

FLORIDA PUBLIC SERVICE COMMISSION

RULE DEVELOPMENT WORKSHOP

November 9, 1998

**UNDOCKETED - PROPOSED AMENDMENTS TO RULE 25-4.110, F.A.C.,
CUSTOMER BILLING FOR LOCAL EXCHANGE TELECOMMUNICATIONS COMPANIES**

TIME: 10:00 AM

**LOCATION: Betty Easley Conference Center
Room 152, 4075 Esplanade Way
Tallahassee, Florida**

AGENDA

Purpose: The purpose of the workshop is to develop rule amendments 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 result is customer bills that contain only authorized charges and descriptions and charges for services that are accurate and in a form understandable to the customer.

1. Opening remarks by staff.
2. Presentations by LECs and other billing entities explaining procedures in place or other procedures in development*
3. Development of issues, discussion, comments, and questions. (See attached examples of complaints and initial identification of issues.)
4. Closing remarks and itinerary for continuing rule development.

* Staff encourages companies to prepare a short presentation on its billing procedures and practices, including those currently in use and those in development. Please contact Diana Caldwell, 850-413-6175, before Thursday, November 5th, if you are willing to make such presentation. Everyone is encouraged to comment.

DOCUMENT NUMBER - DATE

12084 OCT 28 88

REGISTRATION REPORTING

TOPICS FOR DISCUSSION¹

1. Examples of complaints:

- Customer billed for services not they did not request, the billing company continued to bill for a length of time. Unsatisfactory settlements are sometimes offered. Services include: web page service, 800 service, voice mail, Tri-mart Service plan, calling cards, national pet club, psychic services, traveler information services, entertainment services, calls not made, and 900 services not requested. These are examples and are not all inclusive.

2. Should the Federal Trade Commission proposed rules be incorporated.
3. Should billing be limited to only telecommunications related services.
4. Should third party verification be required on all sales.
5. Should standards for truth-in advertising be established.
6. Should the rules require a billing-block option and PIN numbers.
7. Should specific billing formats be required.
8. Other issues identified.

This list is for discussion purposes, is not intended to be all inclusive, and is subject to change.

¹ Copies of specific information will be available at the Workshop.