

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

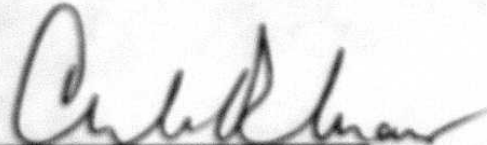
In re: Proposed amendments) DOCKET NO. 951500-TP
to Rules 25-34.505, F.A.C.)
Scope; 25-34.522, F.A.C. Appli-)
cation for Certificate; 25-34.515)
F.A.C. Pay Telephone Service)
25-14.520, F.A.C. Reporting)
Requirements 25-4.076, F.A.C.)
Wireless Pay Telephone Service)
Provided by Local Exchange)
Companies; and 25-4.002.F.A.C.)
Definitions)

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NOTICE OF INTENT TO PARTICIPATE

COMES NOW, VOCAL MOTION INC., by and through their undersigned counsel, and hereby gives formal notice of its intent to participate in the captioned proceedings.

The Clerk is requested to make note of such intent in the docket of the captioned case and to forward all relevant material, notices and the like to the undersigned as counsel for VOCAL MOTION INC.



**CHARLES R. MAYER, ESQ.
P.O. BOX 267
HIGHLAND CITY, FL. 33846
FLORIDA BAR #051610
TEL. 941/644-6449
ATTORNEY FOR VOCAL MOTION
INC.**

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FPSC-RECORDS/REPORTING

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FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center • 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

MEMORANDUM

July 18, 1996

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF APPEALS (NELTON *MacDowell*) *DS*
DIVISION OF COMMUNICATIONS (KING, LEWIS, MOSES) *DS*
DIVISION OF RESEARCH & REGULATORY REVIEW (HEWITT) *CPA*
DIVISION OF LEGAL SERVICES (BILLMEIER) *LMB MCB*

RE: DOCKET NO. *25-24.505-25* - PROPOSED AMENDMENTS TO RULES 25-24.505, F.A.C., SCOPE; 25-24.511, F.A.C., APPLICATION FOR CERTIFICATE; 25-24.515, F.A.C., PAY TELEPHONE SERVICE; 25-24.520, F.A.C., REPORTING REQUIREMENTS; 25-4.076, F.A.C., WIRELINE AND WIRELESS PAY TELEPHONE SERVICE PROVIDED BY LOCAL EXCHANGE COMPANIES; 25-4.003, F.A.C., DEFINITIONS.

AGENDA: JULY 30, 1996 - REGULAR AGENDA - RULE PROPOSAL - INTERESTED PERSONS MAY PARTICIPATE

RULE STATUS: PROPOSAL MAY BE DEFERRED

SPECIAL INSTRUCTIONS: I:\PSC\APP\WP\25-24.505-25

CASE BACKGROUND

Staff recommends that four substantive changes be made to the Commission's rules concerning pay telephone service. First, the rules should be amended to update references to the latest national handicap accessibility codes. Second, the rules should be amended so that call blocking exemptions will expire at the end of one year. Third, the rules should be amended so that wireless pay telephone providers are specifically addressed. Fourth, the rules should be amended to eliminate the required routing of intraLATA calls to the local exchange company. Staff also recommends that rule language be clarified and procedures streamlined.

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FPSC-RECORDS/REPORTING

DOCKET NO. 951560-TP
DATE: January 4, 1996

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission propose the attached amendments to Rules 25-24.505, Scope; 25-24.511 Application for Certificate; 25-24.515, Pay Telephone Service; 25-24.520, Reporting Requirements; 25-4.076, Wireline and Wireless Pay Telephone Service Provided by Local Exchange Companies; and 25-4.003, Definitions?

RECOMMENDATION: Yes.

STAFF ANALYSIS:

Handicap Accessibility Amendments:

Staff recommends the following rules be amended to update the Commission's rules on handicap accessibility for pay telephone providers:

25-24.515(13), Pay Telephone Service, and 25-4.076(9), Wireline and Wireless Pay Telephone Service Provided by Local Exchange Companies: Staff recommends that the most recent version of the American National Standards Institute (ANSI) standards be incorporated by reference into these rules. A copy of those ANSI requirements is attached.

Also, it has been brought to staff's attention that the Commission's existing rules do not contain accessibility requirements geared towards the hearing impaired. Staff believes that the needs of hearing impaired end users should be addressed, and, therefore, recommends that additional sections of the ANSI standards be incorporated by reference into the rules to do so. These additional requirements place requirements on pay telephone providers concerning signage, hearing aid compatibility, volume, and push button controls.

Staff also recommends the language of the rules be clarified.

Call Blocking Amendments:

Staff recommends the following rules be amended to add the requirement that, if granted, requests for exemption from the incoming call requirement will expire at the end of one year:

25-24.515(8)(a), Pay Telephone Service, and 25-4.076, Wireline and Wireless Pay Telephone Service Provided by Local Exchange Companies: In 1994, the Commission amended its pay telephone rules to allow pay telephone providers to seek an exemption from the

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requirement to allow incoming calls at each pay telephone station. Under the current rule, this exemption is in perpetuity. Under the proposed amendment, future exemptions would expire after 12 months. Exemptions which were granted prior to the amendment would also expire 12 months after the effective date of the amendment. At the end of the year, the Commission may grant another exemption request if the pay telephone provider submits a completed Form PSC/CNU-2 on which it has been attested that criminal activity associated with the pay telephone station has been reduced. The Commission staff will review the forms for the appropriate signatures. The Commission staff does not plan to conduct an investigation to determine whether criminal activity has actually been reduced at each pay telephone location as we will be relying upon the attestation of the signing parties. If the prior exemption did not reduce criminal activity associated with the pay telephone location, the exemption did not accomplish its goal and should not be granted again. Therefore, people who depend on pay telephones for their communication needs will be able to once again receive incoming calls at the pay station.

To accomplish the amendment's objective, staff recommends Form PSC-CNU-2 be revised to accommodate the possibility of requesting additional exemptions.

Wireline/Wireless Amendments:

By Order No. 25264, In re Petition for Declaratory Statement regarding exemption from Public Service Commission regulation for Cellular Radio Telecommunications Carriers, by Cellular World, Inc., 91 F.P.S.C. 10:432 (1991), the Commission declared that it has jurisdiction over the pay telephone service provided through wireless interconnection. Since this decision, the Commission has received consumer complaints about price gouging by wireless providers as well as inadequate notice that a pay telephone station is cellular. Regulation of wireless pay telephone providers is in the public interest because many wireless pay telephone stations resemble traditional, wireline stations. If wireless providers were not required to post adequate notice and were not subject to the pay telephone rate caps, the public may be misled into paying much higher rates for pay telephone calls. Since the Commission's pay telephone rules do not specifically address wireless pay telephone providers, staff recommends the following rules be amended to codify standards concerning wireless providers:

25-24.505, Scope: Staff recommends the scope of Part XI of Chapter 25-24 be expanded to cover both wireline and wireless pay telephone providers.

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25-24.515, Pay Telephone Service: Subsections (7), (8)(a), and (9) should be amended to reflect that they are applicable to wireline pay telephones only. These subsections deal with the routing of intralATA calls through the local exchange company (LEC), obtaining exemptions from the incoming call requirement, and access line requirements.

Unlike wireline providers, staff recommends wireless providers be able to block all incoming calls without obtaining an exemption because they are charged for incoming calls. However, subsection (8)(b) should be added to require a notice be posted at the wireless pay telephone station that all incoming calls are blocked, if applicable.

Staff also recommends the rule's language be clarified.

Wireless providers would be responsible for meeting the other requirements in the pay telephone rules, including the rate cap requirements in Rule 25-24.516.

25-4.076, Wireline and Wireless Pay Telephone Service Provided by Local Exchange Companies: Staff recommends the notice requirement concerning the blocking of incoming calls addressed above in the discussion on Rule 25-24.515(8)(b) be added to the LEC pay telephone rule as well.

25-4.003(57) and (58), Definitions: Staff recommends the following definitions be added:

(57) "wireless pay telephone service" is any pay telephone service not connected by any physical means to the Public Switched Network and is available to the public for hire, except pay telephone stations located inside public transportation vehicles;

and

(58) "wireline pay telephone service" is any pay telephone service connected by any physical means to the Public Switched Network.

Clarification and Other Amendments:

Finally, staff recommends the following additional changes be made to the Commission's rules governing pay telephone providers:

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25-24.505, Scope: The statutory reference in subsection (2) should be changed to Section 364.3375, Florida Statutes, which is the statute that governs pay telephone service providers.

25-24.511, Application for Service: Staff recommends that the certification process be streamlined so that only an original and two copies of an application be filed, instead of an original and five copies as is presently in the rule. Staff also recommends that the language of the rule be clarified.

25-24.515, Pay Telephone Service: Staff recommends the language of the rule be clarified. In particular, in subsection (5) staff believes that the language requiring non-LEC pay phone providers to notify end users that its phones are not maintained by the LEC is no longer necessary and should be stricken.

In addition, staff recommends the exceptions concerning confinement facilities be centralized in subsection (17). Staff also recommends that pay telephone calls from confinement facilities may be terminated in 10 minutes rather than 15, as is allowed in subsection (5). This change in policy is recommended because the Department of Corrections has stated a preference for terminating calls after 10 minutes.

25-24.530, Reporting Requirements: Staff recommends the language of the rule be clarified.

25-4.076, Wireline and Wireless Pay Telephone Service Provided by Local Exchange Companies: Staff recommends the obsolete requirement in subsection (1) that requires all LECs to maintain at least one coin operated pay telephone station in each exchange be struck. However, staff recommends that the remaining language in subsection (1) be clarified to state that the Commission may require a LEC to place a phone in a specific location "if reasonable public requirements will be served."

In addition, staff recommends the exceptions concerning confinement facilities be centralized in subsection (13). As in the non-LEC rule, staff recommends that pay telephone calls from confinement facilities may be terminated in 10 minutes rather than 15.

Staff also recommends the language of the rule be clarified.

25-4.003(37), Definitions: Staff recommends the statutory references in the "pay telephone service company" definition be updated.

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Economic impact: Pay telephone providers would be affected by the recommended rule changes. In particular, the recommended changes concerning incoming call blocking exemptions would create extra costs. Staff's recommendation attempts to balance the interests of small businesses with the interests of their customers. No significant impact on competition is expected; however, there may be a slight impact on employment if the rules are adopted.

ISSUE 2: If no requests for hearing or comments are filed, should the proposed amendments to Rules 25-24.505, 25-24.511, 25-24.515, 25-24.520, 25-4.076, 25-4.003, F.A.C., be filed for adoption and the docket be closed?

STAFF RECOMMENDATION: Yes.

STAFF ANALYSIS: Unless comments or requests for hearing are filed, the rules as proposed may be filed with the Secretary of State without further Commission action and the docket may be closed.

Attachments:

Recommended Rule Amendments
Revised Request to Block Incoming Calls Form
Economic Impact Statement
ANSI - American National Standard Accessible and Usable
Buildings and Facilities

PART XI

RULES GOVERNING PAY TELEPHONE SERVICE PROVIDED
BY OTHER THAN LOCAL EXCHANGE TELEPHONE COMPANIES

- 25-24.500 Reserved
25-24.505 Scope
25-24.510 Certificate of Public Convenience and Necessity
Required
25-24.511 Application for Certificate
25-24.512 Improper Use of a Certificate
25-24.513 Application for Approval of Sale, Assignment or
Transfer of Certificate (Repealed)
25-24.514 Cancellation of a Certificate
25-24.515 Pay Telephone Service
25-24.516 Non-Local Exchange Company Pay Telephone Rate Caps
25-24.520 Reporting Requirements

25-24.505 Scope.

(1) Except as specified herein. This part applies to any person other than a local exchange company providing wireline or wireless pay telephone service. As provided by Rules 25-4.002, 25-9.001, and 25-14.001, no provision of Chapters 25-4, 25-9, or 25-14 shall apply to pay telephone service companies, except the following: 25-4.003 (Definitions), 25-4.0161 (Regulatory Assessment Fees; Telecommunications Companies), 25-4.019 (Records

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2 and Reports In General), 25-4.020(2) (Location and Preservation of
3 Records), and 25-4.043 (Response to Commission Staff Inquiries).

4 (2) To the extent these rules are inconsistent with
5 provisions of Chapter 364, Florida Statutes, as regards pay
6 telephone service, companies subject to this part are exempted from
7 such provisions or are subject to different requirements than
8 otherwise prescribed for telephone companies under the authority of
9 Section 364.3375, Florida Statutes.

10 (3) Any applicant may petition for exemption from applicable
11 portions of Chapter 364, Florida Statutes, or for application of
12 different requirements than otherwise prescribed for telephone
13 companies by Chapter 364, Florida Statutes, under the authority of
14 Section 364.3375, Florida Statutes.

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

16 Law Implemented: 350.113, 350.115, 350.117, 364.01, 364.016,
17 364.02, 364.17, 364.18, 364.183, 364.185, 364.32, 364.337,
18 364.3375, F.S.

19 History: New 1/5/87. Amended 11/13/95, _____.

20
21 25-24.511 Application for Certificate.

22 (1) An applicant shall submit an application on Form PSC/CMU
23 32 (1/91), entitled "Application Form for Certificate to Provide
24 Pay Telephone Service Within the State of Florida." which is
25 incorporated into this rule by reference ~~and Form PSC/CMU 32~~

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2 ~~(1/91), entitled "Application Form for Certificate to Provide Pay~~
3 ~~Telephone Service Within the State of Florida,"~~ may be obtained
4 from the Commission's Division of Communications. An non-
5 refundable application fee of \$100.00 must accompany the filing of
6 all applications. ~~This is a non-refundable fee to cover the costs~~
7 ~~of processing the application and it has no relevance on the~~
8 ~~approval or denial of a certificate.~~

9 (2) An original and two ~~five~~ ~~(5)~~ copies of the application
10 shall be filed with the Division of Records and Reporting.

11 (3) Any pay telephone service authority previously granted or
12 granted hereafter is subject to the following:

13 (a) Authority granted is statewide.

