

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request by SOUTHERN BELL)	DOCKET NO. 891331-TL
TELEPHONE & TELEGRAPH COMPANY to align)	
its telephone answering service)	ORDER NO. 22417
direct-in-dialing (DID) charges and)	
directory listing charges with those)	ISSUED: 1-16-90
of its other offerings)	
)	

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 JOHN T. HERNDON

ORDER APPROVING DID RATE RESTRUCTURING

BY THE COMMISSION:

On October 20, 1989, Southern Bell Telephone and Telegraph Company (Southern Bell) filed a tariff proposing to modify the rate structure of the Direct-in-Dialing (DID) provision contained in the Company's Telephone Answering Service tariff. The purpose of this filing is to make the rate structure of the Telephone Answering Service DID the same as those of the Company's other DID offerings.

The Company offers DID in connection with PBX Trunks, Shared Tenant Service, and Mobile Interconnection. The DID rate structure for those services includes separate rate elements for trunks, trunk terminations, and DID numbers. The Company seeks to conform the DID portion of its Telephone Answering Service (TAS) to the DID structure of these other offerings.

We are aware of several complaints from TAS subscribers that their DID rates are higher than the DID rates of other services. We note that the current TAS tariff and rate structure has been in effect since before divestiture.

Southern Bell estimates that the DID restructure will result in a net revenue reduction of approximately \$165,000 annually. Southern Bell states that of the 170 TAS customers, 121 will receive reductions in their monthly bills ranging from

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\$14 to \$3,000. Forty-nine TAS customers will receive monthly increases as a result of the restructure. Upon consideration, we find it appropriate to approve Southern Bell's filing to restructure DID rates for TAS customers. The new structure unbundles the rate elements for DID and conforms the DID portions of other Southern Bell services. However, we are concerned with any significant rate increases to individual customers. This same problem occurred when Southern Bell restructured its PBX DID rates in the Company's Rate Stabilization docket. In that case, the Company provided customers with an opportunity to adjust their trunk and DID number quantities or move to another service before implementing the revised rate structure. Southern Bell states that it plans to do the same for its TAS customers. Accordingly, we find it appropriate that the tariff shall become effective on March 26, 1989. This will allow sufficient time for customer notification, and for rearrangement of service configurations for the Company's TAS subscribers.

In addition to the DID restructure, Southern Bell has also proposed to change the way it charges TAS subscribers for Directory Listings. Currently, a TAS subscriber pays \$1.20 per month per listing for Directory Listings in those areas where its customer has local service. In those areas where the TAS subscriber's customer does not have local service but wishes to have a directory listing, the current tariff provides for a charge of 25 percent of the PBX trunk rate, or about \$16 per month per listing. In this filing Southern Bell proposes to eliminate the different rates for directory listings. All directory listings will be provided according to the rates in Section A6 of the Company's tariff. The effect of this change would be an annual revenue reduction of approximately \$17,000. Upon consideration we find it appropriate to approve Southern Bell's tariff to eliminate the special TAS rate for directory listings.


Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's tariff filing to restructure the DID rates and modifying the directory listing rates for TAS subscribers is approved as set forth in the body of this Order.

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ORDERED that this docket be closed.

By ORDER of the Florida Public Service Commission,
this 16th day of JANUARY, 1990.



STEVE TRIBBLE, Director
Division of Records and Reporting

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer utility by filing a notice of

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appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.