

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request by United Telephone Company to implement Custom Code Restriction Service.)	DOCKET NO. 880912-TL
)	ORDER NO. 23742
)	ISSUED: 11-13-90
)	

The following Commissioners participated in the disposition of this matter:

- MICHAEL MCK. WILSON, Chairman
- THOMAS M. BEARD
- BETTY EASLEY
- GERALD L. GUNTER
- FRANK S. MESSERSMITH

ORDER APPROVING TARIFF FILING

By the Commission:

On June 20, 1988 United Telephone Company (United or the Company) filed tariff revisions to Section A13 of its General Subscriber Services Tariff in order to implement Custom Code Restriction Service. The service allows customers to have specific types of outgoing calls blocked on their telephone circuit. The service was packaged into three separate plans, or options. Option 1 blocks 411 (directory assistance) and all 1+ dialing from the customer's telephone. Option 3 blocks all International Direct Distance Dialing (IDDD) only. Option 2 would block 411 calls, all 1+ dialing, all IDDD, and all 0+ and 0- dialing (LEC operator-assisted calls) from the customer's telephone.

By Order No. 19934, issued September 6, 1988, Options 1 and 3 were approved by the Commission with an effective date of August 18, 1988. Option 2 was deferred due to lack of important information. The Commission deferred Option 2 based upon the possible social impact of restricting 0+ and 0- dialing. This information was deemed critical information before approving Option 2, since this option's restriction of operator access would in effect deny end-users immediate dialing access to emergency services from subscriber's telephones in those counties which did not have E-911 service. While emergency agency phone numbers could still be dialed, delays in dialing such agencies would result. The deferral called for the Company to submit information establishing which counties in United's serving territory, if any, did not have emergency calling networks (E-911).

United has again requested approval of Custom Code Restriction Service (CCRS) - Option 2. From the information before us it appears that United's territory includes 2 Florida counties, Levy

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and Sumter, which do not have 911 service. The Company plans to use its service representatives to intercept and deny requests for 0+ and 0- call blocking (Option 2) for those areas without E-911 service. For each such request, the representatives will insure that the circuit in question is not located in either Levy or Sumter counties, where E-911 service is not available.

We have also been concerned with Option 2 end-users' level of awareness of emergency dialing procedures. Since phones with Option 2 restrict operator access, the Company designed a sticker to be placed on all such phones by the subscribers, which would alert end users of the 0+ and 0- dialing restriction and make it clear that end users should dial 911 in case of emergency. Also, for all Option 2 subscribers, the Company has prepared a letter to accompany the mailing of the sticker which emphasizes the importance of placing the sticker on the telephone of an Option 2 circuit. Finally, the recorded message reached by end users attempting to make calls blocked by this service includes information regarding E-911 access.

We reviewed the cost, rate, and revenue information associated with CCRS in the original tariff filing (T-88-264) for these services. We found that the CCRS rates approximated those for similar services offered by Southern Bell and General Telephone, and approved the rates.

The Company updated its demand and revenue figures for each of the services in its current filing using 1988 and 1989 actual data; 1990 mixed year-to-date and projected data; and 1991 and 1992 projected data. The updated revenue impact of Option 2 is projected to be \$7,821 in 1991 and \$19,374 in 1992.

The Company reports that no updated cost study has been conducted since the 1988 study. Using the cost data provided in the original study, we find no evidence of cross subsidization of these competitive services by monopoly services, since the company's nonrecurring and recurring rates exceed the incremental costs of the service.

Based on the foregoing, it is, therefore,


ORDERED by the Florida Public Service Commission that United Telephone and Telegraph Company's tariff filing to provide Option 2 call blocking is hereby approved. It is further

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ORDERED that if no protest is received to this Order within the timeframes set forth below, this docket shall be closed. It is further

ORDERED that, if an appropriate protest is timely filed, any revenue from increases in existing rates shall be held subject to refund pending resolution of the protest.

By ORDER of the Florida Public Service Commission, this
13th day of NOVEMBER, 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.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and

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Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on December 4, 1990

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or sewer utility by filing a notice of 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 of the date this order becomes final, 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.