14 (b) Authority is to provide both local and intrastate toll
15 pay telephone service. A certificate to provide pay telephone
16 service does not carry with it the authority to provide local
17 exchange or interexchange service. A separate application must be
18 made for such authority.

19 (4) A certificate will be granted if the Commission
20 determines that grant of the application is in the public interest.
21 One certificate per applicant will be granted unless the applicant
22 shows that granting of additional certificates is in the public
23 interest. A new certificate will not be granted to any applicant
24 who has previously had a certificate involuntarily cancelled unless
25

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2 the applicant shows that granting of the new certificate is in the
3 public interest.

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

5 Law Implemented: 364.32, 364.33, 364.335, 364.337, 364.3375,
6 364.345, F.S.

7 History: New 1/5/87. Amended 9/28/89, 4/8/91, 11/20/91, 12/21/92,
8 _____

9
10 25-24.515 Pay Telephone Service.

11 (1) Pay telephone stations shall be lighted during the hours
12 of darkness when light from other sources is not adequate to read
13 instructions and use the instrument.

14 (2) Each pay telephone station shall return any deposited
15 amount if the call is not completed, except messages to a Feature
16 Group A access number.

17 (3) Each pay telephone station shall permit access to the
18 universal telephone number "911" where operable, without requiring
19 the use of a coin, paper money, or a credit card. Where "911" such
20 number is not operable, the station shall permit access to the
21 operator of the provider of a local exchange telecommunications
22 services company-toll-operator under the same conditions.

23 (4) Each pay telephone station shall, without charge, permit
24 access to local directory assistance and the telephone number of
25 any person responsible for repairs or refunds, but may provide

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2 access by coin return. Any long distance directory assistance
3 charges applied to the pay telephone service company may be passed
4 on to the customer.

5 (5) Each pay telephone station shall be equipped with a
6 legible sign, card, or plate of reasonable permanence which shall
7 identify the following: telephone number and location address of
8 ~~the~~ ~~such~~ station, name of the certificate holder and the party
9 responsible for repairs and refunds, address of responsible party,
10 free phone number of responsible party, and clear dialing
11 instructions (including notice of the lack of availability of local
12 or toll services), ~~and, where applicable, a statement that the~~
13 ~~phone is not maintained by the local exchange company.~~ For those
14 pay telephone stations that will terminate local calls ~~converation~~
15 after a minimum elapsed time of 15 minutes, notice shall be
16 included on the sign card as well as an audible announcement 30
17 seconds prior to termination of the phone call.

18 (6) Each pay telephone station which provides access to any
19 interexchange company shall provide coin free access, except for
20 ~~P~~feature Group A access, to all locally available interexchange
21 companies. For pay telephone stations in equal access areas, ~~such~~
22 access shall be provided through the forms of access purchased by
23 locally available long distance carriers and shall include 10XXX+0,
24 950, and 800 access. For those pay telephone stations located in
25 non-equal access areas, 102880 may be translated to 00 to directly

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2 access AT&T. Otherwise, in non-equal access areas, 00 shall
3 directly route to an AT&T operator and the instruction card shall
4 so indicate. Where 00 is not available, 0- shall route to the LSC
5 operator of the provider of local exchange telecommunications
6 services for transfer to AT&T and the instruction card shall so
7 indicate. No sales solicitation shall be allowed during the
8 interval between the last digit dialed by the end user and
9 connection with the interexchange carrier.

10 (7) All wireline intralata calls, including operator service
11 calls, shall be routed to the local exchange company, unless the
12 end user dials the appropriate access code for their carrier of
13 choice, i.e., 950, 800, 10XXX.

14 (8) (a) Each wireline pay telephone station shall allow
15 incoming calls to be received, with the exception of those located
16 at confinement facilities, hospitals, and schools, and ~~at~~ locations
17 specifically exempted by the Commission. There shall be no charge
18 for receiving incoming calls. A pay telephone provider may
19 petition the Commission to be exempt from the incoming call
20 requirement for a period that shall not exceed one year. Requests
21 for exemption from the requirement that each pay telephone station
22 allow incoming calls shall be accompanied by a completed FORM FORM
23 PSC/CMU-2 (xx/xx) (12/94), entitled "Request to Block Incoming
24 Calls." which is incorporated into this rule by reference and
25 ~~FORM PSC/CMU-2 (12/94), entitled Request to Block Incoming Calls,~~

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2 may be obtained from the Commission's Division of Communications.
3 The form requires an attestation from the owner of the pay
4 telephone, the owner of the pay telephone location, and the Chief
5 of the responsible law enforcement agency that the request is
6 sought in order to deter criminal activity facilitated by incoming
7 calls being received at the specified pay telephone. A separate
8 form shall be filed for each telephone number for which an
9 exemption is sought. Exemptions which were granted prior to the
10 one-year limitation will expire one year from the effective date of
11 the amendment establishing the one-year limitation. The Commission
12 may grant additional requests for another one year exemption if the
13 provider of the pay telephone files another Form PSC/CMU-2 on
14 which, in addition to the signatures of the property owner and pay
15 telephone provider, the chief of the responsible law enforcement
16 agency attests that criminal activity associated with the pay
17 telephone has been reduced because incoming calls were blocked at
18 the pay telephone location. Where incoming calls are not received,
19 central-office based intercept shall be provided at no charge to
20 the ~~end user~~ end-user and a written notice shall be prominently
21 displayed on the instrument directly above or below the telephone
22 number which states: "Incoming calls blocked at request of law
23 enforcement."
24
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2 **(b) Each wireless pay telephone provider that will not allow**
3 **incoming calls shall display a notice that the pay telephone**
4 **station does not allow incoming calls.**

5 (9) Each wireline pay telephone station must be connected to
6 ~~an individual access line as provided in the pay telephone access~~
7 ~~tariff offered by the local exchange company.~~

8 (10) (a) Each pay telephone service company shall make all
9 reasonable efforts to minimize the extent and duration of
10 interruptions of service. Service repair programs should have as
11 their objective the restoration of service on the same day that the
12 interruption is reported to the company. (Sundays and holidays
13 excepted).

14 (b) Each telephone utility shall conduct its operations in
15 such manner to ensure that, in each exchange, ~~ninety-five (95)~~
16 percent of all interruptions in telephone service occurring in any
17 calendar month shall be cleared and service restored within
18 ~~twenty-four (24)~~ hours (Sundays and holidays excepted) after the
19 trouble is reported to the company, except where such interruptions
20 are caused by emergency situations, unavoidable casualties, and
21 acts of God affecting large groups of subscribers.

22 (11) Where there are fewer than three telephones located in a
23 group, a directory for the entire local calling area shall be
24 maintained at each pay telephone station. Where there are three or
25 more telephones located in a group, a directory for the entire

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2 local calling area shall be maintained at every other station.
3 However, where telephone stations are fully enclosed, a directory
4 shall be maintained at each station.

5 (12) Normal maintenance and coin collection activity shall
6 include a review of the cleanliness of each pay telephone station
7 and reasonable efforts shall be made to ensure that 95 percent of
8 all stations are clean and free of obstructions.

9 (13) Except as provided in ~~paragraphs subsections (13)(a),~~
10 ~~(13)(b), and (13)(c) below,~~ each pay telephone station
11 ~~installed after January 5, 1997~~ shall conform to subsections
12 ~~4.28.8.4 and 4.29 4.29.3-4.29.4 and 4.29.7-4.29.8~~ of the American
13 National Standards Accessible and Usable Buildings and Facilities,
14 approved December 15, 1992. Specifications for Making Buildings and
15 Facilities Accessible and Usable by Physically Handicapped People,
16 ~~approved February 6, 1986~~ by the American National Standards
17 Institute, Inc. (ANSI A117.1-~~1992(1986)~~), which is incorporated by
18 reference into this rule. ~~Each telephone station installed prior~~
19 ~~to January 5, 1997 shall conform to the above standards by January~~
20 ~~3, 1995.~~

21 (a) ~~Where Effective June 1, 1993, where~~ there are two or more
22 pay telephone stations located in a group, there shall be a minimum
23 of one telephone per group of ten which conforms to the ANSI above
24 mentioned standards listed in subsection (13). The conforming
25 station must be physically located in the group of pay telephone

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2 stations or must be installed within a clear line of sight within
3 15 feet of the group and the route to the conforming station must
4 be free from wheelchair barriers.

5 (b) Except for locations on floors above or below entry level
6 in buildings not serviced by a ramp or elevator, ~~each~~ pay telephone
7 stations shall be placed in areas accessible to the physically
8 handicapped.

9 (c) Pay telephone ~~stations~~ located in buildings which are
10 not wheelchair ~~accessible to physically handicapped persons~~ must
11 comply with all ANSI provisions cited in subsection (13) except
12 that these stations are exempt from complying with ANSI subsections
13 4.29.2 through 4.29.4, 4.29.7, and 4.29.8 until the building is
14 modified to make it wheelchair accessible to the above mentioned
15 ~~standards upon modification of the building to make it handicap-~~
16 ~~accessible, according to the Americans with Disabilities Act.~~

17 (14) ~~Effective September 1, 1992, each~~ pay telephone station
18 shall permit end users to input unlimited the additional digits for
19 the duration of the call necessary to complete calling card calls,
20 ~~using any locally available carrier, without operator intervention,~~
21 ~~and to utilize features such as voice mail box and menu driven~~
22 ~~answering devices. This requirement shall not be applicable to pay~~
23 ~~telephones located in confinement facilities.~~

24 ~~(15) Pay stations located in confinement facilities shall be~~
25 ~~exempt from the requirements of above subsections (1), (3), (4),~~

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2 ~~(6), and (11). Such pay stations shall also be exempt from the~~
3 ~~requirements of subsection (5), except for the audit's and written~~
4 ~~15-minute disconnect notification.~~

5 (15) 44+ Toll Fraud Liability.

6 (a) A company providing interexchange telecommunications
7 services or local exchange telecommunications services shall not
8 collect from a pay telephone provider for charges billed to a line
9 for calls which originated from that line through the use of
10 10XXX+0, 10XXX+01, 950-~~1~~0XXXX+0, or 1-800 access codes, or when
11 the call originating from that line otherwise reached an operator
12 position, if the originating line is subscribed to outgoing call
13 screening and the call was placed after the effective date of the
14 outgoing call screening order.

15 (b) A company providing interexchange telecommunications
16 services or local exchange telecommunications services shall not
17 collect from a pay telephone provider for charges for collect or
18 third number billed calls, if the line to which the call was billed
19 was subscribed to incoming call screening and the call was placed
20 after the effective date of the incoming call screening order.

21 (c) Any calls billed through the provider of local exchange
22 telecommunications services company or directly by an interexchange
23 company, or through a billing agent, which have been identified as
24 not collectible as described in paragraphs (15)(a) and (15)(b)
25 above, must be removed from any pay telephone provider's bill after

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2 the pay telephone provider gives notice of the fraudulent charges
3 to the billing party. Such notice shall be provided to the provider
4 of local exchange telecommunications services LSC and the
5 interexchange company IXC in writing no later than the due date of
6 the bill.

7 (d) The provider of local exchange telecommunications
8 services LSC is responsible for charges described in paragraph
9 (15)(c) that are associated with the failure of the provider of
10 local exchange telecommunications services' LSC's screening
11 services.

12 (e) The interexchange company IXC is responsible for charges
13 described in paragraph (15)(c) that are associated with the failure
14 to properly validate calls via the appropriate provider of local
15 exchange telecommunications services company data base.

16 (f) Definitions: For purposes of subsection (15) ~~this rule~~
17 the term:

18 (i) "Effective Date" shall mean the date after the call
19 screening order was placed and associated charges apply.

20 (g) Any charges accrued to a subscriber's line when the
21 subscriber has paid the provider of local exchange
22 telecommunications services company to screen calls described in
23 paragraphs (15)(a) and (15)(b) above shall not be the basis for
24 discontinuance of local and intrastate service.

25
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2 ~~(16)447+~~ Providers serving confinement facilities shall
3 provide for completion of all inmate calls allowed by the
4 confinement facility.

5 (17) Pay telephone stations located in confinement facilities
6 shall be exempt from the requirements of above subsections (1),
7 (3), (4), (6), (11), and (14). Such pay telephone stations shall
8 also be exempt from the requirements of subsection (5), except that
9 outgoing local and long distance calls may be terminated after a
10 minimum elapsed time of 10 minutes and the audible and written
11 disconnect notification shall apply.

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

13 Law Implemented: 364.03, 364.035, 364.063, 364.337, 364.345, F.S.

14 History: New 1/5/87, Amended 4/14/92, 12/21/92, 2/3/93, 10/10/94,
15 12/27/94, 9/5/95, _____.

16
17
18 25-24.520 Reporting Requirements.

19 ~~44+~~ Each pay telephone service company shall file with the
20 Commission's Division of Communications updated information for the
21 following items within 10 days after a change occurs:

22 ~~(11)4+~~ The street address of the certificate holder
23 including number, street name, city, state and zip code, and the
24 mailing address if it differs from the street address also.

25

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2 ~~(2)(b)~~ Name, title, and phone number of the individual
3 responsible for contact with the Commission.

4 ~~(2) Each pay telephone service company shall by January 31 of~~
5 ~~each year provide a report to the local exchange companies listing~~
6 ~~the station number and location of all of its pay telephones.~~

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

8 Law Implemented: 350.115, 350.117, 364.17, 364.18, 364.185,
9 364.3375, F.S.

10 History: New 1/5/87, Amended 1/1/91, 12/29/91, _____.

11
12 25-4.076 Wireline and Wireless Pay Telephone Service Provided
13 By Local Exchange Companies.

14 (1) ~~Each local exchange company shall, where practical,~~
15 ~~supply at least one coin telephone in each exchange that will be~~
16 ~~available to the public on a twenty four (24) hour basis. This~~
17 ~~coin telephone shall be located in a prominent location in the~~
18 ~~exchange. Except as provided herein, a telephone company may not~~
19 be required to provide pay telephone service at locations where the
20 revenues derived therefrom are insufficient to support the required
21 investment if unless reasonable public requirements will be served.
22 Pay telephone stations shall be lighted during the hours of
23 darkness when light from other sources is not adequate to read
24 instructions and use the instrument.

