

ORIGINAL**Timolyn Henry**

From: Marsha Pokorny [m.pokorny@ildmail.com]
Sent: Thursday, May 31, 2007 4:47 PM
To: Filings@psc.state.fl.us
Cc: Robin Collins; 'Elizabeth Bailey'
Subject: Intellicall Operator Services, Inc. Data Request Response re: Operator Services Rate Caps due June 1, 2007
Attachments: Intellicall Response to doc 060476 OSP Rate Caps.doc

Dear Florida Public Service Commission:

Please accept this filing as response from Intellicall Operator Services, Inc. to Staff's Data Request dated May 11, 2007 in Re: Docket No. 060476-TL: Petition by BellSouth Telecommunications, Inc. to Initiate Rulemaking to Amend Rules 25-24.630(1) and 25-24.516(1), Florida Administrative Code.

Please do not hesitate to contact me at (850) 971-5335 if you have questions or concerns.

Best Regards,
s/ Marsha A. Pokorny
Manager - Regulatory Compliance
Intellicall Operator Services, Inc/ILD Telecommunications
(850) 971-5335
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"Be kind for everyone you meet is fighting a harder battle" ~ Plato

DOCUMENT NUMBER-DATE

04454 MAY 31 5

FPSC-COMMISSION CLERK

5/31/2007

ORIGINAL

Intellicall Operator Services, Inc.
5000 Sawgrass Village Circle, Suite 30
Ponte Vedra Beach, FL 32082

Florida Public Service Commission
Division of Competitive Markets & Enforcement
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

May 31, 2007

RE: Docket No. 060476-TL: Petition by BellSouth Telecommunications, Inc. to Initiate Rulemaking to Amend Rules 25-24.630(1) and 25-24.516(1), Florida Administrative Code Data Request dated May 11, 2007

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Please don't hesitate to contact me at (850) 971-5149 if you have questions or concerns.

Best Regards,

s/ Marsha A. Pokorny

Marsha A. Pokorny
Manager – Regulatory Compliance

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FPSC-COMMISSION CLERK

Intellicall Operator Services, Inc.

Response to Staff Data Request Re:

Docket No. 060476-TL, Petition by BellSouth Telecommunications, Inc.
To initiate Rulemaking to Amend Rules 25-24.630(1), and 25-24.516(1),
Florida Administrative Code

Dated May 11, 2007

Request 1): Do you believe the Florida Public Service Commission (FPSC) can eliminate the rate caps set forth in Rules 25-24.630 (1) and 25-24.516 (1), Florida Administrative Code, taking into consideration Chapter 364.3376 (3), Florida Statutes? Please explain your response.

Response 1): No, the Company does not believe that rate caps should be eliminated. Rather, the current rate caps should be raised for services charged and billed to an end user by an operator services provider for an intrastate 0+ or 0- call made in a call aggregator context. The consumers who stay in hotels have many alternatives available for making a 0+ or 0- call with variable cost applied by the service providers.

Request 2): If you believe the FPSC can eliminate the rate caps, should they be eliminated in total, or should they remain in place with respect to inmate payphone services? Please explain your response.

Response 2): Rate caps should not be eliminated in total, due to the impacts of fraud and bad debt. Inmate payphone services should also be set to a cap.

Request 3): If the rate caps are eliminated or increased, do you believe the rates incumbent local exchange companies may charge are constrained by Chapter 364.051, Florida Statutes?

Response 3): No, the Company does not believe the rates incumbent local exchange companies may charge would be constrained.

Request 4): Do you believe the rate caps set forth in Rules 25-24.630(1) and 25-24.516(1), Florida Administrative Code, should be increased?

- a. If so, please explain why.
- b. What rates would you recommend?
- c. What is the basis for your recommended rates?

Response 4):

a. Yes, the Company believes rate caps set forth in Rules 25-24.630(1) & 25-24-516(1) F.A.C. should be implemented. The reason is that the current rates for Florida do not allow for cost recovery for equipment maintenance, billing, and competitive commissioning.

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Response 4); continued

b. The Company would recommend the following rates:

Per minute \$1.15
Bong \$5.99
Auto Op Handled \$6.50
Live Op Handled \$7.50
Operator Dialed Surcharge \$1.00
Person to Person \$12.50

c. The above rates are more in line with dominant carrier rates for interstate and other state regulated rates.

Request 5): If the FPSC believes the rate caps should be increased and not eliminated, how should those rates be developed?

Response 5): Rates should be developed based on the service application of the call elements (i.e. cost per minute, operator handling, live or auto service).

Request 6): Do you believe the FPSC can set these rates based on the costs to provide operator services? If so, should the rates be cost-based? Please explain your response.

Response 6): No, rates should not be cost-based because there are too many variables based on area of service. In addition, basing rates on cost would be an unreasonable administration for Staff to maintain based on the good faith of all service providers certified and or registered who may provide this type of service.

Request 7): If the FPSC requires cost data be submitted in order to determine the appropriate rates, should all parties be required to prepare/present cost data? If so, should the FPSC require that data be presented/prepared the same way for each company?

Response 7): Yes, carriers should be required to prepare/present cost data and that data should be presented/prepared in the same way for each company.

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Request 8): If the cost to provide any operator service is determined to be less than the current rate caps, should those rates be reduced?

Response 8): No, rate caps should not be reduced even if the cost is determined to be less than the current rate caps.

Request 9): Without disclosing your revenues please identify what percentage of your total revenues come from operator service calls.

Response 9): The percentage of the Company's total revenues derived from operator service calls is 85%.

Request 10): Please provide any additional comments you believe would assist the FPSC in determining if the rate caps set forth in Rules 25-24.630 (1) and 25-24.516 (1), Florida Administrative Code, should be changed or eliminated.

Response 10): The Company believes that as long as the operator service providers are registered in the state of Florida and rates are raised to a cap amount, the consumer market gains additional options and or choices as to who is selected to connect and/or bill a call.