 1991

FPSC-RECORDS/REPORTING

Docket No. 910796-TL  
August 15, 1991

### DISCUSSION OF ISSUES

**ISSUE 1:** Should the proposed tariff filing introducing Calling Number ID by GTE Florida Inc. be approved?

**RECOMMENDATION:** Yes, the proposed tariff filing introducing Calling Number ID by GTE Florida Inc. should be approved, effective October 1, 1991.

The Company should notice all its customers with a bill insert stating the approximate availability date for each exchange, per-call blocking instructions, and conditions for per-line blocking in its August or September statements. The Company should contact all law enforcement and domestic violence intervention centers in its area and equip them with per-line blocking (at the agencies' request) before offering Calling Number ID service.

The Company should hereafter include per-call blocking instructions in its telephone directories both on the inside front cover and in the Custom Calling Service instruction pages.

GTEFL should also file semi-annual reports for 24 months (four reports) outlining the subscription rate for Calling Number ID, total revenues and costs, and the frequency of use of per-call blocking. The first report should be filed with the Division of Communications on February 1, 1992.

**STAFF ANALYSIS:** GTEFL filed proposed revisions to its General Services Tariff on December 21, 1990. The Company amended its proposal on July 15, 1991 (Attachment A) as a result of the decisions made in Docket No. 891194-TL: Southern Bell's Caller ID proposal.

GTEFL's proposal closely follows the decisions made in the Caller ID docket. The proposal includes: statements in the nonpublished/unlisted section defining the ways these numbers will and will not be divulged; a prohibition against the resale of numbers obtained through Caller ID services; free per-call blocking to all subscribers; and free per-line blocking to all law enforcement and domestic violence intervention centers.

The Company also filed changes consistent with the Commission's decisions on Southern Bell's, Centel's, and United's recent Caller ID filings. At the June 25 agenda, the Commission

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approved the companies' filings with the contingencies that language regarding the completion of calls to nonpublished numbers and the refund procedure for company mistakes be altered. The Commission required language to clarify when an operator could place a call to a nonpublished number and language offering a free number change if a customer's nonpublished number is accidentally published in the directory.

GTEFL's proposed rates for Calling Number ID are \$7.00/month for residential customers and \$10.00/month for business subscribers. Although GTEFL did not have time to perform a cost study for this service after the Southern Bell Caller ID decision, the Company is confident that enough contribution has been built into the rates to cover the additional expenses and still allow the service to be quite profitable.

For reference, the following table compares the rates for Caller ID services among the four companies with pending or approved tariffs (Southern Bell, Centel, and United have approved tariffs):

<b>PRESENT/PROPOSED CALLER ID RATES*</b>		
	<b>residence</b>	<b>business</b>
<b>GTE</b>	\$7.00	\$10.00
<b>Centel</b>	\$5.50	\$7.50
<b>Southern Bell</b>	\$7.50	\$10.00
<b>United</b>	\$7.00	\$10.00

\* Southern Bell- effective 7/1/91; Centel- eff. 8/1/91; United- eff. 9/1/91

Staff believes that this tariff filing is appropriate. The tariff closely follows the decisions made in the Caller ID docket and this service could be very valuable to many subscribers. For these reasons staff recommends that this tariff be approved as filed.

As we recommended for the other three LECs that offer Caller

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**August 15, 1991**

ID, staff recommends that the Company file four semi-annual reports outlining the subscription rate for Calling Number ID, total revenues and costs, and the frequency of use of per-call blocking, if possible. This information will allow staff to track the profits of the service as well as the impact of per-call blocking. These reports were ordered for Southern Bell in Order No. 24546 and information from other companies will help staff analyze the overall impact of this controversial service.

**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** Yes, if Issue 1 is approved this tariff should become effective on 10/1/91. If a timely protest is filed this tariff should remain in effect with any increase held subject to refund pending resolution of the protest. If no timely protest is filed, this docket should be closed.

