DOCKET NO. 041017-TI

CERTIFICATION OF

ALCHAVED ATSO

GD AUG -8 PM 2:00

COMMISSION CLERK

FILED WITH THE

PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES

DEPARTMENT OF STATE

	I do hereby o	ertify:	
	<u>/x/</u>	(1)	That all statutory rulemaking requirements of Chapter 120, F.S., have been
	complied wit	th; and	
	<u>/x/</u>	(2)	There is no administrative determination under subsection 120.56(2), F.S.,
	pending on a	ny rul	e covered by this certification; and
	<u>/x/</u>	(3)	All rules covered by this certification are filed within the prescribed time
	limitations o	f parag	graph 120.54(3)(e), F.S. They are filed not less than 28 days after the notice
	required by p	oaragra	aph 120.54(3)(a), F.S., and;
	<u>//</u>	(a)	Are filed not more than 90 days after the notice; or
	<u>/ /</u>	(b)	Are filed not more than 90 days after the notice not including days an
	administrativ	e dete	rmination was pending; or
	<u>/x/</u>	(c)	Are filed more than 90 days after the notice, but not less than 21 days nor
CMP	more than 45	days	from the date of publication of the notice of change; or
CTR		(d)	Are filed more than 90 days after the notice, but not less than 14 nor more
ECR	—than 45 days	after t	he adjournment of the final public hearing on the rule; or
GCL	<u>//</u>	(e)	Are filed more than 90 days after the notice, but within 21 days after the
RCA	date of receip	ot of al	Il material authorized to be submitted at the hearing; or
SCR			
SEC			
отн			BOCUMENT NUMBER-DATE
			07657 AUG-88

FPSC-COMMISSION CLERK

Are filed more than 90 days after the notice, but within 21 days after the (f) 11 date the transcript was received by this agency; or Are filed not more than 90 days after the notice, not including days the // (g) adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or Are filed more than 90 days after the notice, but within 21 days after a // (h) good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or (i) Are filed more than 90 days after the notice, but within 21 days after a <u>//</u> regulatory alternative is offered by the small business ombudsman. Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State. Rule Nos. 25-24.455 25-24.465 25-24.470 25-24.4701 25-24.471 25-24.472 25-24.473 25-24.474 25-24.475

1 10 ----

25-24.480

25-24.485

25-24.490

25-24.491

25-24.600

25-24.610

25-24.640

25-24.835

25-24.840

25-24.900

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25-24.930

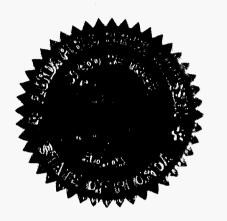
25-24.940

Under the provision of subparagraph 120.54(3)(e)6., F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective:				
	(month)	(day)	(year)	

BLANCA S. BAYÓ, Director Division of the Commission Clerk and Administrative Services

Number of Pages Certified



MKS

25-24.455 Scope and Waiver. 1 2 (1) This Partpart applies only to Intrastate Interexchange Companies (IXCs). As provided by Rules 25-4.002, 25-9.001 and 25-14.001, F.A.C., no provision of Chapters 25-4, 3 25-9, or 25-14, F.A.C., shall apply to IXCsInterexchange Companies, except as provided by 4 5 this part. (2) To the extent these rules are inconsistent with provisions of Chapter 364, Florida 6 Statutes, telephone companies subject to this Part are exempted from such provisions or are 7 subject to different requirements than otherwise prescribed for telephone companies under the 8 authority of Section 364.337, Florida Statutes. 9 (3) Any interexchange company may petition for exemption from applicable portions 10 11 of Chapter 364, Florida Statutes, or for application of different requirements than otherwise prescribed for telephone companies by Chapter 364, Florida Statutes, under the 12 authority of Section 364.337, Florida Statutes. 13 (24) An IXCinterexchange company may petition for a waiver of any provision of this 14 Part. The waiver shall be granted in whole, granted in part or denied based on the 15 following: The Commission may grant a waiver to the extent that it determines that it is 16 consistent with the public interest to do so. The Commission may grant the petition in whole 17 or part, may limit the waiver to certain geographic areas and/or may impose reasonable 18 alternative regulatory requirements on the petitioning company. In disposing of a petition, the 19 20 Commission may consider: (a) The factors enumerated in Section 364.337(4), Florida Statutes; 21 (b) The extent to which competitive forces may serve the same function as, or obviate 22 the necessity for, the provision sought to be waived; and 23 (c) Alternative regulatory requirements for the company which may serve the purpose 24 of this part; and

1	(d) Whether the waiver is in the public interest.
2	(5) Any statutory exemptions or rule waivers granted prior to the adoption of this rule
3	are void, and to the extent not covered in this rule, must be renewed.
4	Specific Authority 350.127(2) FS.
5	Law Implemented 364.01, <u>364.02</u> , 364.337 FS.
6	History-New 2-23-87, Amended
7	
8	25-24.465 Terms and Definitions; Rule Incorporated.
9	(1) For purposes of this Part, the term "Company" means an <u>IXC</u> Interexchange
10	Company.
11	(2) Rule 25-4.003, Florida Administrative Code, Definitions, applies to IXCs. The
12	following rule is incorporated herein by reference
13	Portions not
14	Section Title Applicable
15	25-4.003 — Definitions — Subsection (8)
16	Specific Authority 350.127(2) FS.
17	Law Implemented 364.01, 364.02 , 364.337 FS.
18	History–New 2-23-87, Amended 3-13-96,
19	
20	25-24.470 Registration Certificate of Public Convenience and Necessity Required.
21	(1) No person shall provide intrastate interexchange telephone service without first
22	filing an initial tariff containing the rates, terms, and conditions of service and providing the
23	company's current contact information withobtaining a certificate of public convenience and
24	necessity from the Division of the Commission Clerk and Administrative Services. Services
25	may not be provided, nor may deposits or payment for services be collected until the effective
	CODING: Words <u>underlined</u> are additions; words in struck through type are deletions from existing law.

