

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Amendment of ) DOCKET NO. 960029-TL  
Rule 25-4.040(4)(f), F.A.C., ) ORDER NO. PSC-96-0542-FOF-TL  
Telephone Directories; Directory ) ISSUED: April 19, 1996  
Assistance (Inside Wiring) )  
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The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman  
J. TERRY DEASON  
JOE GARCIA  
JULIA L. JOHNSON  
DIANE K. KIESLING

NOTICE OF ADOPTION OF RULE

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has adopted the amendments to Rule 25-4.040(4)(f), Florida Administrative Code, relating to telephone directories; directory assistance (inside wiring) without changes.

The rule amendments were filed with the Department of State on April 18, 1996 and will be effective on May 8, 1996. A copy of the rule as filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By ORDER of the Florida Public Service Commission, this 19th day of April, 1996.

BLANCA S. BAYÓ, Director  
Division of Records and Reporting

by: Kay J. [Signature]  
Chief, Bureau of Records

( S E A L )

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FPSC-RECORDS/REPORTING

25-4.040 Telephone Directories; Directory Assistance.

(4) The following information shall appear in the front pages of the directory, preceding subscriber listings, along with an index where there are four (4) or more pages of such information:

(a) Directions for the use of local exchange and long distance telephone services and calls to repair and directory assistance services.

(b) Application and amount of directory assistance charges contained in company tariffs.

(c) Application and amount of charges for line busy verification, emergency interrupt and maintenance/repair services.

(d) The location of telephone company public business office located in the area covered by the directory.

(e) Identification of customer payment locations and an explanation of discontinuance of service procedures for local service.

(f) Policy on customer owned equipment and inside wiring shall include, but not be limited to the following information, separately stated:

1. A layman's description of inside wiring.
2. A layman's description of demarcation point.
3. A layman's description of the customer's responsibility for all wiring on the customer's side of the demarcation point.

4. A generic description of the various types of vendors which sell repair equipment.

5. A generic list of the types of service vendors providing maintenance or repair of inside wire, or customer premises equipment.

6. Instructions on how to determine whether the customer or the telephone company is responsible for needed repairs.

7. Instructions for determining when a phone jack is defective.

8. Instructions for determining when a telephone is defective.

(g) Policy on the recording of telephone conversations.

(h) Policy on harassing calls and sales solicitations generated by illegal automatic dialing equipment.

(i) Policy on various violations of law arising from the illegal use of telephone equipment and service.

(j) A conspicuous notice of the availability of the "No Sales Solicitation" list offered through the Florida Department of Agriculture and Consumer Services, Division of Consumer Services and the 800 number to contact for further information.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.03, F.S.

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History: New 12/1/68, amended 03/31/76, 01/04/78, 12/10/84,  
formerly, 25-4.40, amended 11/28/89, 03/31/91, 02/11/92, 5/8/96.