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2 (2) Each pay telephone station shall return any deposited
3 amount if the call is not completed, except messages to a Feature
4 Group A access number.

5 (3) Each pay telephone station shall have the capability of
6 coin free access to a local exchange company toll operator and the
7 universal emergency telephone number "911" where operable, and
8 coin free or coin return access to local directory assistance,
9 intercept, repair service, and calls to the business office of the
10 company.

11 (4) Each pay telephone station shall be equipped with a
12 legible sign, card, or plate of reasonable permanence which shall
13 identify the following: the telephone number and location address
14 of ~~the~~ each station, the name of the certificate holder, and the
15 party responsible for repairs or refunds, free telephone number of
16 responsible party, and clear dialing instructions (including notice
17 of the lack of availability of local or toll service). The
18 identification of the location address for local exchange and pay
19 telephone companies shall be coordinated with the appropriate "911"
20 or emergency center where applicable. For those pay telephone
21 stations that will terminate a local call conversation after a
22 minimum elapsed time of +15+ minutes, notice shall be included on
23 the sign card as well as an audible announcement 30 seconds prior
24 to termination of the phone call.

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1
2 (5) Each pay telephone station which provides access to any
3 long distance carrier shall provide coin free access, except for
4 ~~feature~~ group A access, to all locally available interexchange
5 companies. For pay telephone stations in equal access areas, such
6 access shall be provided through the forms of access purchased by
7 locally available long distance carriers and shall include 10XXX+0,
8 950, and 800 access. For those pay telephone stations located in
9 non-equal access areas, 00 shall directly access the AT&T operator.
10 Where 00 is not available, 0- to the local exchange company LEC
11 operator shall be transferred upon request to an AT&T operator, and
12 the instruction card shall so indicate. No sales solicitation
13 shall be allowed during the interval between the last digit dialed
14 by the end user and connection with the interexchange carrier.

15 (6) (a) Each wireline pay telephone station shall allow
16 incoming calls to be received, with the exception of those located
17 at confinement facilities, hospitals, and schools, and at locations
18 specifically exempted by the Commission. There shall be no charge
19 for receiving incoming calls. A pay telephone provider may
20 petition the Commission to be exempt from the incoming call
21 requirement for a period that shall not exceed one year. Requests
22 for an exemption from the requirement that each pay telephone
23 station allow incoming calls shall be accompanied by a completed
24 Form FORM PSC/CMU-2 (x/xxl+10/94), entitled "Request to Block
25 Incoming Calls." which is incorporated into this rule by reference.

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1
2 ~~and Form PSC/CMU 2 (12/94), entitled Request to Block Incoming~~
3 ~~calls~~ may be obtained from the Commission's Division of
4 Communications. The form requires an attestation from the owner of
5 the pay telephone, the owner of the pay telephone location, and the
6 chief of the responsible law enforcement agency that the request
7 is being sought in order to deter criminal activity facilitated by
8 incoming calls being received at the specified pay telephone. A
9 separate form shall be filed for each telephone number for which an
10 exemption is being sought. Exemptions which were granted prior to
11 the one-year limitation will expire one year from the effective
12 date of the amendment establishing the one-year limitation. The
13 Commission may grant an additional request for another one year
14 exemption if the provider of the pay telephone files another Form
15 PSC/CMU-2 on which, in addition to the signatures of the property
16 owner and pay telephone provider, the chief of the responsible law
17 enforcement agency attests that criminal activity associated with
18 the pay telephone has been reduced because incoming calls were
19 blocked at the pay telephone location. Where incoming calls are
20 not received, central-office based intercept shall be provided at
21 no charge to the ~~end user~~ end-user and a written notice shall be
22 prominently displayed on the instrument directly above or below the
23 telephone number which states: "Incoming calls blocked at request
24 of law enforcement."

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1
2 **(b) Each wireless pay telephone station that will not allow**
3 **incoming calls shall display a notice that the instrument does not**
4 **allow incoming calls.**

5 **(7) Each wireline pay telephone station must be connected to**
6 **an individual access line.**

7 **(8)49+** Where there are fewer than three telephones located
8 in a group, a directory for the entire local calling area shall be
9 maintained at each pay telephone station. Where there are three or
10 more telephones located in a group, a directory for the entire
11 local calling area shall be maintained at every other station.
12 However, where telephone stations are fully enclosed, a directory
13 shall be maintained at each station.

14 **(9)49+** Normal maintenance and coin collection activity
15 shall include a review of the cleanliness of each pay telephone
16 station and reasonable efforts shall be made to ensure that 95
17 percent of all stations are clean and free of obstructions.

18 **(10)49+** Except as provided in paragraphs (10)49+(a),
19 (10)49+(b), and (10)49+(c) below, each pay telephone station
20 ~~installed after January 5, 1987~~ shall conform to subsections
21 ~~4.28.8.4 and 4.29~~ ~~4.29.2~~ ~~4.29.4~~ ~~and~~ ~~4.29.7~~ ~~4.29.8~~ of the
22 American National Standards Accessible and Usable Buildings and
23 Facilities, approved December 15, 1992, Specifications for Making
24 ~~Buildings and Facilities Accessible and Usable by Physically~~
25 ~~Handicapped People, approved February 5, 1986~~ by the American

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1
2 National Standards Institute, Inc. (ANSI A117.1-~~1992~~1996), which is
3 incorporated by reference into this rule. ~~Each telephone station~~
4 ~~installed prior to January 5, 1987 shall conform to the above~~
5 ~~standards by January 1, 1995.~~

6 (a) ~~Effective June 1, 1993, where~~ Where there are two or
7 more pay telephone stations located in a group, there shall be a
8 minimum of one telephone per group of ten which conforms to the
9 ~~ANSI above mentioned standards listed in subsection (10).~~ The
10 conforming station must be physically located in the group of
11 telephone stations or must be installed within a clear line of
12 sight within ~~fifteen~~ (15) feet of the group and the route to the
13 conforming station must be free from wheelchair barriers.

14 (b) Except for locations on floors above or below entry level
15 in buildings not serviced by a ramp or elevator, ~~each~~ pay telephone
16 stations shall be placed in areas accessible to the physically
17 handicapped.

18 (c) Pay telephone ~~stations~~ located in buildings which are
19 not wheelchair accessible to ~~physically handicapped persons~~ must
20 comply with all ANSI provisions cited in subsection (10) except
21 that these stations are exempt from complying with ANSI subsections
22 4.29.2 through 4.29.4, 4.29.7, and 4.29.8 until the building is
23 modified to make it wheelchair accessible ~~the above mentioned~~
24 ~~standards upon modification of the building to make it handicap-~~
25 ~~accessible, according to the Americans with Disabilities Act.~~

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2 ~~(11)(10)~~ ~~Effective September 1, 1990, each~~ Each pay
3 telephone shall permit end users to input unlimited ~~the additional~~
4 digits for the duration of the call necessary to complete calling
5 ~~card calls, using any locally available carrier, without operator~~
6 ~~intervention, and to utilize features such as voice mail box and~~
7 ~~menu driven answering devices. This requirement shall not be~~
8 ~~applicable to pay telephones located in confinement facilities.~~

9 ~~(11) Pay stations located in confinement facilities shall be~~
10 ~~exempt from the requirements of above subsections (1), (3), (5),~~
11 ~~and (7). Such pay stations shall also be exempt from the~~
12 ~~requirements of subsection (4), except for the audible and written~~
13 ~~15 minute disconnect notification.~~

14 (12) Toll Fraud Liability.

15 (a) A company providing interexchange telecommunications
16 services or the local exchange company services shall not collect
17 from a pay telephone provider for charges billed to a line for
18 calls which originated from that line through the use of 10XXX+0,
19 10XXX+01, 950-1/0XXXX+0, or 1-800 access codes, or when the call
20 originating from that line otherwise reached an operator position,
21 if the originating line is subscribed to outgoing call screening
22 and the call was placed after the effective date of the outgoing
23 call screening order.

24 (b) A company providing interexchange telecommunications
25 services or the local exchange company services shall not collect

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2 from a pay telephone provider for charges for collect or third
3 number billed calls, if the line to which the call was billed was
4 subscribed to incoming call screening and the call was placed after
5 the effective date of the incoming call screening order.

6 (c) Any calls billed through the local exchange company or
7 directly by an interexchange company, or through a billing agent,
8 which have been identified as not collectible as described in
9 paragraphs (12)(a) and (12)(b) above, must be removed from any pay
10 telephone provider's bill after the pay telephone provider gives
11 notice of the fraudulent charges to the billing party. Such notice
12 shall be provided to the local exchange company LSC and
13 interexchange company IXC in writing no later than the due date of
14 the bill.

15 (d) The local exchange company LSC is responsible for charges
16 described in paragraph (12)(c) that are associated with the failure
17 of the local exchange company's LSC's screening services.

18 (e) The interexchange company IXC is responsible for charges
19 described in paragraph (12)(c) that are associated with its failure
20 to properly validate calls via the appropriate local exchange
21 company data base.

22 (f) Definitions: For purposes of subsection (12) ~~this rule~~
23 the term +

24 (i) "Effective Date" shall mean the date after the call
25 screening order was placed and associated charges apply.

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2 (g) Any charges accrued to a subscriber's line when the
3 subscriber has paid the local exchange company to screen calls
4 described in paragraphs (12)(a) and (12)(b) above shall not be the
5 basis for discontinuance of local or intrastate service.

6 (13) Providers serving confinement facilities shall provide
7 for completion of all inmate calls allowed by the confinement
8 facility.

9 (14) Pay telephone stations located in confinement facilities
10 shall be exempt from the requirements of above subsections (1),
11 (3), (5), (8), and (11). Such pay telephone stations shall also be
12 exempt from the requirements of subsection (4), except that
13 outgoing local and long distance calls may be terminated after a
14 minimum elapsed time of 10 minutes and the audible and written
15 disconnect notification shall apply.

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

17 Law Implemented: 364.03, F.S.

18 History: New 12/1/68, Amended 3/31/76, formerly 25-4.76, Amended
19 1/5/87, 4/14/92, 12/21/92, 2/3/93, 10/10/94, 12/27/94, _____.

20
21 25-4.003 Definitions.

22 For the purpose of these rules, the following definitions apply:

23 (1) - (51) No change.

24 (52) "Wireless Pay Telephone Service." Any pay telephone
25 service not connected by any physical means to the Public Switched

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2 Network and is available to the public for hire, except pay
3 telephone stations located inside vehicles providing public
4 transportation for hire.

5 (53) "Wireline Pay Telephone Service." Any pay telephone
6 service connected by any physical means to the Public Switched
7 Network.

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

9 Law Implemented: 364.01, 364.02, 364.32, 364.335, 364.337,
10 364.3375, F.S.

11 History: Revised 12/1/68, Amended 3/31/76, formerly 25-4.03,
12 Amended 2/23/87, 3/4/92, 12/21/93, 3/10/96, _____.

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FLORIDA PUBLIC SERVICE COMMISSION
REQUEST TO BLOCK INCOMING CALLS

PAY TELEPHONE NUMBER _____

PHYSICAL LOCATION OF PAY TELEPHONE (ADDRESS): _____

To deter criminal activity facilitated by individuals receiving incoming calls at the pay telephone listed above, I request that I be granted a 12 month exemption from the requirement that incoming calls be received at the pay telephone location (Rule 25-24.515(8) or 25-4.076(8), F.A.C., as appropriate). I agree to provide central office based intercept at no charge to the end-user and to prominently display a written notice directly above or below the telephone number which states: "Incoming calls blocked at request of law enforcement." I understand that, if granted, this exemption will only be in effect for 12 months. If any party wishes for the exemption to continue longer than 12 months, side 2 of this form must be completed and returned to the Commission staff prior to the end of the 12 month period.

I, the undersigned owner or officer of the pay telephone company named below, have read the foregoing and declare that to the best of my knowledge and belief, the above information is a true and correct statement. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF OWNER/OFFICER OF PAY TELEPHONE COMPANY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF PAY TELEPHONE COMPANY: _____

MAILING ADDRESS: _____

I, the undersigned owner of the above-referenced pay telephone location, declare that to the best of my knowledge and belief, criminal activity is associated with and facilitated by incoming calls being received at the pay telephone number and location referenced above. It is my belief that allowing incoming calls to be blocked at the pay telephone will eliminate or help control that activity and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF LOCATION OWNER: _____ DATE _____

NAME OF PAY TELEPHONE LOCATION OWNER (PRINT OR TYPE): _____

MAILING ADDRESS: _____

I, the undersigned Chief of the law enforcement agency of the jurisdiction in which the above-referenced pay telephone is located, declare that to the best of my knowledge and belief, criminal activity is associated with and facilitated by incoming calls being received at the pay telephone number and location referenced above. It is my belief that allowing incoming calls to be blocked at this pay telephone will eliminate or help control that activity and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF CHIEF OF RESPONSIBLE LAW ENFORCEMENT AGENCY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF LAW ENFORCEMENT AGENCY: _____

MAILING ADDRESS: _____

M E M O R A N D U M

June 28, 1996

TO: DIVISION OF APPEALS (NELTON)
FROM: DIVISION OF RESEARCH AND REGULATORY REVIEW (HEWITT) *12/8/96*
SUBJECT: REVISED ECONOMIC IMPACT STATEMENT FOR PROPOSED REVISIONS TO DOCKET NO. 951560-TP; RULES 25-24.505, 25-24.511, 25-24.515, 25-24.520, 25-4.076, AND 25-4.003, FAC, RULES GOVERNING PAY TELEPHONE SERVICE

SUMMARY OF THE RULE

Currently, the pay telephone rules contain the requirements for providing pay telephone service. The proposed rule changes would streamline the rules, add definitions, update references to American National Standards Institute (ANSI) specifications, and explicitly define and include wireless pay telephone service. The proposed rule changes would also eliminate the required routing of all intralata calls to the local exchange company, require an individual access line for each wireline pay telephone station, and address incoming call blocking requirements. Revisions to Form PSC/CNU-2 are included in the rule revisions for attestation of law enforcement. In addition, confinement facilities' pay telephone stations would be exempt from some requirements including termination of calls after 10 minutes rather than the current 15 minutes.