1	date of a certificate, if granted. However, acquisition of equipment and facilities, advertising
2	and other promotional activities may begin prior to the effective date of the certificate at the
3	applicant's risk that it may not be granted. In any customer contacts or advertisements prior to
4	certification, the applicant must advise the customer that certification has not and may never
5	be granted.
6	(2) An original and three (3) copies of the company's initial tariff shall be filed. The
7	tariff filing shall conform to the requirements of Rule 25-24.485, F.A.C.
8	(3) The company's contact information shall be provided using Form PSC/CMP 31
9	(08/05), entitled "IXC Registration Form" which is hereby incorporated into these rules. A
10	copy of the form may be obtained from the Commission's website, www.floridapsc.com, or
11	by contacting the Commission's Division of Competitive Markets and Enforcement.
12	(4) Each IXC shall file and update, within 10 days after any change, the following
13	contact information with the Division of the Commission Clerk and Administrative Services:
14	(a) Official company name, including any fictitious names, as filed with the
15	Department of State, Division of Corporations; and
16	(b) Mailing address, including street name and address and post office box, city, state,
17	and zip code.
18	(c) Name, address, telephone number, and e-mail address and FAX number, where
19	applicable, of the individual who is to serve as primary liaison with the Commission in regard
20	to ongoing operations of the company within the state.
21	Specific Authority 350.127(2) FS.
22	Law Implemented <u>364.02</u> , <u>364.04</u> <u>364.32</u> , <u>364.33</u> , <u>364.335</u> , <u>364.337</u> FS.
23	History–New 2-23-87, Amended
24	
25	25-24.4701 Provision of Regulated Telecommunications Service to Uncertificated Resellers
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- 3 -

1	Prohibited.
2	Specific Authority 350.127(2) FS.
3	Law Implemented 364.07, 364.19, 364.27 FS.
4	History–New 1-12-92, Repealed .
5	
6	25-24.471 Application for Certificate.
7	Specific Authority 350.127(2) FS.
8	Law Implemented 364.03, 364.32, 364.33, 364.335, 364.337, 364.345 FS.
9	History–New 2-23-87, Amended 5-8-91, 11-20-91, 12-22-92, 10-10-94, 3-13-96, 12-9-96,
10	Repealed .
11	
12	25-24.472 Improper Use of a Certificate.
13	Specific Authority 350.127(2) FS.
14	Law Implemented 364.32, 364.33, 364.335, 364.337, 364.345 FS.
15	History–New 2-23-87, Repealed
16	
17	25-24.473 Application for Approval of Assignment or Transfer of Certificate.
18	Specific Authority 350.127(2) FS.
19	Law Implemented 364.32, 364.33, 364.335, 364.337, 364.345 FS.
20	History-New 2-23-87, Amended 11-20-91, 3-13-96, Repealed
21	
22	25-24.474 Cancellation of a <u>Registration</u> Certificate.
23	(1) The following are grounds for cancellation of Commission may on its own motion
24	cancel a company's registration certificate for any of the following reasons:
25	(a) – (c) No change.
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1	(2) If a <u>registered</u> eertificated company desires to cancel its <u>registration</u> eertificate, it
2	shall request cancellation from the Commission in writing and shall provide the following
3	with its request:
4	(a) Current and any past due Statement of intent and date to pay Regulatory
5	Assessment Fees, and the associated penalty and interest-; and
6	(b) Statement of why the certificate is proposed to be cancelled.
7	(be) A statement on treatment of customer deposits and final bills.
8	(d) Proof of individual customer notice regarding discontinuance of service.
9	(3) Cancellation of the IXC registration Cancellation of a certificate shall be granted
10	ordered subject to the holder providing the information required by subsection (2).
11	Specific Authority 350.127(2) FS.
12	Law Implemented 350.113, 350.127(1), <u>364.02,</u> 364.285, 364.337, 364.345 FS.
13	History–New 2-23-87, Amended 3-13-96,
14	
15	25-24.475 Company Operations and Customer Relations.; Rules Incorporated.
16	(1) For intrastate toll calls received from the relay service, each IXC shall offer
17	discounts as required by Rule 25-4.160(1), F.A.C.
18	(2) Each IXC shall comply with the requirements of Rule 25-4.110, F.A.C.; Customer
19	Billing, subsections (11), (12), (14), (15), (18), and (20).
20	(3) Each IXC shall comply with the requirements of Rule 25-4.118, F.A.C.; Local,
21	Local Toll, or Toll Provider Selection. For the purpose of this subparagraph, the words
22	"certificate" or "certificated" in Rule 25-4.118, F.A.C. shall be substituted for the word
23	"register" or "registered."
24	(4) When operator services are provided by an IXC for calls placed from pay
25	telephones or confinement facilities, Part XIII of Chapter 25-24, F.A.C., shall apply for such
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1	<u>calls.</u>	
2	(5) Each IXC shall respond to Commission inquiries within	15 days.
3	(6) Each IXC shall comply with the requirements of Rule 25	-4.083, Florida
4	Administrative Code, Preferred Carrier Freeze, except subsections (11) and (12).
5	(1) The following rules are incorporated herein by reference	and apply to
6	Interexchange Companies. In these rules, the word "local" should b	e omitted or interpreted as
7	"toll", as they shall apply only to interexchange and not local service	ee.
8		Portions
9	Section Title	Applicable
10	25 4.022 Complaint Trouble Reports, etc.	All
11	25 4.036 Design and Construction of Plant	All
12	25-4.038 Safety	All
13	25 4.039 Traffic	All
14	25 4.071 Adequacy of Service	Subsection (5)
15	25-24.515 Pay Telephone Service	Subsection (20)
16	25-4.077 Metering and Recording Equipment	All
17	25-4.160 — Operation of Telecommunications Relay Service	Subsection (1)
18	——————————————————————————————————————	ning service from the local
19	exchange company, provided the local exchange company bills the	customer directly for the
20	service rendered.	
21	Specific Authority 350.127(2) FS.	
22	Law Implemented <u>364.02</u> , <u>364.04</u> , <u>364.603</u> , <u>364.604</u> <u>364.01(4)</u> , <u>364.01</u>	.07, 364.16, 364.17,
23	364.185, 364.19, 364.30, 364.337, 364.3375, 364.345, 364.386, 42	7.704 FS.
24	History-New 2-23-87, Amended 6-24-90, 9-16-92, 2-3-93, 3-13-96	5, 2-1-99,
25		

