

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950543-TL
tariff filing to increase) ORDER NO. PSC-95-0861-FOF-TL
surcharge for Directory Connect) ISSUED: July 17, 1995
Plus Service by GTE Florida)
Incorporated. (T-95-275 filed)
4/28/95))
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On April 28, 1995, GTE Florida Incorporated (GTEFL) filed a revision to its tariff to increase the surcharge for its Directory Connect Plus (DCP) service. DCP allows a customer who requests a number from Directory Assistance to have the call completed automatically for a charge. DCP offers convenience and time-savings to the customer. DCP is designed to eliminate frustration for customers who hurriedly call directory assistance and do not wish to record the telephone number.

After requesting a number from directory assistance, the customer is released to an audio response unit and the requested number is quoted. After the number is retrieved, an operator services switch reads the calling and the called number to determine if the call is eligible for call completion. This is determined by the call origin and any special blocking or screening information associated with the called and the calling number. If call completion is available, a mechanized announcement instructs the caller that for an additional charge the call can automatically be completed. The customer completes the call by depressing a specific digit on the touch-tone key pad. All calls which have been completed through the use of DCP will be charged the surcharge and other appropriate charges. Customers can arrange with GTEFL to block DCP calls from their telephones.

GTEFL has offered DCP to its customers since June, 1993. GTEFL would like to increase the surcharge for DCP from \$.35 to

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\$.45. Originally, GTEFL anticipated a call volume of 4.57 million calls with an anticipated revenue of \$1.6 million. The actual call volume for 1994 was 2.57 million calls which produced a revenue of only \$900,000. Increased revenues will cover the costs of providing this service. There are few costs associated with this service. GTEFL will incur minimal network costs, administrative costs and billing and engineering costs. There will be no costs associated with advertising for the service since DCP is already in existence. GTE projects approximately \$2 million in increased revenue over the next five years.

BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company offers a similar service called Directory Assistance Call Completion for a charge of \$.30 per call. GTEFL's proposed increase for DCP covers cost. This is a discretionary service and customers can choose to dial the number themselves and not be charged for DCP. Accordingly, we approve this filing, effective June 27, 1995.

It is, therefore

ORDERED by the Florida Public Service Commission that GTE Florida Incorporated's tariff revision to increase the surcharge for its Directory Connect Plus service is approved, effective June 27, 1995. It is further

ORDERED that if a timely protest is filed in accordance with the requirements set forth below, this tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 17th day of July, 1995.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

by: Kay Hagan
Chief, Bureau of Records

(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, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on August 7, 1995.

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.

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.