DIRECT COSTS TO THE AGENCY AND OTHER STATE OR LOCAL GOVERNMENT ENTITIES

The Commission currently regulates pay telephone service and call blocking requests. The proposed rule revisions would streamline those activities and should reduce staff effort in the areas concerning call blocking. Wireless pay telephone companies may litigate their explicit inclusion and regulation under the proposed rule changes which would add to workload and paperwork of the Commission. The increase would be dependent on the number and length of proceedings.

COSTS AND BENEFITS TO THOSE PARTIES DIRECTLY AFFECTED BY THE RULE

Pay telephone service providers and pay telephone customers would be directly affected by the proposed rule amendments. Data requests were sent to

local exchange companies, a selection of 30 pay telephone companies and the Florida Public Telecommunications Association (FPTA). GTE, Northeast, St. Joseph, Indiantown, and Florida telephone companies reported no or minimal impact from the proposed rule changes.

ANSI Standards:

Clarification and updating of ANSI requirements should benefit pay telephone providers and handicapped users, but FPTA believes the new standards should be phased in over time, at least one year. The volume control requirement involves an upgrade that would cost between \$50 and \$100 per eligible instrument. Costs vary because of the age of each instrument and the manufacturer. Installation costs could be minimized if allowed over time along with routine repairs and maintenance.

Wireless Regulation:

Wireless pay telephone companies may choose to litigate their explicit inclusion in the regulations of pay telephone companies. Litigation would result in legal, administrative, clerical, and technical expertise time and expenses. BellSouth Mobility, Inc. (BMI) filed comments stating that as a commercial mobile radio service provider BMI was not within the Commission's jurisdiction. However, BMI did not wish to leave the impression that cellular providers' costs would be insignificant.

Routing IntraLATA Calls

After the data requests were mailed, staff made an additional deletion of the requirement to route all intralata calls to the LEC. This change was made to recognize the new competitive opportunities afforded by recent statutory changes allowing alternative local telecommunications services. LECs are likely to see some erosion of revenues as competitors enter an area and contract with pay telephone companies to route intralata calls to them.

Individual Access Lines

FPTA states that the proposed revision to Rule 25-24.515(8), FAC (requiring connection to an individual access line), is not appropriate given the emergence of new local exchange telecommunications providers. However, the proposed change codifies a Commission Order and policy that requires an individual access line for each pay telephone.

Call Blocking

Notice of call blocking of pay telephones would be explicitly required. Exemptions to allow incoming call blocking would be limited to one year. There would be the possibility of an additional one-year exemption, upon the attestation of the property owner and the chief of the responsible law enforcement agency that blocking incoming calls had reduced criminal activity associated with a particular pay telephone. Complying with the proposed rule revisions would cause pay telephone providers to incur additional costs according to FPTA. These costs would be associated with additional paperwork created by the necessity to maintain and update separate accounts for pay telephone exemptions scheduled to expire. Company personnel would also have to be sent to pay telephone providers to acquire signatures for renewing exemptions, diverting them from their regular jobs. There could be problems locating the person(s) necessary for a signature, extending the time and expense necessary to comply with the proposed revisions. Some companies believe there would be unnecessary burdens caused by the expiration of exemptions and need for reapplication for exemption after one year. BellSouth Telecommunications, Inc. estimates that the initial cost to comply would be \$32,316 (85 orders) and \$28,162 (70 orders) per year ongoing. Less time would be available for Maintenance Administrators and Service Technicians to help customers get their phones installed or repaired. Sprint United/Centel believes the annual renewal period is too short, and there would be an administrative burden to go through the approval process.

Legitimate users of pay telephones should benefit from the one-year limitation for call blocking. Pay telephone stations should be abandoned by criminal elements who previously monopolized the stations for incoming illicit business calls, thus freeing the phones. There would not be multiple extensions of a call blocking exemption unless criminal activity had been reduced and attested to by the chief of the responsible law enforcement agency. However, FPTA believes that at the end of the exemption, the criminal element would have an open invitation to return to the location of the pay station. However, if there is no indication that criminal activity is being decreased because of the call blocking, the blocking would be removed, allowing incoming calls to the noncriminal users as well as others.

Sprint states that two proposed modifications would increase direct costs and/or deny revenue growth. First, the replacement of at least one pay telephone

FLORIDA PUBLIC SERVICE COMMISSION
REQUEST TO BLOCK INCOMING CALLS

PAY TELEPHONE NUMBER: _____

PHYSICAL LOCATION OF PAY TELEPHONE (ADDRESS): _____

To deter criminal activity facilitated by individuals receiving incoming calls at the pay telephone listed above, I request that I be granted a 12 month exemption from the requirement that incoming calls be received at the pay telephone location (Rule 25-24.515(8) or 25-4.076(6), F.A.C., as appropriate). I agree to provide central office based intercept at no charge to the end-user and to prominently display a written notice directly above or below the telephone number which states: "Incoming calls blocked at request of law enforcement." I understand that, if granted, this exemption will only be in effect for 12 months. If any party wishes for the exemption to continue longer than 12 months, side 2 of this form must be completed and returned to the Commission staff prior to the end of the 12 month period.

I, the undersigned owner or officer of the pay telephone company named below, have read the foregoing and declare that to the best of my knowledge and belief, the above information is a true and correct statement. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF OWNER/OFFICER OF PAY TELEPHONE COMPANY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF PAY TELEPHONE COMPANY: _____

MAILING ADDRESS: _____

I, the undersigned owner of the above-referenced pay telephone location, declare that to the best of my knowledge and belief, criminal activity is associated with and facilitated by incoming calls being received at the pay telephone number and location referenced above. It is my belief that allowing incoming calls to be blocked at the pay telephone will eliminate or help control that activity and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF LOCATION OWNER: _____ DATE _____

NAME OF PAY TELEPHONE LOCATION OWNER (PRINT OR TYPE): _____

MAILING ADDRESS: _____

I, the undersigned Chief of the law enforcement agency of the jurisdiction in which the above-referenced pay telephone is located, declare that to the best of my knowledge and belief, criminal activity is associated with and facilitated by incoming calls being received at the pay telephone number and location referenced above. It is my belief that allowing incoming calls to be blocked at this pay telephone will eliminate or help control that activity and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF CHIEF OF RESPONSIBLE LAW ENFORCEMENT AGENCY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF LAW ENFORCEMENT AGENCY: _____

MAILING ADDRESS: _____

FLORIDA PUBLIC SERVICE COMMISSION

REQUEST TO BLOCK INCOMING CALLS
(for an additional 12 months)

PAY TELEPHONE NUMBER: _____

PHYSICAL LOCATION OF PAY TELEPHONE (ADDRESS): _____

To continue deterring criminal activity at the pay telephone listed above, I request that I be granted an additional 12 month exemption from the requirement that incoming calls be received at the pay telephone location (Rule 25-24.515(8) or 25-4.076(6), F.A.C., as appropriate). I agree to provide central office based intercept at no charge to the end-user and to prominently display a written notice directly above or below the telephone number which states: "Incoming calls blocked at request of law enforcement."

I, the undersigned owner or officer of the pay telephone company named below, have read the foregoing and declare that to the best of my knowledge and belief, the above information is a true and correct statement. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF OWNER/OFFICER OF PAY TELEPHONE COMPANY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF PAY TELEPHONE COMPANY: _____

MAILING ADDRESS: _____

I, the undersigned owner of the above-referenced pay telephone location, declare that to the best of my knowledge and belief, criminal activity has been reduced at the pay telephone number and location referenced above because incoming calls were blocked for the previous 12 months. It is my belief that allowing incoming calls to be blocked at the pay telephone for an additional 12 months will continue to eliminate or help control that activity and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF LOCATION OWNER: _____ DATE _____

NAME OF PAY TELEPHONE LOCATION OWNER (PRINT OR TYPE): _____

MAILING ADDRESS: _____

I, the undersigned Chief of the law enforcement agency of the jurisdiction in which the above-referenced pay telephone is located, declare that to the best of my knowledge and belief, criminal activity has been reduced at the pay telephone location referenced above because incoming calls were blocked for the previous 12 months. Therefore, I believe it will be in the public interest to continue the blocking of incoming calls for an additional 12 months and attest to this fact by my signature below. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public-servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.

SIGNATURE OF CHIEF OF RESPONSIBLE LAW ENFORCEMENT AGENCY: _____ DATE _____

NAME AND TITLE (PRINT OR TYPE): _____

NAME OF LAW ENFORCEMENT AGENCY: _____

MAILING ADDRESS: _____

M E M O R A N D U M

June 28, 1996

TO: DIVISION OF APPEALS (HELTON)

FROM: DIVISION OF RESEARCH AND REGULATORY REVIEW (HEWITT) *EQM*

SUBJECT: REVISED ECONOMIC IMPACT STATEMENT FOR PROPOSED REVISIONS TO DOCKET NO. 951560-TP; RULES 25-24.505, 25-24.511, 25-24.515, 25-24.520, 25-4.076, AND 25-4.003, FAC, RULES GOVERNING PAY TELEPHONE SERVICE

SUMMARY OF THE RULE

Currently, the pay telephone rules contain the requirements for providing pay telephone service. The proposed rule changes would streamline the rules, add definitions, update references to American National Standards Institute (ANSI) specifications, and explicitly define and include wireless pay telephone service. The proposed rule changes would also eliminate the required routing of all intralata calls to the local exchange company, require an individual access line for each wireline pay telephone station, and address incoming call blocking requirements. Revisions to Form PSC/CMU-2 are included in the rule revisions for attestation of law enforcement. In addition, confinement facilities' pay telephone stations would be exempt from some requirements including termination of calls after 10 minutes rather than the current 15 minutes.

DIRECT COSTS TO THE AGENCY AND OTHER STATE OR LOCAL GOVERNMENT ENTITIES

The Commission currently regulates pay telephone service and call blocking requests. The proposed rule revisions would streamline those activities and should reduce staff effort in the areas concerning call blocking. Wireless pay telephone companies may litigate their explicit inclusion and regulation under the proposed rule changes which would add to workload and paperwork of the Commission. The increase would be dependent on the number and length of proceedings.

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ANSI Standards:

Clarification and updating of ANSI requirements should benefit pay telephone providers and handicapped users, but FPTA believes the new standards should be phased in over time, at least one year. The volume control requirement involves an upgrade that would cost between \$50 and \$100 per eligible instrument. Costs vary because of the age of each instrument and the manufacturer. Installation costs could be minimized if allowed over time along with routine repairs and maintenance.

Wireless Regulation:

Wireless pay telephone companies may choose to litigate their explicit inclusion in the regulations of pay telephone companies. Litigation would result in legal, administrative, clerical, and technical expertise time and expenses. BellSouth Mobility, Inc. (BMI) filed comments stating that as a commercial mobile radio service provider BMI was not within the Commission's jurisdiction. However, BMI did not wish to leave the impression that cellular providers' costs would be insignificant.

Routing IntraLATA Calls

After the data requests were mailed, staff made an additional deletion of the requirement to route all intralata calls to the LEC. This change was made to recognize the new competitive opportunities afforded by recent statutory changes allowing alternative local telecommunications services. LECs are likely to see some erosion of revenues as competitors enter an area and contract with pay telephone companies to route intralata calls to them.

Individual Access Lines

FPTA states that the proposed revision to Rule 25-24.515(8), FAC (requiring connection to an individual access line), is not appropriate given the emergence of new local exchange telecommunications providers. However, the proposed change codifies a Commission Order and policy that requires an individual access line for each pay telephone.

Call Blocking

Notice of call blocking of pay telephones would be explicitly required. Exemptions to allow incoming call blocking would be limited to one year. There would be the possibility of an additional one-year exemption, upon the attestation of the property owner and the chief of the responsible law enforcement agency that blocking incoming calls had reduced criminal activity associated with a particular pay telephone. Complying with the proposed rule revisions would cause pay telephone providers to incur additional costs according to FPTA. These costs would be associated with additional paperwork created by the necessity to maintain and update separate accounts for pay telephone exemptions scheduled to expire. Company personnel would also have to be sent to pay telephone providers to acquire signatures for renewing exemptions, diverting them from their regular jobs. There could be problems locating the person(s) necessary for a signature, extending the time and expense necessary to comply with the proposed revisions. Some companies believe there would be unnecessary burdens caused by the expiration of exemptions and need for reapplication for exemption after one year. BellSouth Telecommunications, Inc. estimates that the initial cost to comply would be \$32,316 (85 orders) and \$28,162 (70 orders) per year ongoing. Less time would be available for Maintenance Administrators and Service Technicians to help customers get their phones installed or repaired. Sprint United/Centel believes the annual renewal period is too short, and there would be an administrative burden to go through the approval process.

Legitimate users of pay telephones should benefit from the one-year limitation for call blocking. Pay telephone stations should be abandoned by criminal elements who previously monopolized the stations for incoming illicit business calls, thus freeing the phones. There would not be multiple extensions of a call blocking exemption unless criminal activity had been reduced and attested to by the chief of the responsible law enforcement agency. However, FPTA believes that at the end of the exemption, the criminal element would have an open invitation to return to the location of the pay station. However, if there is no indication that criminal activity is being decreased because of the call blocking, the blocking would be removed, allowing incoming calls to the noncriminal users as well as others.

Sprint states that two proposed modifications would increase direct costs and/or deny revenue growth. First, the replacement of at least one pay telephone

per exchange for local exchange companies (LECs) with the unlimited requirement to provide pay telephone service "if reasonable public requirements will be served" would create a situation in which there is no precedent or tested guiding principles. No provision has been made for the identification of locations or for the process for determination of the "reasonable public requirements." Since there would be no limit on the number of locations, there would be no limit on the cost burden which could be placed on a LEC. Sprint believes if there is a requirement for "public service" pay telephone service, that the burden should be spread across all LEC and nonLEC pay telephone providers. Second, the limit of one year for call blocking would be an insufficient time for a permanent change in conditions in the neighborhood. Also, a one-year limitation would place an undue economic burden on all parties, including the Commission and staff.