1	25-24.480 Records and Reports; Rules Incorporated.
2	(1) Each IXC shall remit Regulatory Assessment Fees in accordance with Rule 25-
3	4.0161, F.A.C.
4	——————————————————————————————————————
5	interexchange companies. In these rules, the word "local" should be omitted or interpreted as
6	"toll", as they shall apply only to interexchange and not local service.
7	Portions Not
8	<u>Section</u> <u>Title</u> <u>Applicable</u>
9	25-4.019 Records and Reports in General None
10	25-4.020 Location and Preservation of Records Subsections (1), (3)
11	25-4.023 Report of Interruptions Subsection (1)
12	25-4.043 Inquiries None
13	25-4.0161 Regulatory Assessment Fees None
14	25-4.079 Hearing/Speech Impaired Persons Subsections (1), (2), (3), and (5)
15	25 4.115 Directory Assistance Subsections (1) and (2)
16	(2) Each IXC shall furnish to the Commission at such times and in such form as the
17	Commission may require, the results of any required tests and summaries of any required
18	records. The IXC shall also furnish the Commission with any information concerning the
19	IXC's facilities or operations which the Commission may reasonably request and require. All
20	such data, unless otherwise specified, shall be consistent with and reconcilable with the IXC's
21	regulatory assessment fee report to the Commission.
22	——————————————————————————————————————
23	Division of Competitive Markets and Enforcement and the Division of the Commission Clerk
24	and Administrative Services within 10 days after such changes occur.
25	(a) The address of the certificate holder's main corporate and Florida offices (if any),
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1	including street name and address and post office box, city, state and zip code.
2	(b) Telephone number, name, and address of the individual who is to serve as primary
3	liaison with the Commission in regards to the ongoing Florida operations of the certificated
4	company.
5	(3) Where an IXC is operated with another enterprise, records must be separated in
6	such manner that the results of the IXC operations may be determined at any time.
7	(3) Each company shall file form PSC/CMP-38 (date) with the Division of Competitive
8	Markets and Enforcement by January 31 of each year. Form PSC/CMP 38 (date), entitled IXC
9	Annual Report Form, is incorporated by reference into this rule and may be obtained from the
10	Division of Communications.
11	(4) Upon notification to the IXC, members may, at reasonable times, make personal
12	visits to the company offices or other places of business within or without the State and may
13	inspect any accounts, books, records, and papers of the IXC which may be necessary in the
14	discharge of Commission duties. Commission staff members will present Commission
15	identification cards as the written authority to inspect records. During such visits the IXC shall
16	provide the staff member(s) with adequate and comfortable working and filing space,
17	consistent with the prevailing conditions and climate, and comparable with the
18	accommodations provided the IXC's outside auditors.
19	Specific Authority 350.127(2) FS.
20	Law Implemented 350.113, 350.115, 350.117, 364.01(4), 364.02, 364.336, 364.17, 364.18,
21	364.185, 364.337, 427.704 FS.
22	History-New 2-23-87, Amended 4-5-88, 7-11-88, 6-3-90, 10-25-90, 11-20-91, 12-29-91, 12-
23	22-92, 12-27-94, 3-13-96, 10-1-96,
24	
25	25-24.485 Tariffs.

1	(1) All initial tariffs filed as part of the registration process in Rule 25-24.470 shall
2	must be filed with the Division of the Commission Clerk and Administrative
3	Services Commission, using the following guidelines, before becoming effective.
4	(1) General.
5	(a) Each <u>IXC</u> company shall maintain on file with the Commission tariffs which set
6	forth all of the rates and charges for customer services, the different services available to
7	subscribers and the conditions and circumstances under which service will be furnished.
8	Interexchange carriers are authorized to provide services to other certificated telephone
9	companies by individually negotiated contract rates in addition to filing and providing those
10	services to end users pursuant to tariffs. When an interexchange carrier chooses to utilize such
11	individually negotiated contract rates for services to other certificated telephone companies,
12	and in any other instances in which the Commission has authorized contract rates for specific
13	offerings, the conditions under which such contracts may be offered shall be clearly stated in
14	the company's tariff but the contracts themselves need not be part of the tariff. The contracts
15	must, however, be available for Commission review. The tariff shall not include charges for
16	customer premises equipment.
17	(b) Each Company shall provide support to accompany any proposed changes as
18	outlined in subsection (4).
19	(c) through (d) renumbered as (b) through (c) No change.
20	(de) The tariff shall be written in a manner such that service will be provided on a non-
21	discriminatory basis. No public statement of service quality, rates, or service offerings or
22	billings should be misleading or differ from those stated in the tariff.
23	(f) A printed notice shall be kept posted by each company in a public and conspicuous
24	place in each office where application for service may be made stating that its tariff and
25	standard contract and agreement forms are on file at that office and are open to examination

by any person. The Company will also make available a list of the exchanges it serves.

