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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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SERVICE COMMISSION
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In Re: Petition for Rule Waiver)
by Pro Telecom, Inc.)
_____)

Docket No: 990929-TC

PETITION FOR RULE WAIVER

Pro Telecom, Inc. hereby files this Petition for Rule Waiver previously requested July 16, 1999 in Docket No. 990929-TC. Pro Telecom believes that it would be appropriate to expand upon the allegations in the original request. Failure to grant the petition for waiver would create a "substantial hardship" and granting the petition would not do violence to the concept that waivers should be granted only where the underlying purpose of the Rule will be achieved by other means. Consequently, Pro Telecom submits the following supplemental information:

1. Pro Telecom is subject to regulation by Public Service Commission.

2. Pro Telecom respectfully requests a temporary waiver of Rule-25-24.515 (18) (f) which states as follows:

Each pay telephone provider shall modify its pay telephone station to comply with ANSI section 4.29.5 within six months from the effective date of these rules.

3. Pro Telecom has complied with every requirement of Rule 25-24.515 (18) (a) (b) (c) (d) (e) and (f) except hearing aid compatibility.

4. Pro Telecom owns and operates 690 pay telephones in Florida. The majority (522) were manufactured by Teecom, a Norcross, Georgia company, which went out of business several years ago. OTC Telecom has since provided some support and parts. In addition we engaged the services of a former Teecom employee as a contractor for repairs. Also, we contracted with a computer programmer for software upgrades. We informed OTC Telecom of the need for volume control button kits in February, 1999, and were informed it was "no problem". Subsequently, we received a button control set which was not compatible with the Teecom paystations. We then turned to our Teecom repair technician who said the reason it did not work with the Teecom board was the lack of amplification in the Teecom board. He referred us to TEK a manufacturer of amplified button kits, but he also told us he thought there were out of business. A phone call seemed to confirm this since the number he furnished us was disconnected. At this point we began field testing volume control handsets. Later, we

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FPSC-RECORDS/REPORTING

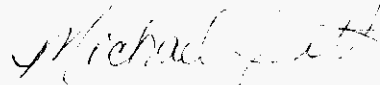
contacted Universal Communications of Cornelia, Georgia. They said they had an amplified volume control kit from TEK. They furnished us TEK's new phone number. We contacted TEK directly and have just received their product for field testing.

5. Pro Telecom has deployed volume control handsets at a number of locations. This is a satisfactory solution only at indoor locations due to high vandalism and abuse at outside locations. As such, all Tallahassee area indoor pay stations have been equipped with volume-control handsets.
6. While Pro Telecom would like to be, and is in the process of, upgrading all pay stations to the latest hardware and software, this will cost in excess of \$300,000.00.
7. If a temporary waiver is granted, Pro Telecom is also willing to immediately install a volume-control handset at any location receiving a consumer complaint regarding hearing aid compatibility.
8. Pro Telecom submits that granting the petition would allow the underlying purpose of Rule 25-24.515 (18) (f) to be achieved by reasonable means, at a reasonable cost, without creating unintended consequences and possible unintended departures from other rule requirements.

Pro Telecom hereby requests ninety days to completed our ongoing conversion to full hearing-aid compatibility.

Linda -
Please add
this to Dkt.
990929 as
a supplement
to its petition
thanks,
Paula

Respectfully submitted,



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