Inmate Calls

Inmate call duration in confinement facilities could be decreased from 15 to 10 minutes with the proper notification. This could increase the number of calls and revenue per phone by allowing more calls from each pay station.

REASONABLE ALTERNATIVE METHODS

The alternatives to limiting call blocking to one year would either be for a shorter period or a longer period. A shorter period may not eliminate the criminal activity that instigated the blocking and may not provide enough time to evaluate the impact, thus increasing the administrative burden. A longer period may unnecessarily deprive pay telephone users of receiving incoming calls but would reduce provider and administrative costs.

FPTA states that the majority of its members would like incoming call blocking requests to be automatically granted by staff's receipt of a properly completed form. This would streamline the request and approval process, protect the public, and save time for Commission staff and regulated companies.

Sprint suggested an initial renewal time of two years and additional renewals for that location every five years. Sprint also suggested the proposed changes to Rule 25-4.514(7), FAC, where "intraLATA" is substituted for "intraLata" should be "local" instead. Lastly, considering the possible changes due to the 1996 Federal Communications Act, Sprint says it does not appear to be

productive to modify rules which may be drastically revised again in six to nine months.

BellSouth Telecommunications, Inc. states that the process of providing outward only service should be streamlined for more timely response to needs identified by location providers and by law enforcement. BellSouth believes that other issues should be considered with the proposed revisions. Since pay telephones are exposed to environment, including weather, user abuse, traffic hazards, etc., it is unreasonable to expect that all pay telephones will be 100% perfect at any point in time. A reasonable expectation should be established given the environment and the controllable nature of the factor and given the consequences of not meeting the standard. Standards that should be addressed are:

Serviceability	Dialing Capability	Access All LD Carriers
Lights	Cleanliness	Coin Return Auto
Telephone Numbers	Directory	Dial Instructions
Name of LOGO	Directory Security	Address of Location

In addition, several measurements that appear on FPSC staff compliance reviews measure performance on factors that are not included in FPSC rules. The measurements include Glass, Doors, Level, and Wiring which should be removed from the compliance reviews.

IMPACT ON SMALL BUSINESSES

None of the individual pay telephone providers that are small businesses responded to a data request asking for information on positive or negative impacts. However, the industry association responded for its members, which include small businesses, and suggested that there would be some negative impact. The proposed rules attempt to balance the interests of small businesses with the interests of their customers.

IMPACT ON COMPETITION

Call blocking should cause no significant impact on competition between regulated companies since all would have the same administrative and service burden. The requirement for LECs to provide pay telephones at locations to serve "reasonable public requirements," even where the revenues are insufficient to support the required investment, would place the LECs at a competitive

disadvantage to nonLEC pay telephone providers. Users of other profitable pay telephones or services would subsidize the unprofitable locations.

Removing the requirement to route all intralata calls to the LEC should increase competition between providers of toll telecommunication services.

If wireless companies that have not complied with pay telephone regulations are required to comply, additional regulatory and notice costs would be incurred and some competitive advantage may be lost. These costs should not be so significant as to cause a significant reduction in the number of competitors.

IMPACT ON EMPLOYMENT

There may be some slight impact on employment because the proposed rule revisions could increase the time employees take to acquire signatures for extending exemptions and to maintain separate accounts for those pay telephones with exemptions. BellSouth estimated an increase of 260 hours of labor per year, but handled with existing personnel.

METHODOLOGY

Workshops were held, with industry and law enforcement parties participating, concerning the proposed rule revisions. Data requests were sent to pay telephone providers. Discussions were held with technical and legal staff. Related rules and statutes were examined and referenced. Standard microeconomic analysis was used to determine the estimated impact.

CBH:tf/e-patel2

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Revision of
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American National Standard
Accessible and Usable
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imum. The distance from the edge of the telephone enclosure to the face of the telephone unit shall be 10 in (255 mm) maximum. See Fig. B4.29.2.1.

4.29.2.2 Forward Approach. Where a forward approach by a person in a wheelchair is provided, the clear floor space or ground space shall be 48 in (1220 mm) deep minimum. Where the distance from the edge of the telephone enclosure to the face of the telephone unit is 24 in (610 mm) maximum, the clear space shall be 30 in (760 mm) wide minimum. Where the distance from the edge of the telephone enclosure to the face of the telephone unit is 24 in (610 mm) minimum, the clear space shall be 36 in (915 mm) wide minimum. The distance from the front edge of a counter within the enclosure to the face of the telephone unit shall be 20 in (510 mm) maximum. See Fig. B4.29.2.2.

4.29.3* Mounting Height. The highest operable parts that are essential to the use of the telephone shall be located within the reach ranges specified in 4.2.5 or 4.2.6.

4.29.4 Protruding Objects. Telephones, enclosures, and related equipment shall comply with 4.4.

4.29.5 Hearing-aid Compatible and Volume Controlled Telephones. Telephones shall be hearing-aid compatible. Volume control shall be capable of increasing the volume within the range of 12 db minimum and 18 db maximum above the nonamplified mode, except that the 18 db maximum shall not apply where an automatic reset is provided.

4.29.6 Controls. Accessible telephones shall have push button controls where service for such equipment is available.

4.29.7 Telephone Directories. Telephone directories, if provided, shall be located in accordance with 4.2.

4.29.8 Cord Length. Accessible telephones shall be equipped with a handset cord length of 29 in (735 mm) minimum.

4.29.9 Telecommunications Device for the Deaf (TDD)

4.29.9.1 Where used with a pay telephone, telecommunications devices for the deaf shall be permanently affixed within, or adjacent to, the telephone enclosure. If an acoustic coupler is used, the telephone cord shall be sufficiently long to allow connection of the TDD and the telephone re-

ceiver.

4.29.9.2 Where pay telephones designed to accommodate a portable TDD are provided, they shall be equipped with a shelf and an electrical outlet within or adjacent to the telephone enclosure. The telephone handset shall be capable of being placed flush on the surface of the shelf. The shelf shall be capable of accommodating a TDD and shall have a 6 in (150 mm) high minimum vertical clearance above the area where the TDD is to be located.

4.30 Automatic Teller Machines*

4.30.1 Mounting. Accessible automatic teller machines shall be mounted so that all features requiring user activation comply with 4.2.5 or 4.2.6. Clear floor space shall comply with 4.2.4. Input into machines shall be made possible by tactile markings, and private audible output shall be made available so that the machine can be used entirely without vision.

4.30.2 Display Screen. Where print appears on the display screen, the automatic teller machine video display screen shall use sans serif print that is a minimum of 18 point size, and shall contrast with the background by a minimum of 70 percent. Where the automatic teller machine is designed to be used by pedestrians, the video display screen shall be placed so that the lower edge shall be at a height of 38 in (965 mm) maximum off the ground or be adjustable.

4.31 Seating, Tables, Work Surfaces, and Service Counters

4.31.1 General. Accessible fixed or built-in seating, benches, tables, service counters or work surfaces shall comply with 4.16.6 and 4.31.

4.31.2.1 Seating. Accessible seating spaces provided at tables, service counters, or work surfaces for people in wheelchairs shall have a clear floor space complying with 4.2.4. Such clear floor space shall overlap knee space by not more than 19 in (485 mm). See Fig. B4.31.2.

4.31.2.2 Benches. Accessible benches shall be 20 in to 24 in (510 mm to 610 mm) wide by 42 in to 48 in (1065 mm to 1220 mm) long fixed to a wall along the longer dimension. The bench shall be mounted 17 in to 19 in (430 mm to 480 mm) above the floor. Clear floor space shall be provided in accordance with 4.2.4. The structural strength of the benches shall conform to 4.24. Where installed in

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with the tactile character provisions of 4.28.6 and 4.28.7.

4.28.5* Finish and Contrast. The characters, symbols and background of signs shall be eggshell, matte, or other non-glare finish. Characters and symbols shall contrast with their background, with either light characters on a dark background or dark characters on a light background.

4.28.6* Tactile Characters or Symbols. Raised characters, symbols and Braille shall comply with 4.28.6.1 and 4.28.6.2.

4.28.6.1 Raised Characters and Symbols. Characters and symbols on tactile signs shall be raised 1/32 in (0.8 mm) minimum. Raised characters and symbols shall be in uppercase characters. Raised characters and symbols shall be 5/8 in (16 mm) high minimum, and 2 in (51 mm) maximum. Raised characters and symbols shall be accompanied by Braille in accordance with 4.28.6.2.

4.28.6.2 Braille. Braille shall be separated 1/2 in (13 mm) minimum from the corresponding raised characters or symbols. Braille provided in accordance with 4.10.1.12 shall be placed 3/16 in (5 mm) minimum below the corresponding raised characters or symbols. Braille shall be Grade II and shall conform to Specification 8800, National Library Service, Library of Congress.

4.28.7* Location of Tactile Signs. Tactile signage shall be located alongside the door on the latch side and shall be mounted at 60 in (1525 mm) above the adjacent finished floor to the centerline of the sign. In locations having double doors, tactile signs shall be mounted to the right of the right hand door. Where there is no wall space on the latch side of the door, including double leaf doors, signs shall be placed on the nearest adjacent wall.

4.28.8* Symbols of Accessibility.

4.28.8.1 International Symbol of Accessibility. Where the international symbol of accessibility is required, it shall be proportioned and displayed as shown in Fig. 4.28.8.1.

4.28.8.2 International Symbol of Telecommunication Devices for the Deaf (TDD). Where telecommunication devices for the deaf are required, they shall be identified by the international telecommunications device for the deaf symbol and proportioned as shown in Fig. 4.28.8.2.

4.28.8.3 Assistive Listening Systems. Where permanently installed assistive listening systems are required, they shall be identified by the international symbol of access for hearing loss proportioned and displayed as shown in Fig. 4.28.8.3.

4.28.8.4 Volume Controlled Telephones. Where telephones are required to have volume controls, they shall be identified by a sign containing a depiction of a telephone handset with radiating sound waves, such as is shown in Fig. 4.28.8.4.

4.29 Telephones

4.29.1 General. Accessible public telephones and related equipment shall comply with 4.29.

4.29.2 Clear Floor Space or Ground Space. Clear floor or ground space shall be provided at each accessible public telephone in accordance with 4.29.2.1 or 4.29.2.2. The required clear space shall comply with 4.2.4 and shall not be restricted by bases, enclosures, and fixed seats.

4.29.2.1 Parallel Approach. Where a parallel approach by a person in a wheelchair is provided, the clear floor space or ground space shall be 30 in deep by 48 in wide (760 mm by 1220 mm) mini-

Table 4.28.3 - Letter and number heights

Height above floor/ground	Minimum character height
More than 80 in (2030 mm)	3 in (75 mm)
More than 60 in (1525 mm) but not more than 80 in (2030 mm)	2 in (51 mm)
More than 48 in (1220 mm) but not more than 60 in (1525 mm)	1 in (25 mm)

imum. The distance from the edge of the telephone enclosure to the face of the telephone unit shall be 10 in (255 mm) maximum. See Fig. B4.29.2.1.

4.29.2.2 Forward Approach. Where a forward approach by a person in a wheelchair is provided, the clear floor space or ground space shall be 48 in (1220 mm) deep minimum. Where the distance from the edge of the telephone enclosure to the face of the telephone unit is 24 in (610 mm) maximum, the clear space shall be 30 in (760 mm) wide minimum. Where the distance from the edge of the telephone enclosure to the face of the telephone unit is 24 in (610 mm) minimum, the clear space shall be 36 in (915 mm) wide minimum. The distance from the front edge of a counter within the enclosure to the face of the telephone unit shall be 20 in (510 mm) maximum. See Fig. B4.29.2.2.

4.29.3* Mounting Height. The highest operable parts that are essential to the use of the telephone shall be located within the reach ranges specified in 4.2.5 or 4.2.6.

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4.31.2.2 Benches. Accessible benches shall be 20 in to 24 in (510 mm to 610 mm) wide by 42 in to 48 in (1065 mm to 1220 mm) long fixed to a wall along the longer dimension. The bench shall be mounted 17 in to 19 in (430 mm to 480 mm) above the floor. Clear floor space shall be provided in accordance with 4.2.4. The structural strength of the benches shall conform to 4.24. Where installed in

authority having jurisdiction: See administrative authority.

automatic door:* A door operated with power mechanisms and controls.

circulation path:* An exterior or interior way of passage from one place to another for pedestrians.

clear: Unobstructed.

common use:* Those rooms, spaces, or elements that are made available for use of a specific group of people.

counter slope: Any slope opposing the running slope of a curb ramp or ramp.

cross slope: The slope of a pedestrian way that is perpendicular to the direction of travel (see running slope).

curb ramp: A short ramp cutting through a curb or built up to it.

detectable: Perceptible by one or more of the senses.

dwelling unit:* A single unit of residence that provides a kitchen or food preparation area, in addition to rooms and spaces for living, bathing, sleeping, and the like.

egress, means of: A continuous and unobstructed way of travel from any point in a building or facility to a public way.

element:* An architectural or mechanical component of a building, facility, space or site that is used in making spaces accessible.

facility: All or any portion of a building, structure, or area, including the site on which such building, structure, or area is located, wherein specific services are provided or activities are performed.

housing:* A building, facility, or portion thereof that contains one or more dwelling units or sleeping accommodations, excluding inpatient health care facilities and detention/correctional facilities.

marked crossing: A crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.

multifamily dwelling: Any building containing more than two dwelling units.

operable part:* A part of a piece of equipment or appliance used to insert or withdraw objects, or to activate, deactivate, or adjust the equipment or appliance.

parking space:* Any space for parking vehicles.

power-assisted door:* A door used for human passage, with a mechanism that helps to open the door, or to relieve the opening resistance of the door.

public use:* Describes rooms or spaces that are made available to the general public.

ramp: A walking surface that has a running slope steeper than 1:20

running slope: The slope of a pedestrian way that is parallel to the direction of travel (see cross slope).

signage: Displayed textual, symbolic, tactile and pictorial information.

site: A parcel of land bounded by a property line or a designated portion of a public right-of-way.

site improvements:* Features added to a site.

sleeping accommodations:* Rooms intended for sleeping purposes.

tactile: Describes an object that can be perceived using the sense of touch.

telecommunications device for the deaf (TDD):* Machinery or equipment that employs interactive graphic communications through the transmission of coded signals across the standard telephone network.

temporary:* Applies to facilities that are not of permanent construction but are extensively used or essential for public use for a given (short) period of time.

vehicular way:* A route provided for vehicular traffic.

walk:* An exterior pathway with a prepared surface for pedestrian use.

