**FLORIDA PUBLIC SERVICE COMMISSION**

**Capital Circle Office Center 2540 Shumard Oak Boulevard**

**Tallahassee, Florida 32399-0850**

**M E M O R A N D U M**

**June 13, 1996**

**TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)**

**FROM: DIVISION OF APPEALS (MOORE)**

**DIVISION OF COMMUNICATIONS (MOSES)**

**DIVISION OF CONSUMER AFFAIRS (RASBERRY)**

**DIVISION OF RESEARCH & REGULATORY REVIEW (HARLOW)**

**RE: DOCKET NO. 960720-TL - PROPOSED AMENDMENT TO RULE 25-4.040, TELEPHONE DIRECTORIES; DIRECTORY ASSISTANCE**

**AGENDA: 6/25/96 - REGULAR AGENDA - RULE PROPOSAL - INTERESTED PERSONS MAY PARTICIPATE**

**RULE STATUS: PROPOSAL MAY BE DEFERRED**

**SPECIAL INSTRUCTIONS: S:\PSC\APP\WP\960720TL.RCM**

**DISCUSSION OF ISSUES**

**ISSUE :** Should the Commission propose an amendment to Rule 25-4.040(3)(c), Florida Administrative Code, to require local exchange companies to include additional information in telephone directories about how to contact the Commission, and to include a Spanish translation of the Commission complaint information?

**RECOMMENDATION:** Yes.

**STAFF ANALYSIS:** Rule 25-4.040(3)(c) requires local exchange companies (LECs) to include in the front of the telephone directory information about how customers may contact the Commission when they are not satisfied with a company's response to a complaint. In addition to a toll free telephone number that is currently published, the Commission now has available a toll free facsimile number to receive consumer complaints, an Internet address for receiving consumer complaints, and a Web site on the Internet for consumers to retrieve information from the Commission. The rule amendment requires companies to publish this information, and also requires publication of a Spanish translation of the existing English language notice. (Attachment 1)

Chapter 95-403, 32, Laws of Florida, required the Commission to implement a consumer information program by January 1, 1996. In addition, staff anticipates that the recent changes in the law allowing local competition as well as resale of local service to residents by shared tenant service providers will result in an increase in the number of complaints. The changes staff recommends making to the rule should increase customer awareness of the Commission's complaint process; increase access to Commission rules, orders, and other documents and information; and furnish additional and faster methods of communicating with the Commission.

Economic Impact Statement

Imposing a requirement to publish additional information in telephone directories will result in some additional expense to the companies affected, however, the cost is expected to be minimal. A data request was sent to the LECs and an Economic Impact Statement is attached. (Attachment 2)

**ISSUE 2:** If no requests for hearing or comments are filed, should the rule amendments as proposed be filed for adoption with the Secretary of State and the docket be closed?

**RECOMMENDATION:** Yes.

**STAFF ANALYSIS:** Unless comments or requests for hearing are filed, the rules as proposed may be filed with the Secretary of State without further Commission action. The docket may then be closed.

CTM

Attachments:

Rule

Economic Impact Statement