**STAFF ANALYSIS:** At the conclusion of the protest period, if no protest is filed this docket should be closed.



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JUL 16 1991

DIVISION OF COMMUNICATIONS

**GTE Telephone Operations  
South Area**One Tampa City Center  
Post Office Box 110  
Tampa, Florida 33601-0110

July 15, 1991

Mr. Walter D'Haeseleer, Director  
Division of Communications  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, FL. 32301

Dear Mr. D'Haeseleer:

SUBJECT: AUTHORITY NUMBER T-90-565 - CALLING NUMBER ID

Attached are four (4) copies to the following pages from our  
General Services Tariff:SECTION A6

1st Revised Page 4

SECTION A13

1st Revised Page 11.2

Original Page 11.2.1

1st Revised Page 11.3

GTE Florida originally filed a Calling Number ID (CNID) tariff offering with the Commission on December 20, 1990. However, since that time, the Company has revised the tariff filing to remove the Protective Number Screening feature and to offer Cancel Calling Number Delivery - Per Call and Cancel Calling Number Delivery - Per Line features. Text revisions have also been made in Section A6 (Directory Listings) to emphasize that resale of Caller ID information is prohibited.

Therefore, GTE Florida is requesting that the attached filing replace the original filing made with the Commission on December 20, 1990 (Authority Number T-90-565).

Mr. Walter D'Haeseleer, Director  
Page 2

Acknowledgment, date of receipt, and authority number of this replacement filing are requested. A duplicate letter of transmittal is attached for this purpose.

Yours truly,

*Charles M. Scobie*

*for*

B. Y. Menard  
Area Director-Regulatory and  
Industry Affairs Director

BYM:aaf  
Enclosures

A6. DIRECTORY LISTINGS

A6.3 Residence Listings (Continued)

.3 Dual Name Listings

- a. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address.
- b. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
- c. Dual name listings may be provided as an additional listing at the subscriber's option, at the regular additional listing rate.

A6.4 Nonpublished Telephone Numbers

.1 Upon request a subscriber's primary telephone number may be "nonpublished" subject to the following conditions:

- a. A nonpublished telephone number is omitted from both the telephone alphabetical directory and information records available to the general public. However, when a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers. (N)
- b. Requests for nonpublished numbers will be accepted only when, in the judgement of the Company, such an arrangement will not be detrimental to the service in general.
- c. Incoming calls to nonpublished numbers will be connected only when the calling party places the call by the correct number. *The Company will not connect a call to a nonpublished subscriber* The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, directly or indirectly, to any person other than the subscriber.
- d. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a nonpublished number in the directory or disclosing said number to any person shall attach to the Company and, where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such nonpublished number and at the subscriber's request, the Co. will change the n.p. telephone # at no charge to the subscriber.
- e. Telephone numbers transmitted via Caller ID are intended solely for the use of the caller ID customer. Resale of this information is prohibited as described in Section A13 of this Tariff. (N)

.2 Rates

- a. A rate of \$2 a month applies for each nonpublished telephone number.

.3 Exceptions

- a. The foregoing rate does not apply to the following:
  - (1) Special Reversed Charge Toll Service.
  - (2) Foreign Exchange Service where the subscriber is also furnished Local Exchange Service.
  - (3) Additional service furnished to the same subscriber who has service listed in the Telephone Directory at the same address.
  - (4) Additional service furnished to the same subscriber who has service listed in the Telephone Directory at a different address provided (a) the listed service is in the same local exchange, and (b) arrangements have been made that calls to the listed number will be answered at all times.
  - (5) A subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the subscriber is listed under the telephone number of the PBX or semi-public service furnished to the hotel, hospital, retirement complex, apartment house, boarding house, or club.

PAUL T. HOLLAN, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE:  
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*On behalf of another caller when the caller does not furnish the nonpublished number to the subscriber.*

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Smart Call<sup>SM</sup> Services (Continued)

## .4 Custom Calling Local Area Signaling Service (Continued)

## b. Description (Continued)

- (3.) VIP Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.
- (4.) Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.
- (5.) Special Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
- (6.) Special Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting as shown in Section A13.14.3a., and Special Call Waiting on the same line.
- (7.) Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
- (8.) Call Tracing Service allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Tracing feature, the customer automatically authorizes GTE Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.
- (9.) Calling Number ID is an arrangement which permits a customer with local Exchange Service other than foreign central office service to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multi-line hunt group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time of day and date, and show "OUT OF AREA" and in some cases, dashes (--- ---), for the non-available numbers. The calling telephone number is unavailable from calls made via some large PBX systems within the Custom Calling Local Area Signaling Service calling area, from most cellular radio calls, and currently from interexchange carrier calls. Compatible customer provided display equipment is required for this service.