4. Accessible Elements and Spaces

4.1 Basic Components

Accessible sites, facilities, and buildings, including public-use, employee-use, and common-use spaces in housing facilities, shall, where required, provide accessible elements and spaces conforming with Section 4.

4.2 Space Allowances and Reach Ranges

4.2.1* Wheelchair Passage Width. The clear width of a passageway for a single wheelchair

shall be 32 in (815 mm) minimum for a passageway length of 24 in (610 mm) maximum and 36 in (915 mm) minimum for a passageway longer than 24 in (610 mm). See Fig. B4.2.1.

4.2.2 Width for Wheelchair Passing. The width for two wheelchairs to pass shall be 60 in (1525 mm) minimum. See Fig. B4.2.2.

4.2.3* Wheelchair Turning Space. The space required for a wheelchair to make a 180-degree turn shall be a clear space of 60 in (1525 mm) diameter minimum or a T-shaped space within a 60 in (1525 mm) minimum square with arms 36 in (915 mm) wide minimum and 60 in (1525 mm) long minimum. See Fig. B4.2.3. Wheelchair turning space shall be permitted to include knee and toe clearance in accordance with 4.2.4.3.

4.2.4* Clear Floor or Ground Space for Wheelchairs

4.2.4.1 Size. The clear floor or ground space required to accommodate a single, stationary wheelchair and occupant shall be 30 in by 48 in (760 mm by 1220 mm) minimum. See Fig. B4.2.4.1.

4.2.4.2 Approach. The minimum clear floor or ground space for wheelchairs shall be positioned for either forward or parallel approach to an object. See Fig. B4.2.4.2.

4.2.4.3 Knee and Toe Clearances. Knee clearance shall be 25 in (635 mm) in depth maximum, 30 in (760 mm) wide minimum, and 27 in (685 mm) high minimum. Toe clearance shall be 6 in (150 mm) deep maximum and 9 in (230 mm) high minimum.

4.2.4.4 Relationship of Maneuvering Clearance to Wheelchair Spaces. One full unobstructed side of the clear floor or ground space for a wheelchair shall adjoin or overlap an accessible route or adjoin another wheelchair clear floor space. If a clear

floor space is located in an alcove or otherwise confined on all or part of three sides, additional maneuvering clearances shall be provided as follows:

- forward approach. The width of an alcove shall be 36 in (915 mm) minimum when the depth exceeds 10 in (255 mm). See Fig. B4.2.4.4.
- parallel approach. The length of an alcove shall be 60 in (1525 mm) minimum when the depth exceeds 10 in (255 mm). See Fig. B4.2.4.4.

4.2.4.5 Surfaces of Wheelchair Spaces. Clear floor or ground spaces for wheelchairs shall comply with 4.5.

4.2.5 Forward Reach

4.2.5.1 Unobstructed. If the clear floor space allows only forward approach to an object and is unobstructed, the high forward reach permitted shall be 48 in (1220 mm) maximum and the low forward reach shall be 15 in (380 mm) minimum above the floor. See Fig. B4.2.5.1.

4.2.5.2 Obstructed. If the high forward reach is over an obstruction, reach depth and heights shall comply with Table 4.2.5.2. See Fig. B4.2.5.2.

4.2.6 Side Reach*

4.2.6.1 Unobstructed. If the clear floor space allows a parallel approach by a person in a wheelchair, the high side reach permitted shall be 54 in (1370 mm) maximum and the low side reach shall be 15 in (380 mm) minimum above the floor. See Fig. B4.2.6.1

4.2.6.2 Obstructed. If the side reach is over an obstruction, the high reach shall be 46 in (1170 mm) maximum providing:

Table 4.2.5.2 - Reach limits for obstructed forward reach¹⁾

	in	mm	in	mm
Reach depth	0 - <20	0 - <510	20 - 25	510 - 635
Reach height	48	1220	44	1120

¹⁾ The clear floor space extending under an obstruction shall be equal to or greater than the reach depth for a maximum of 25 in (635 mm).

- the height of the obstruction from the floor or ground is 34 in (865 mm) maximum, and
- the depth of the obstruction is 24 in (610 mm) maximum. See Fig. B4.2.6.2.

4.3 Accessible Route

4.3.1* General. Accessible routes shall comply with 4.3.

4.3.2 Components

4.3.2.1 Accessible routes shall consist of one or more of the following components: Walking surfaces with a slope not steeper than 1:20, marked crossings at vehicular ways, clear floor space at accessible elements, access aisles, ramps, curb ramps and elevators.

4.3.2.2 All components of an accessible route shall comply with the applicable portions of this standard.

4.3.2.3* Width. Clear width of an accessible route shall be 36 in (915 mm) minimum, except at doors (see 4.13.5). See Fig. B4.3.3(a). Clear width of the accessible route with turn around an obstruction less than 48 in (1220 mm) wide shall have a clear space of 42 in by 48 in (1065 mm by 1220 mm) minimum. See Fig. 4.3.3(b).

4.3.2.4* Passing Spaces. An accessible route with a clear width less than 60 in (1525 mm) shall provide passing spaces at intervals of 200 ft (61 m) maximum. These passing spaces shall be either a 60 in by 60 in (1525 mm by 1525 mm) minimum space, or an intersection of two corridors or walks which provide a T-shaped turning space complying with 4.2.3.

4.3.2.5 Surface Texture. Surface textures of an accessible route shall comply with 4.5.

4.3.2.6 Slope. Portions of an accessible route with running slopes steeper than 1:20 are ramps and shall comply with 4.6. The cross slope of an accessible route shall not be steeper than 1:48.

4.3.2.7 Changes in Level. Changes in level along an accessible route shall comply with 4.5.2.

4.3.2.8 Doors. Doors that are part of an accessible route shall comply with 4.13.

4.3.2.9* Egress. Accessible routes serving any accessible space or element shall also serve as a means of egress for emergencies or connect to an accessible area of refuge.

4.3.10* Handrails. Handrails for stairs and ramps shall comply with 4.3.10.

4.3.10.1 Handrails shall be provided on both sides of stairs and ramps.

Exception: Aisle stairs and aisle ramps provided with a handrail either at the side or within the aisle width.

4.3.10.2 Handrails shall be continuous within the full length of each stair flight or ramp run.

Exception: Handrails in aisles serving seating.

4.3.10.3 Inside handrails on switchback or dogleg stairs or ramps shall be continuous between flights or runs. See Fig. B4.3.10.3. Other handrails shall comply with 4.3.11 and 4.4.

Exception: Handrails in aisles serving seating.

4.3.10.4 Top of gripping surfaces of handrails shall be 34 in (865 mm) minimum and 38 in (965 mm) maximum vertically above stair nosings and ramp surfaces. Handrails shall be at a consistent height above stair nosings and ramp surfaces.

4.3.10.5 Clear space between handrail and wall shall be 1 1/2 in (38 mm) minimum.

4.3.10.6 Gripping surfaces shall be continuous, without interruption by newel posts, other construction elements, or obstructions.

4.3.10.7 Handrails shall have a circular cross section with an outside diameter of 1 1/4 in (32 mm) minimum and 2 in (51 mm) maximum, or shall provide equivalent graspability in accordance with the following requirement. Handrails with other shapes shall be permitted provided they have a perimeter dimension of 4 in (100 mm) minimum and 6 1/4 in (160 mm) maximum, and provided their largest cross-section dimension is 2 1/4 in (57 mm) maximum.

4.3.10.8 Handrails, and any wall or other surfaces adjacent to them, shall be free of any sharp or abrasive elements. Edges shall have 1/8 in (3.2 mm) minimum radius.

4.3.10.9 Handrails shall not rotate within their fittings.

4.3.11* Handrail Extensions. Handrails for stairs and ramps shall have extensions complying with 4.3.11.

Exception: Continuous handrails at the inside turn of stairs and ramps.

4.3.11.1 Ramp handrails shall extend horizontally 12 in (305 mm) minimum beyond the top and bottom of ramp runs. Such extension shall return to a wall, guard or the walking surface, or shall be continuous to the handrail of an adjacent ramp run. See Fig. B4.3.11.1.

4.3.11.2 At the top of a stair flight, handrails shall extend horizontally above the landing for 12 in (305 mm) minimum beginning directly above the first riser nosing. Such extension shall return to a wall, guard or the walking surface, or shall be continuous to the handrail of an adjacent stair flight. See Fig. B4.3.11.2.

4.3.11.3 At the bottom of a stair flight, handrails shall extend at the slope of the stair flight for a horizontal distance equal to one tread depth beyond the last riser nosing. Such extension shall continue with a horizontal extension complying with 4.3.11(4) or shall return to a wall, guard or the walking surface. See Fig. B4.3.11.3.

4.3.11.4 At the bottom of a stair flight, where a guard or wall is located so as to permit a 12 in (305 mm) minimum horizontal extension of the handrail, in addition to the extension required by 4.3.11(3), such a 12 in (305 mm) minimum extension shall be provided. The height of this extension shall equal the height of the handrail above the stair nosing. Such extension shall return to a wall, guard or the walking surface, or shall be continuous to the handrail of an adjacent stair flight. See Fig. B4.3.11.4.

4.4 Protruding Objects*

Protruding objects shall comply with 4.4.

4.4.1 Objects with leading edges located more than 27 in and not more than 80 in (685 mm and 2030 mm) above the floor shall protrude from the wall 4 in (100 mm) maximum. See Fig. B4.4(a).

4.4.2 The protrusion of objects with leading edges located 27 in (685 mm) or less above the floor shall not be limited. See Fig. B4.4(a).

4.4.3 Free-standing objects mounted on posts or pylons shall be permitted to overhang 12 in (305 mm) maximum when located more than 27 in (685 mm) and not more than 80 in (2030 mm) above the ground or floor. See Fig. B4.4(b). Where a sign or other obstruction is mounted between posts or pylons and the clear distance between the posts or pylons is greater than 12 in (305 mm), the lowest edge of such sign or obstruction shall be either 27

in (685 mm) maximum or 80 in (2030 mm) minimum above the adjacent ground or floor surface. See Fig. B4.4(c).

4.4.4 Guardrails or other barriers shall be provided when vertical clearance of an area adjoining an accessible route is less than 80 in (2030 mm) high. Leading edge of such guardrail or barrier shall be located 27 in (685 mm) maximum above the floor. See Fig. B4.4(c) and (d).

4.4.5 Protruding objects shall not reduce the clear width required for accessible routes. See Fig. B4.4(e).

4.5 Ground and Floor Surfaces

4.5.1* General. Ground and floor surfaces of accessible routes and in accessible rooms and spaces, shall be stable, firm, and slip resistant, and shall comply with 4.5.

4.5.2* Change in Level.

4.5.2.1 Changes in level of 1/4 in (6 mm) high maximum shall be permitted to be vertical and without edge treatment. See Fig. B4.5(a).

4.5.2.2 Changes in level between 1/4 in (6 mm) high minimum and 1/2 in (13 mm) high maximum shall be beveled with a slope not steeper than 1:2. See Fig. B4.5(b).

4.5.2.3 Changes in level greater than 1/2 in (13 mm) shall be accomplished by a curb ramp, ramp or elevator that complies with 4.7, 4.8 or 4.10, respectively.

4.5.3* Carpet. Carpet or carpet tile used on a ground or floor surface shall be securely attached and shall have a firm cushion, pad, or backing or no cushion or pad. Carpet or carpet tile shall have a level loop, textured loop, level cut pile, or level cut/uncut pile texture. Pile height shall be 1/2 in (13 mm) maximum. Exposed edges of carpet shall be fastened to floor surfaces and shall have trim along the entire length of the exposed edge. Carpet edge trim shall comply with 4.5.2.

4.5.4. Gratings. Gratings located in accessible routes and spaces shall have openings no greater than 1/2 in (13 mm) wide in one direction. Gratings with elongated openings shall be placed so that the long dimension is perpendicular to the dominant direction of travel.