(eg) All proposed changes to an the existing tariff shall be directed to the Director of the Division of Competitive Markets and Enforcement, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-085066. A filing must be received by the Division of Competitive Markets and Enforcement Services before 5:00 p.m. of a normal Commission workday in order for it to be "filed" on that day.

- (fh) All tariff changes shall be submitted to the <u>Division of Competitive Markets and EnforcementCommission</u> in <u>triplicatequadruplicate</u> in the form prescribed herein. After the effective date, one copy stamped "received" will be returned to the company, which shall be the notice to the company that the filing has been received and is on file. If acknowledgement of the filing at the time of receipt is desired, the letter of transmittal shall be sent in duplicate with a request that the duplicate be returned.
- (gi) Companies shall charge only the rates contained in their tariff. If a company desires to charge rates or charges at a lower level than is contained in an existing tariff and wishes to charge those lower rates only temporarily and afterwards return to the existing tariff level, it may, instead of filing two tariff revisions to decrease and then later increase the rate, file a single tariff change reflecting the conditions of the temporary tariff change. Such tariff provision shall include the heading "Promotion," and shall state the name of the promotion, a specific description of the tariffed service involved, including all applicable rates, terms, and conditions, specific tariff charges to be reduced, the temporary level of charges, a description of the customers who would be eligible for the decrease, the conditions under which customers would receive a decrease, include the heading "Promotion," and the beginning and ending dates of the reduction. The tariff page(s) describing the terms and rates of the temporary reduction shall immediately precede the permanent tariff pages for the service in the same section of the tariff.

1	$(\underline{\mathbf{h}}_{\mathbf{j}})$ No change.
2	(2) Effective Date.
3	(a) The initial tariff will become effective on the effective date of the company's
4	registration pursuant to Rule 25-24.470, F.A.C. required Certificate of Public Convenience and
5	Necessity, unless the company requests a later effective date.
6	(b) For all companies, Changeschanges to an existing tariff will become effective on
7	the day following the day it is filed with the Division of Competitive Markets and
8	Enforcement unless the company requests a later effective date, or the Commission suspends
9	or denies the filing prior to the effective date.
0	(3) <u>Tariffs shall comply with the following format requirements:</u> Format.
1	(a) All tariffs filed shall be submitted in loose leaf form on 8 $1/2" \times 11"$ sheets,
12	typewritten on a good grade of white three-hole paper of durable quality, using one side of the
13	paper only. All copies must be clear and legible. Sufficient margin shall be allowed on each
14	sheet for a left-hand binding edge so that when the tariff book is open all printed matter will
15	be in view.
16	(b) No change.
17	(c) Each sheet shall bear the name of the company, as registered with the Commission
18	in the upper left-hand corner of the sheet.
19	(d) No change.
20	(e) Revised sheets in the tariff shall be marked with the number of the revision in the
21	upper right-hand corner and the number of the sheet(s) it replaces. As an example:
22	First Revised Sheet No. 1
23	Cancels Original Sheet No. 1
24	or
25	Fourth Revised Sheet No. 5.2,
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1 Cancels Third Revised Sheet Nos. 5.2, 5.3 and 2 Second Revised Sheet 5.4 (f) The On the bottom of each sheet shall appear the name and title of the issuing 3 officer shall be placed at the bottom of each sheet of the company. To the right of the issuing 4 officer's name there shall appear "Effective: 11-21-95 5 (g) The In general, the filed tariffs of the companies shall contain the following in the 6 7 order listed: 1. Title Page. The title page shall contain a brief description of the tariff and the 8 services offered therein adequately identify the volume as the tariff, filed by the particular 9 company with the Florida Public Service Commission, governing the sale of the specific 10 11 company service provided, and shall be sheet number 1. 2. Table of Contents and Index. All tariffs shall have a table of contents identifying the 12 page location of each section in the tariff. In tariffs of less than 30 sheets, the table of contents 13 may serve as subject index for the entire volume. In tariffs of 30 sheets or more, each 14 subsection shall will also be individually indexed by subject. 15 3. Symbols used in Tariff Filings. The following Symbols will be used in any 16 proposed change to the existing tariff shallin the manner described herein. The symbols will 17 appear in the right hand margin of each sheet on the same line(s) into which any change has 18 been made. If three or more consecutive lines are affected, it shall be sufficient to place one 19 symbol shall be placed on the first and last lines with of the group affected and a vertical line 20 drawn connecting the two symbols. In all such cases the pair of symbols will be the same. In 21 the event more than one type of change occurs on the same line, I two or more types of 22 symbols may denoting the changes shall be placed next to each other on the affected line. The 23 symbol page shall identify all symbols used in the tariff. The following are the only letters 24

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1 0

allowed to denote the following types of change:

