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Ruth Nettles   *090461-TP*

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Sent:	Friday, December 18, 2009 12:07 PM
To:	Filings@psc.state.fl.us
Cc:	Melinda Watts; Beth Salak; Lee Eng Tan
Subject:	090641-TP Petition for Modification of Service Guarantee Program by BellSouth Telecommunications, Inc. d/b/a AT&T Florida

Attachments: 9100C_Sc.pdf

9100C_Sc.pdf
(345 KB)

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at&t

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Greg.Follensbee@att.com

December 18, 2009

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: **Docket No. 090461-TL** – Petition for modification of Service Guarantee Program by
BellSouth Telecommunications, Inc. d/b/a AT&T Florida

Dear Ms. Cole:

Enclosed is Bellsouth Telecommunications, Inc. d/b/a AT&T Florida's Responses
to Staff's Request, dated December 11, 2009 in the captioned matter.

Should you have any questions concerning the responses, please contact me.

Yours very truly,

Greg Follensbee
Executive Director

Attachments

cc: Beth Salak
Melinda Watts
Lee Eng Tan
E. Earl Edenfield, Jr.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

AT&T Florida
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Request: The definition of Basic Local Telecommunications Service in Section 364.02, F.S., in part requires that access be provided to all locally available interexchange companies. Please identify all of the method(s) (dialing pattern) that consumers may use to gain access to locally available interexchange companies.

Response: Customers have a variety of ways to connect to an interexchange company when using their basic local telecommunications service. Listed below are the ways AT&T believes customers may use to access available interexchange companies.

    A. 1+10 digits (IXC preselected)
    B. 1+8XX NXX-XXXX
    C. 1010XXX+1+10 digits
    D. 0+NPA-NXX-XXXX
    E. Calling Cards

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Request: For each example provided in the table below, please state, using Y (Yes) or N (No), if the customer is eligible for AT&T's proposed SGP. Assume the customer has AT&T's dial tone service and only has the specific feature or only completes a specific action as presented in the table.

Response:

No.	Feature	SGP Eligible	Rationale Label
a.	Inside wire maintenance	N	A
b.	Caller ID	N	B
c.	Call Forwarding	N	B
d.	Call Waiting	N	B
e.	Any combination of Caller ID/Call Forwarding/Call Waiting	N	B
f.	Caller ID Blocking	N	B
g.	Anonymous Call Rejection	N	B
h.	Three-way calling	N	B
i.	Return Call	N	B
j.	Repeat Dial	N	B
k.	Call Trace	N	B
l.	User-ordered third party product submitted by a clearinghouse and billed via the LEC	Y	C
m.	AT&T Internet Service	N	A
n.	AT&T Unlimited toll calling plan (With LPIC/PIC)	N	A
o.	PIC and LPIC to AT&T LD without selection of an AT&T LD calling plan	N	A
p.	PIC and LPIC to AT&T LD with selection of an AT&T LD calling plan	N	A
q.	Completes a 911 call	Y	D
r.	Completes 0+ call billed via the LEC	Y	D
s.	Completes 0+ call not billed via the LEC	Y	D
t.	Completes Relay Call via 711 billed via the LEC	Y	E
u.	Completes Relay Call via 711 not billed via the LEC	Y	F
v.	Completes Relay Call via toll-free access billed via the LEC	Y	E
w.	Completes Relay Call via toll-free access not billed via the LEC	Y	F
x.	Completes DA Call – service provided and billed by the LEC	Y	D
y.	Completes DA Call – service not provided by the LEC but billed via the LEC	Y	D

