BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: Proposed Amendments to Rule 25-4.110, F.A.C., Customer Billing for Local Exchange Telecommunication Companies

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: October 8, 1998

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of Rule 25-4.110, Florida Administrative Code, to amend provisions relating to customer billing by companies for telecommunication services.

The attached Notice of Proposed Rule Development will appear in the October 16, 1998, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

> Florida Public Service Commission 10:00 a.m., Monday, November 9, 1998 Betty Easley Conference Center Room 152, 4075 Esplanade Way Tallahassee, Florida

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

By Direction of the Florida Public Service Commission, this 8th day of October, 1998.

BLANCA S. BAYÓ, Director Division of Records & Reporting

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FLORIDA PUBLIC SERVICE COMMISSION

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RULE TITLE:

RULE NO.:

Customer Billing for Local Exchange 25-4.110 Telecommunications Companies

PURPOSE AND EFFECT: The purpose of the rule amendments is to eliminate the practice of adding charges to a telephone bill for products or services that the customer did not knowingly authorize (also known as "cramming") and to require complete and accurate disclosure of services and charges on a customer's telecommunications bill (also known as "truth in billing"). The effect of the proposed amendments will result in customer bills that contain only authorized charges and that descriptions and charges for services are accurate and in a form understandable to the customer.

SUBJECT AREA TO BE ADDRESSED: Customer billing for telecommunications companies.

SPECIFIC AUTHORITY: 350.127, FS

LAW IMPLEMENTED: 364.19, 364.604, FS

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND PLACE SHOWN BELOW:

TIME AND DATE: 10:00 AM, Monday, November 9, 1998

PLACE: Florida Public Service Commission, Room 152, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT IS: Ray Kennedy, Division of Communications, Florida Public Service UNDOCKETED PAGE 3

Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD). A PRELIMINARY TEXT IS NOT AVAILABLE AT THIS TIME AS IT IS EXPECTED A DRAFT WILL BE DEVELOPED DURING THE WORKSHOP PROCESS.