25

1	D Delete or Discontinue
2	- I Change Resulting In An Increase to A Customer's Bill
3	——— M Moved from Another Tariff Location
4	———N—New
5	——— R—Change Resulting In A Reduction To A Customer Bill
6	——— T Change in Text or Regulation but No Change to Rate or Charge
7	4. Technical <u>Terms</u> and <u>Aabbreviations</u> . This section shall contain full and concise
8	information as to the meaning of all technical and special terms and abbreviations used in the
9	tariff.
10	5. Rules and Regulations. This section shall include all rules, regulations, practices,
11	exceptions and conditions made or observed relative to the company service furnished, which
12	are general and apply to all or many of the services offered. It shall contain the company's
13	eredit rating requirements and its deposit requirements. If a general regulation does not apply
14	to a particular service, that fact should be clearly stated.
15	6. Description of Services Offered. This section shall describe all services available to
16	end users in Florida.
17	a. This section shall contain a description of how a billable call is timed, when timing
18	begins and ends, and the method used to make this determination.
19	b. This section shall also contain a description of how distance is measured for toll
20	rating purposes and the formula used to compute it, as well as what points are used for
21	origination and termination with respect to calculation of the distance between them.
22	- c. This section shall contain a statement of the minimum call completion rate a
23	subscriber can expect to encounter during the IXC's busy hour, expressed as a percentage,
24	computed by dividing the number of calls completed by the number of calls attempted.
25	The stated call completion rate for end-to-end Feature Group C & D service shall not be less
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1	than 90 percent.					
2	d. This section shall detail all relevant information which pertains to a particular type					
3	of service, and will be subdivided into subsections for each type of service offered.					
4	7. Rates. All standard rate schedules, rates and charges for all services, and other data					
5	necessary to compute the customers' monthly bills for intrastate service shall be placed in thi					
6	section. If more than one type of service is offered, all information pertaining to an individua					
7	service shall be grouped together or clearly cross referenced.					
8	(4) Information to Accompany Tariff Filings.					
9	(a) A letter of transmittal shall accompany each filing, which lists the sheets (by shee					
10	number and revision level) being transmitted and gives a brief description of all changes					
11	included therein and the reasons for the changes.					
12	(b) Along with each tariff filing the company shall include three (3) four (4) copies of					
13	the tariff pages which contain proposed changes as they will appear in the approved tariff.					
14	Specific Authority 350.127(2) FS.					
15	Law Implemented 364.04, 364.05, 364.057, 364.07, 364.08, 364.09, 364.10, 364.11, 364.14					
16	364.27, 364.337, FS.					
17	History–New 2-23-87, Amended 11-19-89, 11-21-95, 3-13-96,					
18						
19	25-24.490 Toll Free Number Transfers Customer Relations; Rules Incorporated					
20	(1) The following rules are incorporated herein by reference and apply to IXCs.					
21	Section Title Portions Applicable					
22	25-4:083 Preferred Carrier Freeze All except subsections (11) and					
23	(12)					
24	25-4.110 Customer Billing Subsections (11), (12), (14),					
25	(15) (17) (18) and (20)					

1	25-4.111 — Customer Complaint and Service Requests — All except subsection (2)					
2	25-4.112 Termination of Service by Customer All					
3	25-4.113 Refusal or Discontinuance of Service by					
4	——————————————————————————————————————					
5	25-4.114 Refunds All					
6	25-4.117 800 Service All					
7	25-4.118 Local, Local Toll, or Toll Provider Selection All					
8	——————————————————————————————————————					
9	payments for more than one month of service if it maintains on file with the Commission a					
10	bond covering its current balance of deposits and advance payments (for more than one					
11	month's service). A company may apply to the Commission for a waiver of the bond					
12	requirement by demonstrating that it possesses the financial resources and income to provide					
13	assurance of continued operation under its certificate over the long term.					
14	——————————————————————————————————————					
15	inquiring about the company's service:					
16	——————————————————————————————————————					
17	——————————————————————————————————————					
18	——————————————————————————————————————					
19	——————————————————————————————————————					
20	(e) A statement of when charging for a call begins and ends, and					
21	(f) A statement of billing adjustment practices for wrong numbers or incorrect bills. In					
22	addition, the above information shall be included in the first bill, or in a separate mailing no					
23	later than the first bill, to all new customers and to all customers presubscribing on or after the					
24	effective date of this rule, and in any information sheet or brochure distributed by the					
25	company for the purpose of providing information about the company's services. The above					
	CODING: Words <u>underlined</u> are additions; words in struck through type are deletions from existing law.					

information shall be clearly expressed in simple words, sentences and paragraphs. It must
avoid unnecessarily long, complicated or obscure phrases or acronyms.
(4) Toll free number transfers.
(a) $-$ (c) renumbered as $(1) - (3)$ No change.
Specific Authority 350.127(2), 364.604(5), 364.337(4), FS.
Law Implemented 364.03, 364.14, 364.15, 364.16, 364.19, 364.337, 364.602, 364.603,
364.604, FS.
History-New 2-23-87, Amended 10-31-89, 3-5-90, 3-4-92, 3-13-96, 12-28-98, 7-5-00, 11-16
03, 9-9-04,
25-24.491 Notice to Customers Prior to Increase in Rates or Charges.
Specific Authority 350.127, 364.0252, 364.19 FS.
Law implemented 364.0252, 364.19 FS.
History–New 3-20-03, Repealed
25-24.600 Application and Scope.
(1) The term "company" for the purpose of this Ppart also includes IXCs.
(21) This Part applies to:
(a) – (c) No change.
(2) In addition to the rules contained in this Part, every company providing operator
services shall also comply with the rules contained in Part X of Chapter 25-24, F.A.C.
(3) Each company subject to this Part may petition for exemption from applicable
portions of Chapter 364, Florida Statutes, or for application of different requirements than
those prescribed for telecommunications companies in Chapter 364, Florida Statutes, under
the authority of Section 364.337, Florida Statutes.

1	Specific Authority 350.127(2), 364.3376(8) FS.				
2	Law Implemented 364.01, 364.3376 FS.				
3	History-New	9-6-93, Amended 9-10-97, 2-1-99,	<u>_</u> .		
4					
5	25-24.610 Te	rms and Definitions; Rules Incorporated.			
6	(1) Fo	or purposes of this Ppart, the following definit	ions apply:		
7	(a) – 6	5. No change.			
8	7. <u>Sch</u>	nool dormitories, Schools required to comply	with any portion of Chapters 228		
9	and 246, Florida Statutes, or Section 229.808, Florida Statutes,				
10	8. – 10. No change.				
11	11. Timeshare plan as defined in Section 721.05(374), Florida Statutes,				
12	12. No change.				
13	13. Homes, communities, or facilities funded or insured by the United States				
14	Department of Housing and Urban Development (HUD) under 12 U.S.C. S. § 1701q (Law.				
15	Co-op. 1994)	that sets forth the National Housing Act pro-	gram designed to aid the elderly.		
16	(b) - ((e) No change.			
17	(2) In	addition to the above, the following rules are	e incorporated herein by reference.÷		
18	Section	<u>Title</u>	<u>Applicable</u>		
19	25-4.003	Definitions	All		
20	25-4.019	Records and Reports in General	All		
21	25-4.020	Location and Preservation of Records	(2)- and (3)		
22	Specific Auth	nority 350.127(2), 364.3376(8) FS.			
23	Law Impleme	ented 364.01, 364.016, 364.3376 FS.			
24	History-New	9-6-93, Amended 9-10-97, 2-1-99,			
25					

