

The Florida Public Service Commission announces a staff rule development workshop to be held on Rules 25-4.066 through 25-4.081, F.A.C., and Rule 25-24.849, F.A.C., at the following time and place.

DATE AND TIME: Friday, November 5, 1999, at 9:30 a.m.

PLACE: Room 152, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, FL 32399-0862.

The rules address service quality standards for the provision of telecommunications.

A copy of the agenda is included in this notice and also may be obtained after October 12, 1999, from Mary Diskerud, Division of Appeals, Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6090.

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 workshop. 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.

RECEIVED  
OCT 13 11:13:31  
DIVISION OF STATE  
TALLAHASSEE, FLORIDA

- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- MAS \_\_\_\_\_
- OPC \_\_\_\_\_
- PAI \_\_\_\_\_
- SEC \_\_\_\_\_
- WAW \_\_\_\_\_
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

12451 OCT 13 99

FPSC-RECORDS/REPORTING

DOCKET NO. 991473-TP

RE: REVIEW AND REVISION OF RULES 24-4.066 - 25-4.081,  
AND 25-24.049, FLORIDA ADMINISTRATIVE CODE

STAFF WORKSHOP AGENDA

November 5, 1999

9:30 AM

Room 152 Betty Easley Conference Center

This rule development workshop is designed to present a forum for all interested persons and the Commission staff to discuss whether and how the Commission's service rules for telecommunications providers should be revised to reflect the transition to competitive markets.

Please be prepared to discuss the following topics at the workshop:

1. What is the Commission's statutory responsibility over telecommunications service quality provided by incumbent local exchange companies (ILECS) and alternative local exchange companies (ALECS)?
2. What are the appropriate methods to regulate telecommunications service during the transition to competitive markets?
  - A. Should service quality regulation differ for ILECS and ALECS?
  - B. How should service quality be measured?
    1. Should the rules concentrate on those items that are most important to the customers, such as those defined in the highest weighted items in the weighted index form?
    2. Should the weighted index method of evaluating the performance of LECs be eliminated or modified?
    3. Should customer surveys be included as a part of the overall evaluation process or possibly be a substitute for the evaluation process?

- C. What criteria should apply?
- 3. Review of rules that require measurements to be reported in the periodic reports:
  - A. Clarity of the way the measurements are to be completed.
  - B. Elimination of any obsolete information currently required by the periodic reports.
- 4. Problems with the service evaluation process.
  - A. What are the appropriate tests that should be performed?
  - B. Should bandwidth tests be included in the evaluation?
  - C. Should specific standards for dial tone volume, noise, and other transmission parameters be included in the rules or should a specific ANSI standard be adopted?
- 5. Should rules be developed that apply to wholesale services provided by LECs to ALECs?
- 6. Any other relevant issues.