

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Proposed tariff filing to) DOCKET NO. 910179-TL
introduce extended calling) ORDER NO. PSC-92-0729-FOF-TL
service (ECS) plan which allows) ISSUED: 07/28/92
the conversion of intraLATA toll)
routes between exchanges of)
Tampa, Clearwater, Tarpon Springs)
and St. Petersburg to 7-digit)
local measured service by GTE)
FLORIDA INCORPORATED.)
_____)

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman
J. TERRY DEASON
BETTY EASLEY
LUIS J. LAUREDO

NOTICE OF PROPOSED AGENCY ACTION
ORDER DECLINING TO REQUIRE COMPANY
TO RETAIN CERTAIN BILLING DETAIL

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are adversely affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

By Order No. 25708, issued February 11, 1992, we approved GTE Florida Incorporated's (GTEFL's or the Company's) proposed Extended Calling Service (ECS) plan, with several modifications. As approved, the plan provides for seven-digit dialing between the Tampa, St. Petersburg, Clearwater, and Tarpon Springs exchanges. All routes which were not already flat rated will be rated at \$.10 for the first minute and \$.06 for each additional minute, for business customers, with no off-peak discount. Residential customers, on the other hand, will be charged \$.25 per call, regardless of call duration. Plant City was added as an ECS exchange, with calling to the Tampa exchange only. The premium flat rate option on the Plant City/Tampa route was retained. Pursuant to Order No. 25709, issued February 11, 1992, ECS between the Tampa, St. Petersburg, Clearwater, and Tarpon Springs exchanges

DOCUMENT NUMBER-DATE

08311 JUL 28 1992

went into effect on March 7, 1992, while the Plant City/Tampa ECS route went into effect on May 2, 1992.

GTEFL also proposed, and we approved, a separate, additional charge if customers wish to obtain a list of each of their ECS calls on their monthly bills. The rate for bill detail is \$1.75 per month per customer bill, plus \$.12 for each page of ECS billing detail. On February 26, 1992, the Office of Public Counsel (OPC) filed a Motion for Reconsideration (Motion). In its Motion, OPC asserted that customers face two unattractive alternatives regarding billing of ECS calls: (1) they can acquiesce to the bill detail charges; or (2) they will have no means to dispute the one-line charge for ECS calls on their monthly bills. By Order No. PSC-92-0323-FOF-TL, issued May 11, 1992, we denied OPC's Motion for failure to raise any matter which we overlooked or failed to consider.

Orders Nos. 25708 and PSC-92-0323-FOF-TL directed GTEFL to explore the feasibility of a record retention policy of thirty to sixty days for customers not subscribing to bill detail. The Company subsequently filed the requested information on May 29, 1992.

The initial cost to the Company to adapt its system to retain the required ECS billing detail is approximately \$260,800. The estimated annual recurring cost would be approximately \$3,800. A breakdown of the costs are as follows:

	<u>PROGRAMMING</u> <u>(Nonrecurring Cost)</u>	<u>PROCESSING</u> <u>(Monthly Cost)</u>
BVT	\$ 77,252	\$198.80
UMS	67,456	Not Applicable
BIP	116,100	118.00
TOTAL	\$260,808	\$316.80

BVT - Billing, Voucher and Treatment System
UMS - Universal Measured Service System
BIP - Billing Information Process System

ORDER NO. PSC-92-0729-FOF-TL
DOCKET NO. 910179-TL
PAGE 3

If we were to require this billing detail on-line for thirty to sixty days, the Company states it would need approximately twelve months to complete modifications to its system.

GTEFL's position continues to be that on-line bill detail should only be required upon a demonstration of public demand. We agree. ECS service was implemented in March and May, 1992; therefore, limited billing complaint information is available at this time. We have received only two complaints on the ECS aggregated billing to date. Accordingly, we shall not require retention of ECS billing detail on-line for a thirty to sixty day period at this time. However, our staff shall continue to monitor the ECS billing arrangement and after data has been available for a six month period, we shall revisit this issue if further action appears warranted.

Based on the foregoing, it is

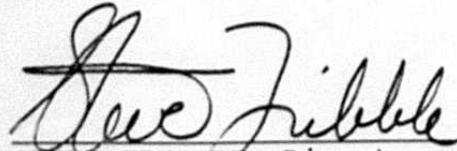
ORDERED by the Florida Public Service Commission that GTE Florida Incorporated shall not be required to retain Extended Calling Service billing detail on-line for a thirty to sixty day period at this time. It is further

ORDERED that we shall continue to monitor the Extended Calling Service billing arrangement as set forth herein. It is further

ORDERED that if no proper protest is filed within the time frame set forth below, our proposed action shall become final and effective on the first working day following the date specified below. It is further

ORDERED that this docket shall remain open.

By ORDER of the Florida Public Service Commission this 28th day of July, 1992.



STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)
ABG

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

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

The action proposed herein is preliminary in nature and will not become effective or final, except as provided by Rule 25-22.029, Florida Administrative Code. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.029(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a) and (f), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on August 18, 1992.

In the absence of such a petition, this order shall become effective on the day subsequent to the above date as provided by Rule 25-22.029(6), Florida Administrative Code.

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

If this order becomes final and effective on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the effective date of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.