

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 940619-TL
tariff filing to add Call) ORDER NO. PSC-94-0940-FOF-TL
Controller and Voice Form) ISSUED: August 1, 1994
features to the State of Florida)
tariff by CENTRAL TELEPHONE)
COMPANY OF FLORIDA. (T-94-295)
filed 6/2/94)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On June 2, 1994, Central Telephone Company of Florida (Centel) filed a tariff to add Call Controller and Voice Form features to Section 22 of its General Customer Services Tariff. This section covers the service agreement between Centel and all state agencies within the Tallahassee exchange. Call Controller provides the capability to create a broad variety of telephone services for callers that are accessing a state agency that subscribes to this service. Callers use this service by listening to voice menus and entering telephone keypad responses. The Call Controller system has the ability to interface with telephone instruments, voice mail, and voice bulletin boards. The subscriber has full control of the selection, arrangement, and content of the services provided.

Call Controller has five primary programming options referred to as cells. These cells are Greeting/Defaults, Rerecord, Key Error, Tree Error, and Schedule Transfer.

Greeting is the recorded announcement the caller hears upon reaching the Call Controller. Defaults works in conjunction with the error cell to determine how calls are directed when the caller performs functions such as presses "0" for the operator, makes no response, or presses the wrong key too many times.

DOCUMENT NUMBER-DATE

07797 AUG-1 1994

FPSC-RECORDS/REPORTING

ORDER NO. PSC-94-0940-FOF-TL
DOCKET NO. 940619-TL
PAGE 2

Rerecord allows the subscriber to change the recorded phrases played in any cell. Recordings are made by the subscriber and can be made from any telephone using a passcode similar to that used to access voice mail.

Key Error determines what happens to a call when the caller presses an inappropriate key or presses a key too many times.

Tree Error determines what will happen to a call if there is an error in the option design created by the state agency.

Schedule allows the subscriber to handle calls received during business hours differently than those received after hours. Transfer governs whether calls are transferred with or without supervision. If either Schedule or Transfer options are used, additional cells will be built to further refine the actions of these cells.

Voice Forms are designed to collect information from callers by either dialing a number directly or as part of the Call Controller application. The Voice Form greets the caller and prompts him with a series of questions. The caller answers the questions either through spoken responses or through keypad responses. The caller may review answers, make necessary changes, or delete the entire message and start over.

Centel's proposed rates exceed the estimated costs for providing these services.

Upon consideration, we find it appropriate to approve Centel's tariff filing to add Call Controller and Voice Form services to its General Customer Services Tariff. This tariff shall take effect on August 1, 1994.

It is therefore,

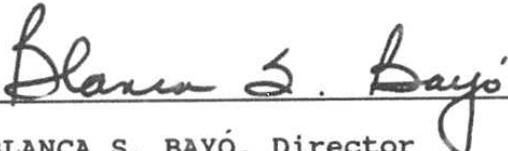
ORDERED by the Florida Public Service Commission that Centel's tariff filing to add Call Controller and Voice Form features to its General Customer Services tariff is approved, effective August 1, 1994. It is further

ORDERED that if a protest is filed in accordance with the requirement set forth below, the tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. It is further

ORDERED that if no protest is filed in accordance with the requirement set forth below, this docket shall be closed.

ORDER NO. PSC-94-0940-FOF-TL
DOCKET NO. 940619-TL
PAGE 3

By ORDER of the Florida Public Service Commission, this 1st
day of August, 1994.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

LMB

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on August 22, 1994.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

ORDER NO. PSC-94-0940-FOF-TL
DOCKET NO. 940619-TL
PAGE 4

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.