1	25-24.640 Service Requirements for Call Aggregators.				
2	(1) Every call aggregator shall:				
3	(a) – (e) No change.				
4	(f) Pla	ace a written notice in plain view, in the immediate	vicinity of each telephone		
5	served by the	call aggregator, which meets the requirements of S	ection 364.3376(5), Florida		
6	Statutes, (199	25) and also clearly states at least the following info	rmation:		
7	1. Na	me of the company providing operator services as it	appears on the registration		
8	list or certific	ate issued by the Commission;			
9	2. – 8	. No change.			
10	9. Th	e toll-free telephone number of the Florida Public Se	ervice Commission <u>'s Division</u>		
11	of Consumer	Affairs.			
12	(2) - (3) No change.				
13	Specific Authority 350.127(2), 364.3376(5), (8) FS.				
14	Law Implemented 364.01, 364.3376 FS				
15	History–New 9-10-97, Amended				
16					
17	25-24.835 Rules Incorporated.				
18	The following rules are incorporated herein by reference and apply to competitive				
19	local exchange companies.				
20	Section	<u>Title</u>	Portions Applicable		
21	25-4.0161	Regulatory Assessment Fees	All		
22	25-4.020	Location and Preservation of Records	(2)		
23	25-4.043	Response to Commission Staff Inquiries	All		
24	25-4.036	Design and Construction of Plant	All		
25	25-4.038	Safety	All		

1	25-4.160 Operation of Telecommunications Relay Service All						
2	25-24.480 Records and Reports; Rules Incorporated Subsection (2)						
3	(1) Each company shall file updated information for the following items with the						
4	Division of the Commission Clerk and Administrative Services within 10 days after any						
5	changes to the following:						
6	(a) The address of the certificate holder's main corporate and Florida offices (if any)						
7	including street name and address and post office box, city, state and zip code; or						
8	(b) Telephone number, name, and address of the individual who is to serve as primary						
9	liaison with the Commission in regard to the ongoing Florida operations of the certificated						
10	company.						
11	Specific Authority 350.127(2), 364.337(2), 427.704(8) FS.						
12	Law Implemented <u>364.016</u> , 364.183, 364.336, 364.337(2) FS.						
13	History–New 12-27-95, Amended 4-8-98, 6-24-99,						
14							
15	25-24.840 Service Standards.						
16	(1) - (3) No change.						
17	(4) When operator services are provided by a competitive local exchange company, the						
18	competitive local exchange company shall provide access to emergency service, busy line						
19	verification, and emergency interrupt service to the subscriber on at least the same level as that						
20	provided by the incumbent local exchange company.						
21	Specific Authority 350.127(2) FS.						
22	Law Implemented 364.03, 364.035, 364.337, <u>364.3376</u> , 364.345 FS.						
23	History–New 5-6-97, Amended 4-7-03,						
24							
25	25-24.900 Scope.						
	CODING: Words <u>underlined</u> are additions; words in struck through type are deletions from existing law. - 19 -						

- 19 -

1	(1) This Ppart applies to companies that provide prepaid calling services (PPCS) to the
2	public using its own or resold telecommunications networks.
3	(2) No change.
4	Specific Authority 350.127(2) FS.
5	Law Implemented 364.01,364.02, 364.19, 364.337(4) FS.
6	History-New 3-26-98, Amended .
7	
8	25-24.905 Terms and Definitions.
9	For purposes of this Ppart, the definitions to the following terms apply:
0	(1) – (4) No change.
1	Specific Authority 350.127(2) FS.
12	Law Implemented 364.01, <u>364.02</u> , 364.03, 364.051, 364.335, 364.337 (4) FS.
13	History–New 3-26-98, Amended
14	
15	25-24.910 Registration or Certificate of Public Convenience and Necessity Required .
16	A company shall not provide PPCS without first obtaining a certificate of public
17	convenience and necessity as a local exchange company, competitive local exchange
18	company, or registering as an interexchange company pursuant to Rule 24.470, F.A.C The
19	name used as the provider of PPCS printed on the prepaid calling card shall appear identical to
20	the name in which the certificate is issued or registration is made. A "doing business as" name
21	may be used in lieu of the certificated or registered name if it is registered as a fictitious name
22	with the Florida Division of Corporations, and reflected on the certificate or registration with
23	the Commission before the name is used on the card.
24	Specific Authority 350.127(2) FS.
25	Law Implemented <u>364.02</u> , 364.33, 364.335, 364.337(4) FS.
	CODING: Words <u>underlined</u> are additions; words in struck through type are deletions from existing law.