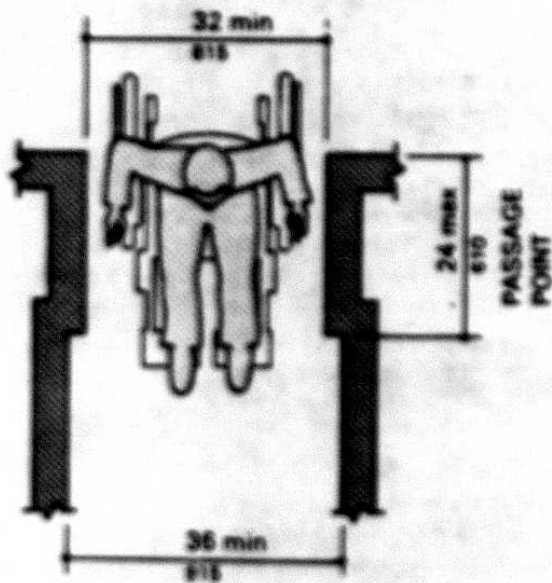


Fig. B4.2.1
Minimum Clear Width for Single Wheelchair

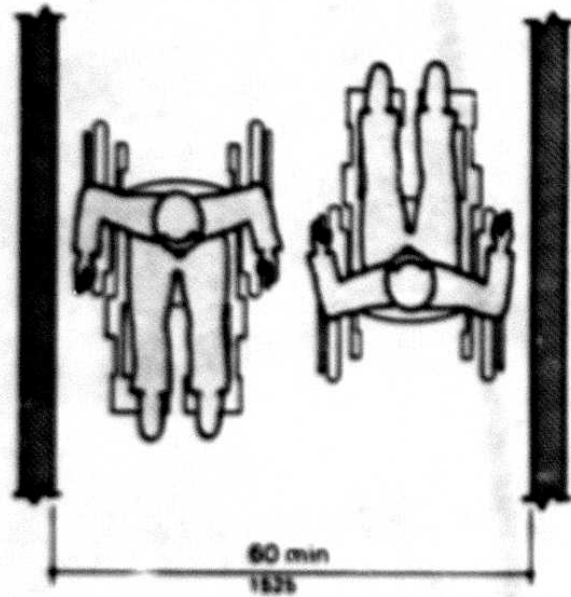
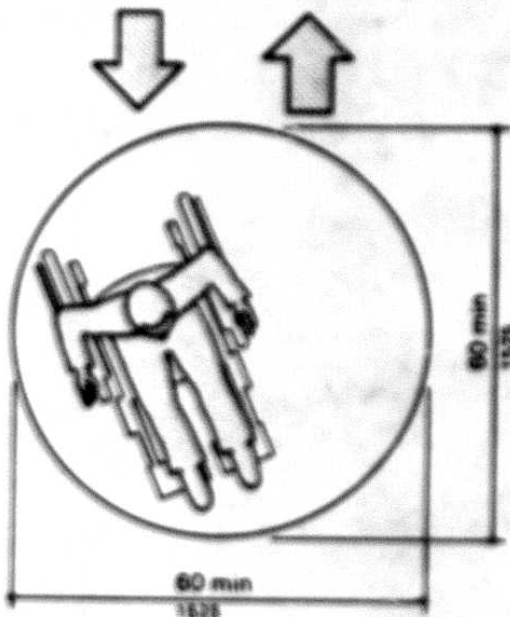
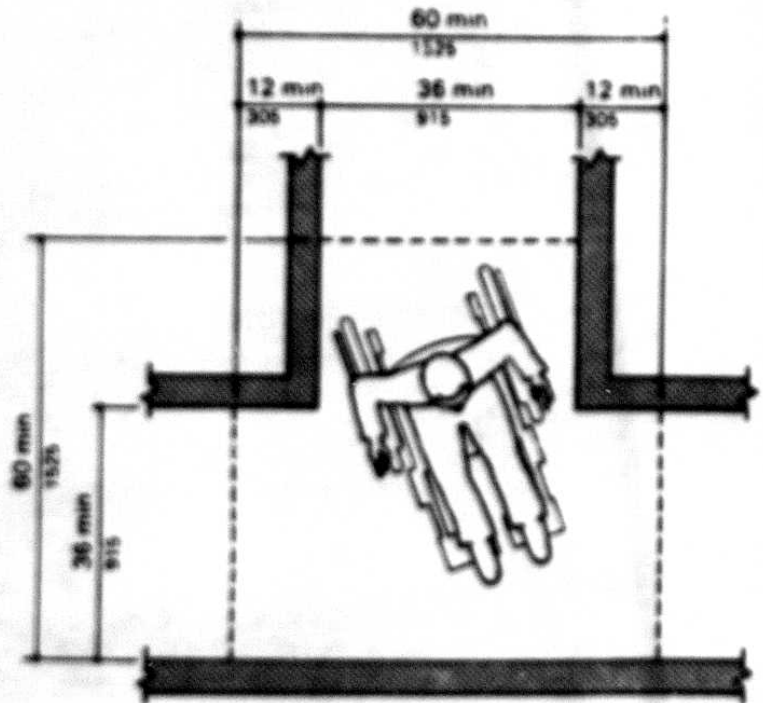


Fig. B4.2.2
Minimum Clear Width for Two Wheelchairs



(a) 60-in (1525-mm) Diameter Space



NOTE: Dashed lines indicate minimum length of clear space required on each arm of the T-shaped space in order to complete the turn.

(b) T-Shaped Space for 180° Turn

Fig. B4.2.3
Wheelchair Turning Space

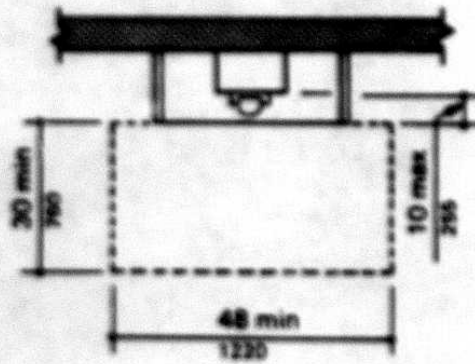


Fig. B4.29.2.1
Parallel Approach to Telephone

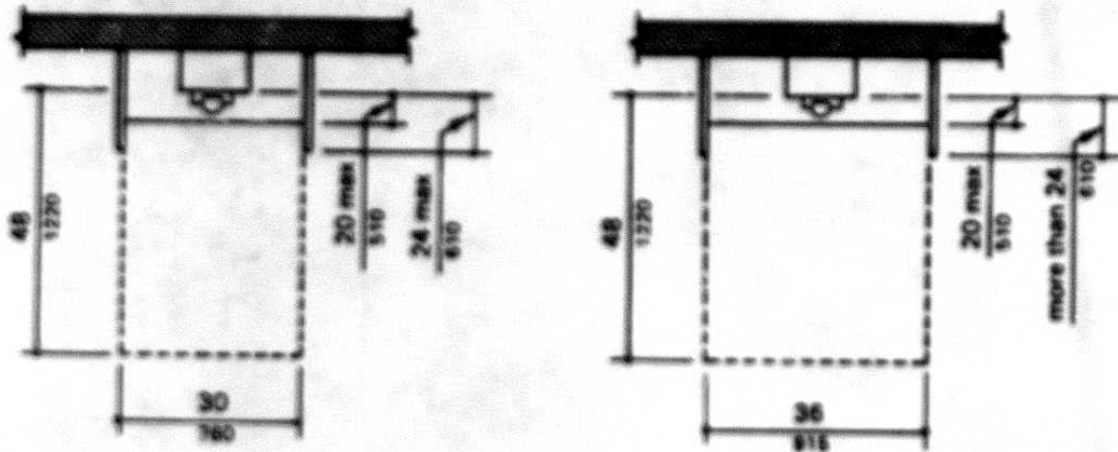


Fig. B4.29.2.2
Forward Approach to Telephones

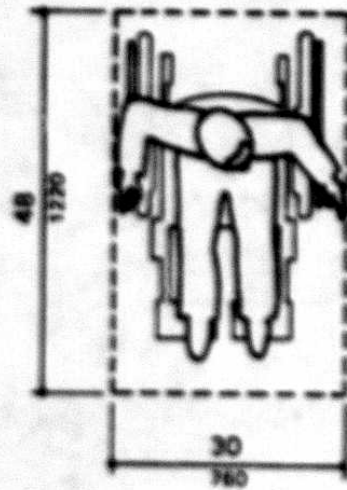
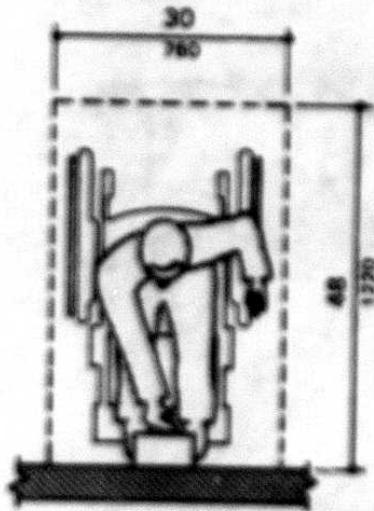
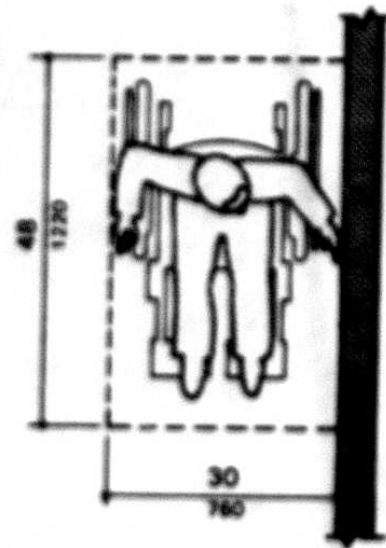


Fig. B4.2.4.1
Clear Floor Space for Wheelchairs



(a) Forward Approach



(b) Parallel Approach

Fig. B4.2.4.2
Wheelchair Approaches

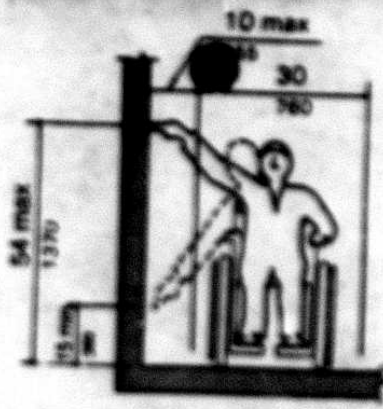


Fig. B4.2.6.1
Unobstructed Side Reach Limit

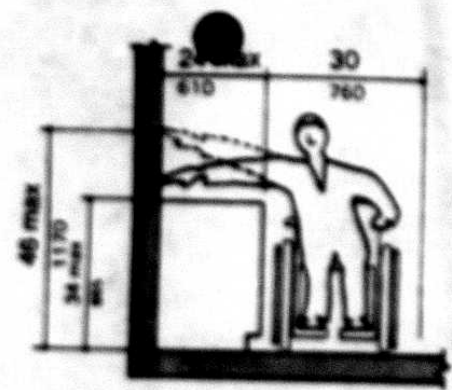
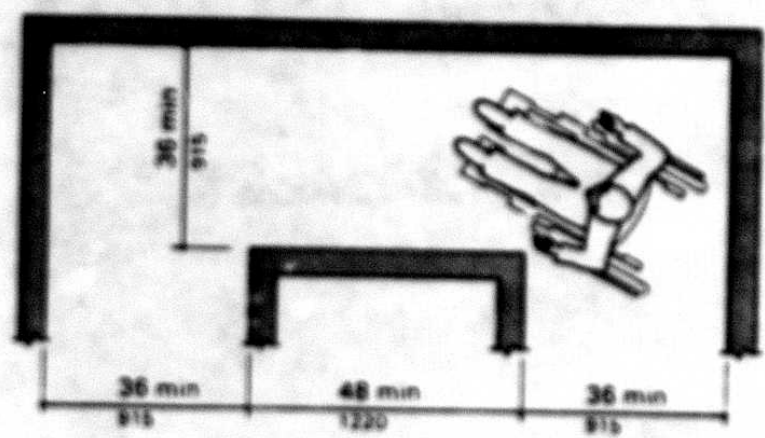
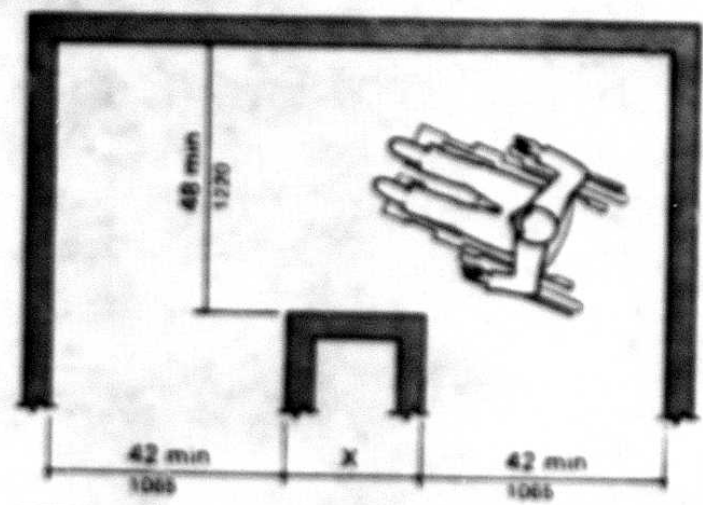


Fig. B4.2.6.2
Obstructed Side Reach Limit



(a) Width of Accessible Route for 90° Turn



NOTE: Dimensions shown apply when $X \leq 48$ in (1220 mm)