Any customer subscribing to Calling Number ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

<sup>SM</sup> - A Service Mark of GTE

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PAUL T. BOLAN, PRESIDENT  
TAMPA, FLORIDA

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Smart Call<sup>SM</sup> Services (Continued)

.4 Custom Calling Local Area Signaling Service (Continued)

b. Description (Continued)

(9.) (Continued)

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Calling Number ID are intended solely for the use of the Calling Number ID subscriber. Resale of this information is prohibited by this tariff.

(10.) Cancel Calling Number Delivery - Per Call (CCND-PC) allows a single-line customer to make a call and temporarily mark the delivery of his/her calling number identification (CNI) as "private" to the next person he/she is calling. This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number.

This feature will be available, subject to the availability of facilities, without pre-subscription, and at no charge.

Feature Interactions:

Automatic Call Return - The terminating central office will recognize this "private" marking and cause the voice announcement system to say the number cannot be announced.

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Calling Number ID - The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "p", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

(11.) Cancel Calling Number Delivery - Per Line (CCND-PL) allows a single-line customer to make all calls with the delivery of his/her calling number identification (CNI) marked as "private" to the people he/she is calling. If the preassigned access code for Cancel Calling Number Delivery-Per Call is dialed on the line, the calling number WILL be delivered on the next call placed.

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices and must be established/removed via a service order.

Feature Interactions are the same as in Item (10.) above.

(H)

(H)

PAUL T. MOLAN, PRESIDENT  
TAMPA, FLORIDA

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 **Smart Call<sup>SM</sup> Services (Continued)**

.4 Custom Calling Local Area Signaling Service (Continued)

c. Rates

(1.) The following charges are for the features only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein.

(a.) Residence

	Monthly Rate			
	Minimum	Maximum	Current	
Automatic Busy Redial, per line	\$ 2.00	\$ 6.00	\$ 5.00	
Automatic Call Return, per line	2.00	6.00	5.00	
VIP Alert, per line	2.00	6.00	3.00	
Call Block, per line	2.00	6.00	3.00	
Special Call Forwarding, per line	2.00	6.00	5.00	
Special Call Waiting, per line*	2.00	6.00	5.00	
Special Call Acceptance, per line	2.00	6.00	2.00	
Call Tracing Service, per line	2.00	6.00	5.00	
Calling Number ID, per line	5.00	10.00	7.00	(N)
Cancel Calling Number Delivery, per call -	-	-	-	(N)
Cancel Calling Number Delivery, per line -	-	-	-	(N)
<b>Smart Call<sup>SM</sup> PAK 4400</b> (includes Call Waiting, Automatic Busy Redial, Automatic Call Return, and Call Block), each line	5.00	10.00	8.75	
<b>Smart Call<sup>SM</sup> PAK 4900</b> (includes Call Waiting, Call Forwarding, Speed Call B, 3-Way Calling, Cancel Call Waiting, Automatic Busy Redial, Automatic Call Return, VIP Alert and Call Block), each line	9.00	14.00	13.25	

(b.) Business

	Monthly Rate			
	Minimum	Maximum	Current	
Automatic Busy Redial, per line	\$ 3.00	\$ 6.50	\$ 6.00	
Automatic Call Return, per line	3.00	6.50	6.00	
VIP Alert, per line	3.00	6.50	4.00	
Call Block, per line	3.00	6.50	4.00	
Special Call Forwarding, per line	3.00	6.50	6.00	
Special Call Waiting, per line*	3.00	6.50	6.00	
Special Call Acceptance, per line	3.00	6.50	3.00	
Call Tracing Service, per line	3.00	6.50	6.00	
Calling Number ID, per line	8.00	15.00	10.00	(N)
Cancel Calling Number Delivery, per call -	-	-	-	(N)
Cancel Calling Number Delivery, per line -	-	-	-	(N)

\*Special Call Waiting cannot be offered on the same line as Call Waiting shown in A13.14.3a.

<sup>SM</sup> - A Service Mark of GTE

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