- 20 -

1	History-New 3-26-98, Amended
2	25-24.915 Tariffs or Price Lists.
3	(1) This section applies to all companies as defined in subsection 25-24.905(1), F.A.C.:
4	regardless of certificate type or other tariff or price list requirements.
5	(2) No change.
6	(3) Each company shall include in its tariff or price list the following information:
7	(a) Maximum amount a person will be charged per billing increment minute for PPCS,
8	and
9	(b) Any applicable surcharges or other fees assessed in addition to the billing
10	increment that reduces the value of the card.
11	Specific Authority 350.127(2) FS.
12	Law Implemented 364.04, 364.051, 364.057, 364.08, 364.09, 364.10, 364.19, 364.27, 364.337
13	FS.
14	History–New 3-26-98, Amended
15	
16	25-24.920 Standards for Prepaid Calling Services and Consumer Disclosure.
17	(1) The following information shall be legibly printed on the card:
18	(a) The Florida certificated <u>or registered</u> name, or "doing business as" name as
19	provided for by Rule 25-24.910, F.A.C., clearly identified as the provider of the PPCS;
20	(b) – (d) No change.
21	(2) Each company shall provide the following information legibly printed either on the
22	card, packaging, or display visibly in a prominent area at the point of sale of the PPCS in such
23	a manner that the consumer may make an informed decision prior to purchase:
24	(a) Maximum charge per billing increment minute for PPCS;
25	(b) Any applicable surcharges or other fees assessed in addition to the billing
	CODING: Words <u>underlined</u> are additions; words in struck through type are deletions from existing law.

1	increment that reduces the value of the card; and
2	(c) No change.
3	The company must insure by contract with its retailers or distributors that the
4	information is provided to the consumer.
5	(3) Each company shall provide through its customer service number the following
6	information:
7	(a) Certificate or registration number;
8	(b) - (6) No change.
9	(7) The billing increment shall not exceed one minute.
10	(8) Each company shall only charge for conversation time plus applicable surcharges.
11	——————————————————————————————————————
12	next full minute.
13	(10) through (11) renumbered as (7) through (8) No change.
14	(12) All cards sold by the company after July 1, 1998, must comply with this rule.
15	Specific Authority 350.127(2) FS
16	Law Implemented 364.01, <u>364.02</u> , 364.03, <u>364.04</u> , 364.19 FS.
17	History–New 3-26-98 Amended
18	
19	25-24.930 Adequacy of Service.
20	Specific Authority 350.127(2) FS.
21	Law Implemented 364.01, 364.19 FS.
22	History–New 3-26-98, Repealed
23	
24	25-24.940 Penalties.
25	Specific Authority 350.127(2) FS.

1	Law Implemented 364.285 FS.
2	HistoryNew 3-26-98, Repealed
3	
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6	Rules 25-24.mks.doc
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CODING: Words $\underline{\text{underlined}}$ are additions; words in $\underline{\text{struck through}}$ type are deletions from existing law.

25-24.471 Application for Certificate.

- (1) An applicant desiring to apply for a certificate shall submit an application on Commission Form PSC/CMP 31 (12/96), which is incorporated into this rule by reference. Form PSC/CMP 31 (12/96), entitled "Application Form for Authority to Provide Interexchange Telecommunications Service Between Points Within the State of Florida", may be obtained by contacting the Commission's Division of Competitive Markets and Enforcement. A non-refundable application fee of \$250.00 must accompany the filing of all applications.
- (2) An original and 12 copies of the application shall be filed with the Division of the Commission Clerk and Administrative Services.
- (3) A certificate will be granted if the Commission determines that such approval is in the public interest.
- (4) Any authority granted to interexchange companies (IXCs) previously or hereafter is subject to the following:
- (a) Toll authority granted to all companies is statewide. A company may provide toll service over its own or resold facilities. However, end user dialed 0+ local and all 0-calls shall be initially routed to the serving local exchange company or competitive local exchange company. When operator services are provided by the competitive local exchange company, the competitive local exchange company must also provide access to emergency service, busy line verification, and emergency interrupt service to the end user on at least the same level as that provided by the local exchange company. Call aggregators and IXCs shall not change or augment the dialing pattern of end users for 0+ local or 0- calls.
- (b) Minor interexchange companies are not required to provide service throughout their certificated service area, but must accept customers on a nondiscriminatory basis. Companies deemed major interexchange companies on December 31, 1994, are required to provide service in any exchange that is not equal access capable to all customers in that exchange making a request for service.
- (c) Where only one interexchange carrier is available in a confinement facility, that interexchange carrier shall provide for completion of all inmate calls allowed by the confinement facility.
- (d) A certificate to provide interexchange service does not carry with it the authority to provide local exchange, shared tenant, alternative access, competitive local exchange, or pay telephone service. A separate application must be made for such authority. Specific Authority 350.127(2) FS. Law Implemented 364.03, 364.32, 364.33, 364.335, 364.337, 364.345 FS. History–New 2-23-87, Amended 5-8-91, 11-20-91, 12-22-92, 10-10-94, 3-13-96, 12-9-96.

25-24.4701 Provision of Regulated Telecommunications Service to Uncertificated Resellers Prohibited.

- (1) Each certificated interexchange company shall, within the general section of its intrastate tariff, or in the sections applicable to services that it expects may be resold or rebilled, include language which states that customers reselling or rebilling such services must have a Certificate of Public Convenience and Necessity as an interexchange carrier from the Florida Public Service Commission.
- (2) Each certificated interexchange company shall implement procedures to identify and report those customers whom it believes are reselling or rebilling interexchange telecommunications service on an intrastate basis in Florida. Each certificated interexchange company shall, within thirty days of a written request by the Commission staff, submit a complete list of such customers' names and addresses to the Commission.
- (3) The Commission, upon making a determination that a customer of an interexchange company is unlawfully reselling or rebilling intrastate interexchange service may issue an order that directs the customer to cease and desist reselling or rebilling such service and simultaneously directs the interexchange company to discontinue providing such service to such customer and/or to cease providing service to such customer at additional locations within Florida, provided that such discontinuance or limitation of service is technically feasible within the context of existing facilities and technology.

Specific Authority 350.127(2) FS. Law Implemented 364.07, 364.19, 364.27 FS. History–New 1-12-92.

25-24.472 Improper Use of a Certificate.