(b) Width of Accessible Route for Turns around an Obstruction

Fig. B4.3.3
Accessible Route Width for Turns

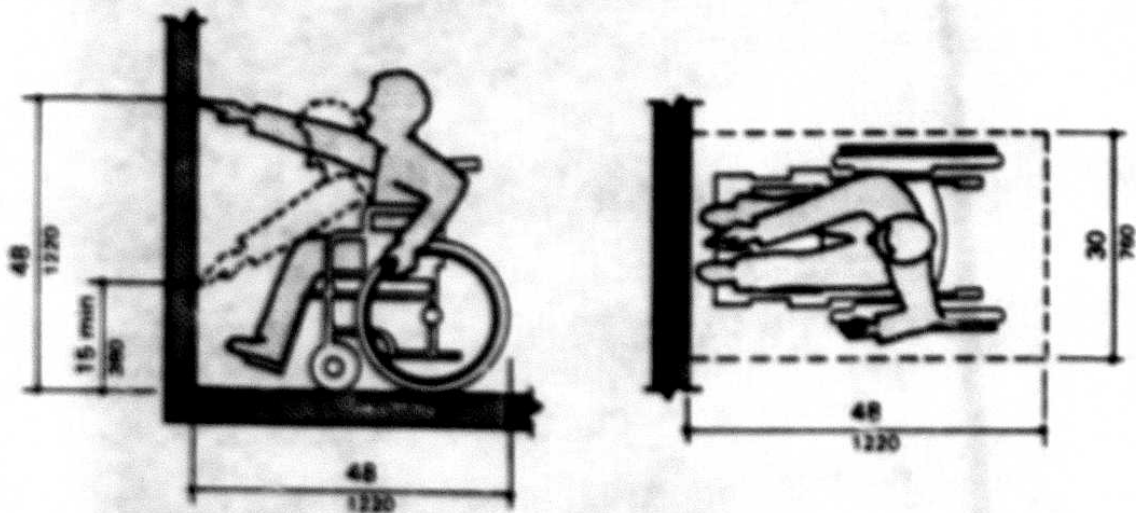
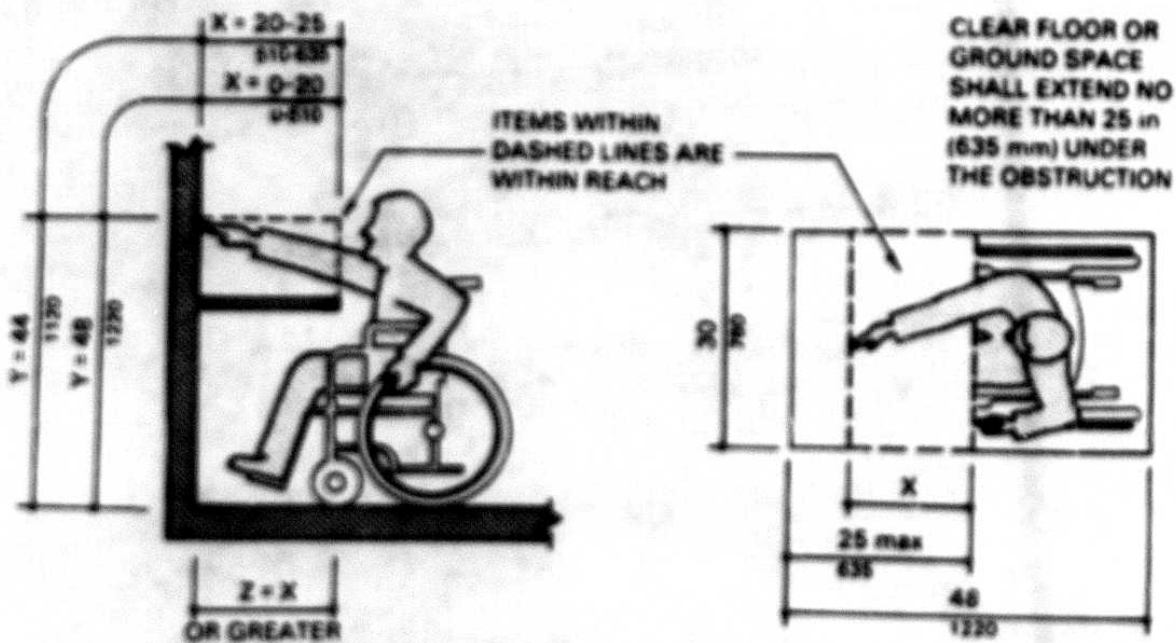
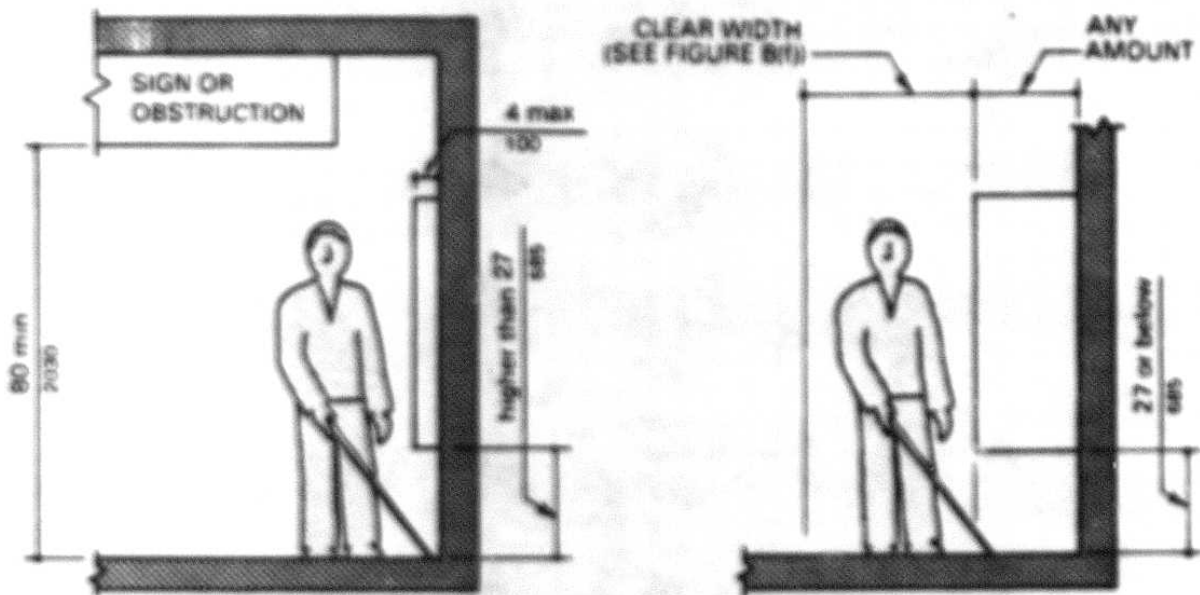


Fig. B4.2.5.1
Unobstructed Forward Reach Limit

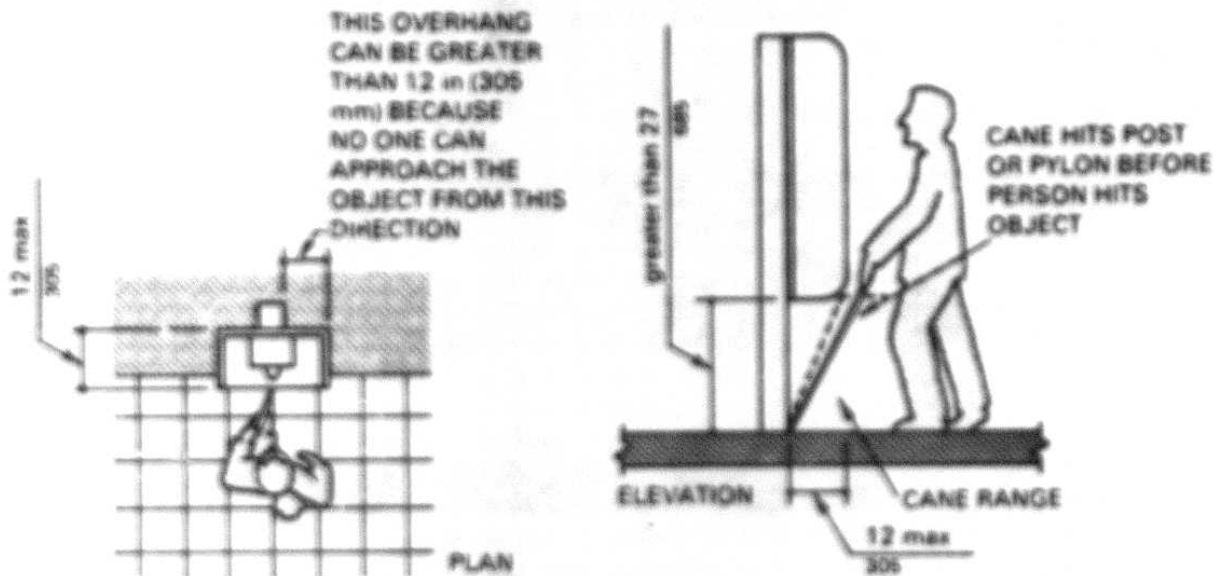


NOTE: x = Reach depth, y = Reach height, z = Clear knee space, z is the clear space below the obstruction, which shall be at least as deep as the reach distance, x .

Fig. B4.2.5.2
Forward Reach Over an Obstruction



(a) Walking Parallel to a Wall



(b) Objects Mounted on Posts or Pylons

Fig. B4.4
Protruding Objects

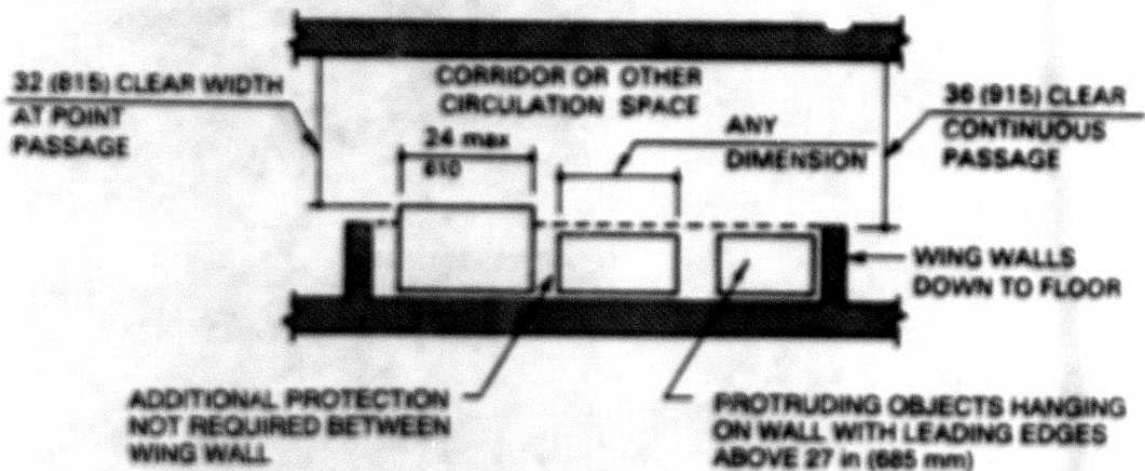
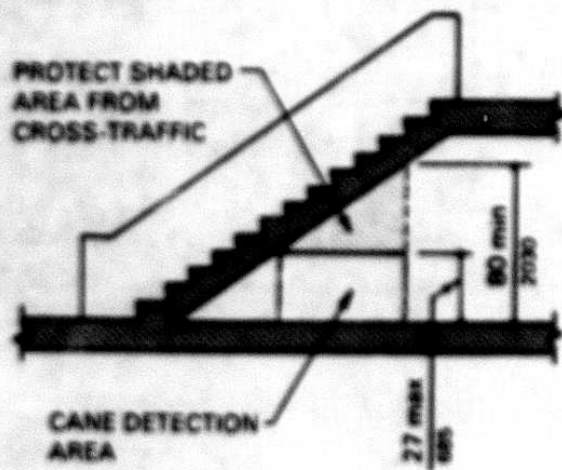
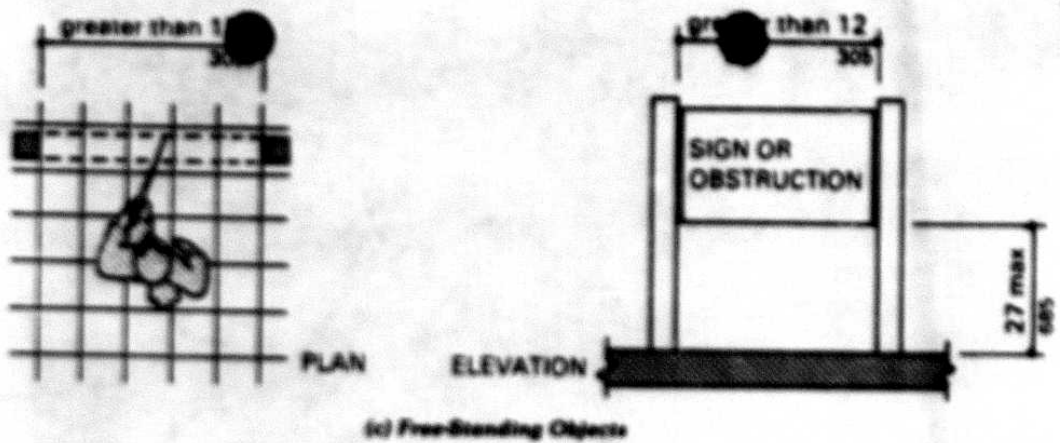


Fig. B4.4
Protruding Objects (continued)

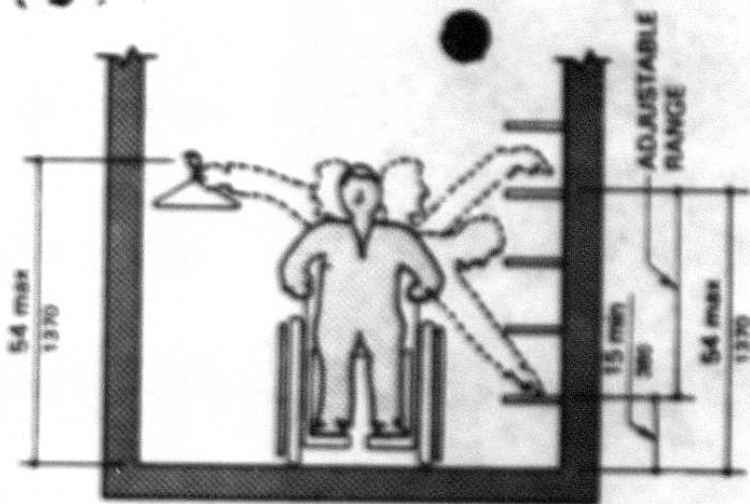


Fig. B4.23
Storage Shelves and Closets

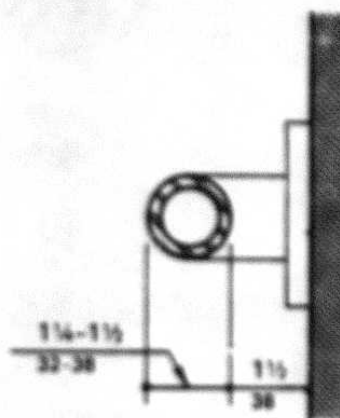


Fig. B4.24.2.1
Size and Spacing of Grab Bars



(a) Proportions



(b) display conditions



Fig. B4.28.8.1
International Symbol of Accessibility



Fig. B4.28.8.2
International TDD Symbol
66



Fig. B4.28.8.3
International Symbol of
Access for Hearing Loss



Fig. B4.28.8.4
Volume Controlled Telephone