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z.	Completes DA Call – service not provided by the LEC and not billed via the LEC	Y	E
aa.	No LPIC/No PIC	Y	G
ab.	No LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC.	Y	D
ac.	No LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC.	Y	F
ad.	No LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC.	Y	D
ae.	No LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC.	Y	F
af.	No LPIC/With PIC	N	A
ag.	No LPIC/With PIC – LD calls billed by LEC	N	H
ah.	No LPIC/With PIC – LD calls not billed by LEC	N	H
ai.	No LPIC/with PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
aj.	No LPIC/with PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
ak.	No LPIC/with PIC and LD Toll Call completed by dial around code, billed by LEC.	N	H
al.	No LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
am.	With LPIC/No PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
an.	With LPIC/No PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
ao.	With LPIC/No PIC and LD Toll Call completed by dial around code, billed by LEC.	N	H
ap.	With LPIC/No PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
aq.	With LPIC/With PIC	N	A
ar.	With LPIC/With PIC and Local Toll Call completed by dial around code, billed by LEC.	N	H
as.	With LPIC/With PIC and Local Toll Call completed by dial around code, not billed by LEC.	N	H
at.	With LPIC/With PIC and LD Toll Call completed by dial around code, billed by LEC.	N	H
au.	With LPIC/With PIC and LD Toll Call completed by dial around code, not billed by LEC.	N	H
av.	With LPIC/With PIC – all toll calls billed via LEC	N	H
aw.	With LPIC/With PIC – all toll calls not billed via LEC	N	H

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ax.	Collect Call billed via the LEC	Y	D
ay.	Collect Call not billed via the LEC	Y	F
az.	900 Service Calls billed via the LEC	Y	D
ba.	PIC and LPIC to an IXC other than AT&T/AT&T affiliate	N	A

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Request: Please provide AT&T's legal and/or policy rationale for why each example in the table above is or is not SGP eligible. Assuming some of the examples may have the same rationale, please list the various rationales as a response to this question, assign each rationale a label, and identify the rationale label in the column titled "Rationale Label" in the above table.

Response: The Florida Statutes are very clear and state, "Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service." AT&T has listed its rational for the services listed in the table above.

Rationale Label Table

A. The service added to the basic line is an unregulated service.

B. The service added to the basic line is a nonbasic service

C. The service added to the basic line would be an unregulated service. However, for purposes of the SGP AT&T Florida will treat the line as basic.

D. The service added to the basic line is a nonbasic service, resulting in the line being classified as nonbasic. However, for purposes of the SGP AT&T will treat the line as basic.

E. The service added to the basic line is a nonbasic service, resulting in the line being classified as nonbasic. However, the scenario identified in the table is not a possible combination since the service added is to be provided free of charge. Regardless, for the purposes of the SGP, AT&T will treat the line as basic.

F. The service added to the basic line is a nonbasic service, resulting in the line being classified as nonbasic. However, until AT&T Florida is able to determine such a scenario is occurring, for SGP purposes AT&T will treat the line as basic.

G. Basic line pursuant to definition of statute.

H. The scenario identifies a PIC and/or LPIC, which indicate the customer has long distance service on their account, and therefore makes the line nonbasic. Depending on the PIC and/or LPIC, the service would be unregulated (IXCs) or nonbasic (ILECs providing intraLATA long distance service). Whether a customer selected to dial a carrier other than the one selected by the PIC or LPIC doesn't change the fact that the customer has a nonbasic or unregulated long distance service on their account.

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Request: Please add any combination of dial tone service, along with a feature or specific action that is not listed that AT&T believes should be listed in the table.

Response: The Florida Statutes are very clear and state, "Any combination of basic service along with a nonbasic service or an unregulated service is nonbasic service." The added combinations would include any nonbasic Service in AT&T Florida's GSST which is billed on a monthly basis, and/or any unregulated service that AT&T Florida is aware of on the customer's account.

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Request: If an AT&T customer is not eligible for the SGP due to some combination(s) of dial tone services and feature(s), and the service is changed to a status that qualifies for the SGP, will AT&T automatically qualify the customer for SGP eligibility?

Response: Yes.

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Request: Does an AT&T customer stay nonbasic if there is a one time use of a non-SGP eligible feature or service?

Response: No. Although the language in the statute would allow AT&T Florida to classify such a line as nonbasic since the per use type service is nonbasic, for the purposes of the SGP AT&T Florida will treat the line as basic.