No certificate of public convenience and necessity authorizing interexchange service may be sold, assigned or transferred by the holder to another, nor used as collateral for any purpose, without prior Commission approval.

Specific Authority 350.127(2) FS. Law Implemented 364.32, 364.33, 364.335, 364.337, 364.345 FS. History–New 2-23-87.

25-24.473 Application for Approval of Assignment or Transfer of Certificate.

- (1) A person desiring to obtain a certificate by assignment or transfer from the holder thereof shall submit jointly with the certificate holder an application on Commission Form PSC/CMP 31 (3/96), which is incorporated into this rule by reference. Form PSC/CMP 31 (3/96), entitled "Application Form for Authority to Provide Interexchange Telecommunications Service Between Points Within the State of Florida," may be obtained by contacting the Commission's Division of Markets and Enforcement.
- (2) An original and 12 copies of the application shall be filed with the Division of the Commission Clerk and Administrative Services.
- (3) An application for assignment or transfer of a certificate will be granted if the Commission determines that such approval is in the public interest.
- (4) A certificate may be assigned or transferred only as a whole. Specific Authority 350.127(2) FS. Law Implemented 364.32, 364.33, 364.335, 364.337, 364.345 FS. History-New 2-23-87, Amended 11-20-91, 3-13-96

25-24.491 Notice to Customers Prior to Increase in Rates or Charges.

- (1) All interexchange telecommunications companies shall provide reasonable notice of any increase in intrastate telecommunications rates, or any changes in terms or conditions that would cause an increase in customer charges, to each of their affected residential and single-line business retail subscribers, prior to implementation of the increase.
- (2) The notice shall be clear and conspicuous, shall be identified with the heading: "Notice of Price Increase," or "Notice of Price Change," if the change will result in a price increase for some customers and a price decrease for some customers, and shall be presumed reasonable if provided in any of the following manners:
- (a) First class mail postmarked at least 15 days prior to the effective date of the increase in rates or charges to the customer;
- (b) A bill insert or bill message mailed to the customer no later than one billing cycle prior to the effective date of the increase in rates or charges to the customer;
- (c) For those customers who have elected to receive electronic billing, an electronic message sent at least 7 days prior to the effective date of the increase in rates or charges to the customer; or
- (d) Pursuant to a written contract that specifically and conspicuously prescribes a method for notice of price increases. Specific Authority 350.127, 364.0252, 364.19 FS. Law implemented 364.0252, 364.19 FS. History—New 3-20-03.

25-24.930 Adequacy of Service.

Each company shall ensure that:

- (1) A minimum of 95 percent of all call attempts shall be completed to the called party. Station busies will be counted as completed calls.
- (2) A minimum of 95 percent of all call attempts shall be completed to a company's toll-free customer service number. Station busies will not be counted as completed calls.
- (3) A minimum of 97 percent (allowing for a one-second variation) timing accuracy of conversation time shall be achieved. Specific Authority 350.127(2) FS. Law Implemented 364.01, 364.19 FS. History–New 3-

26-98.

25-24.940 Penalties.

Where a penalty is imposed for a finding that an uncertificated company has provided PPCS within the state of Florida, the penalty shall-be no less than \$1,000. Specific Authority 350.127(2) FS. Law Implemented 364.285 FS. History–New 3-26-98.

My company's tariff as required in Section 364.04, Florida Statutes, is enclosed with this form. I understand that my company must notify the Commission of any changes to the above information pursuant to Section 364.02, Florida Statutes. My company will owe Regulatory Assessment Fees for each year or partial year my registration is active pursuant to Section 364.336, Florida Statutes. My company will comply with Section 364.603, Florida Statutes, concerning carrier selection requirements, and Section 364.604, Florida Statutes, concerning billing practices.

Signature of Company Representative	Printed/Typed Name of Representative
Date	-

Effective: <u>08</u> / <u>05</u>

Rules 25-24.455, 25-24.465, 25-24.470, 25-24.4701, 25-24.471, 25-24.472, 25-24.473, 25-24.474, 25-24.475, 25-24.480, 25-24.485, 25-24.490, 25-24.491, 25-24.600, 25-24.610, 25-24.640, 25-24.835, 25-24.840, 25-24.900, 25-24.905, 25-24.910, 25-24.915, 25-24.920, 25-24.930 and 25-24.940

Docket No. 041017-TI

SUMMARY OF RULE

Rules 25-24.455 – 24.940, F.A.C., IXC Rules, contain the regulatory requirements for companies offering interexchange telecommunications service.

Chapter 364, Florida Statutes, was revised to reduce the Commission's regulatory authority over interexchange carriers. The proposed rule amendments and repeals would streamline the IXC rules and implement the legislative changes.

SUMMARY OF HEARINGS ON THE RULE

No hearing was requested and none was held.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

The rules are being revised to comport with amendments made to Chapter 364, Florida Statutes.



IXC REGISTRATION FORM – PSC/CMP 31

Company Name						
Florida	Secretary of State	Registration No.				
	us Name(s) as file					
Compa Name	ny Mailing					
Mailing	g Address					
Web A	ddress					
E-mail	Address					
Physica	al Address					
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CERTIFICATION OF

FORM INCORPORATED BY REFERENCE

IN RULES FILED WITH THE DEPARTMENT OF STATE

Pursuant to Rule 1S-1.005, Florida Administrative Code, I do hereby certify that the attached are true and correct copies of the following materials incorporated by reference in Rule 25-24.470. Under the provisions of subparagraph 120.54(3)(e)(6), F.S., the attached materials take effect 20 days from the date filed with the Department of State, or a later date as specified in the rule.

IXC REGISTRATION FORM – PSC/CMP 31

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MKS

BLANCA S. BAYÓ, Birector Division of the Commission Clerk and Administrative Services

Number of Pages Certified

