

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Amendment of Rule) DOCKET NO. 910506-TL
25-4.073, F.A.C., Answering) ORDER NO. PSC-92-1304-FOF-TL
Time.) ISSUED: 11/12/92
_____)

NOTICE OF ADOPTION OF RULE AMENDMENT

NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has adopted the amendments to Rule 25-4.073, F.A.C., relating to answering time without changes.

The rule amendment was filed with the Department of State on November 4, 1992 and will be effective on November 24, 1992. A copy of the relevant portions of the certification filed with the Secretary of State is attached to this Notice.

This docket is closed upon issuance of this notice.

By Direction of the Florida Public Service Commission, this 12th day of November, 1992.



STEVE TRIBBLE, Director
Division of Records & Reporting

(S E A L)

WEW

DOCUMENT NUMBER-DATE
13262 NOV 12 1992
FPSC-RECORDS/REPORTING

25-4.073 Answering Time.

(1) Each telephone utility shall provide equipment designed and engineered on the basis of realistic forecasts of growth, and shall make all reasonable efforts to provide adequate personnel so as to meet the following service criteria under normal operating conditions:

(a) If emergency services for the LEC's total serving area is currently answered by the 911 system, aAt least ninety (90%) percent of the all-toll calls offered to the LEC provided operator each toll-office shall be answered within thirty (30) ten-(10) seconds after zero only is dialed the start of the audible ring.

(b) If emergency services for the LEC's total serving area is not currently answered by the 911 system, at least ninety (90%) percent of all the calls offered shall be answered within 20 seconds after zero only is dialed.

(c) ~~(b)~~ At least ninety (90%) percent of all calls directed to intercept, directory assistance and repair services and eighty (80%) percent of all calls to business offices shall be answered within thirty (30) twenty-(20) seconds after the last digit is dialed start of the audible ring.

(d) Notwithstanding (c) above, when a company utilizes a menu driven, automated, interactive answering system (referred to as the system), at least (95%) percent of the calls offered shall be answered within 15 seconds after the last digit is dialed. The

DOCUMENT

10262 NOV 12 1992

PSC-RECORDS/REPORTING

initial recorded message presented by the system to the customer shall only identify the company and the general options available to the customer. The option of transferring to a live attendant shall be included in the initial message. For subscribers electing the option of transferring to a live assistant, except for business office calls, at least ninety-five (95%) percent of all calls shall be transferred by the system to a live attendant prepared to give immediate assistance within fifty-five (55) seconds after the last digit of the telephone number listed in the directory for the company's service(s) was dialed. Eighty-five (85%) percent of all such calls directed to any business office shall be transferred by the system to a live attendant within fifty-five (55) seconds after the last digit is dialed. At any time during the call, the customer shall be transferred to live assistance if the customer fails to interact with the system for a time period of ten (10) seconds following any prompt. For the purposes of this section, interaction means responding to a customer prompt offered by the system by keying (pressing) a number or character of a Dual-Tone Multiple-Frequency (DTMF) keypad associated with a telephone.

(e) In accordance with Rule 25-4.0770, when a menu driven, automated, interactive, answering system is utilized, provisions shall be included to allow the customer to make an appointment or to negotiate with a live attendant, or with the system, any appointment or commitment offered to the customer by the system.

The subscriber shall be able to renegotiate appointments using the system.

(f) Automated systems shall not contain promotional or merchandising material unless the customer selects and chooses to receive such information.

(g) (e) The terms "answered" as used in subparagraphs (a) and (b) above shall be construed to mean more than an acknowledgment that the customer is waiting on the line. It shall mean that the operator, ~~or~~ service representative, or automated system is ready to render assistance and/or accept the information necessary to process the call, ~~except that~~ with respect to calls to business office services where the company practice provides that such calls are directed to an operator position, an additional twenty (20) seconds will be allowed to extend the call excluding the time required for the customer to provide sufficient information to the operator in order to process the call. In those instances where the call cannot be extended within the allotted interval, the calling party is to be given the option of placing the call again or providing a number by which a company representative will return the call within ten (10) minutes or at a time mutually convenient to the parties.

(2) Answering time studies using actual data or any statistically valid substitute for actual data shall be made to the

extent and frequency necessary to determine compliance with this rule. The company shall add ten (10) seconds to the answer time for each call. This ten (10) second constant will substitute for actual data on the time required for the call to connect to the company's facilities. Monthly summary results of such studies shall be filed with the Commission promptly after the end of each calendar quarter.

(3) All telephone companies are expected to answer their main published telephone number on a twenty-four (24) hour a day basis. Such answering may be handled by a special operator at the toll center or directory assistance facility when the company offices are closed. Where after hours calls are not handled as described above, at least the first published business office number will be equipped with a telephone answering device which will notify callers after the normal working hours of the hours of operation for that business office. Where recording devices are used, the message shall include the telephone number assigned to handle urgent or emergency calls when the business office is closed.

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

Law Implemented: 364.03, F.S.

History: New 12/1/68, formerly 25-4.73, Amended 3/31/76, _____.

CERTIFICATION OF
PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES
FILED WITH THE
DEPARTMENT OF STATE

I do hereby certify:

(1) The time limitations prescribed by paragraph 120.54(11)(a), F.S., have been complied with; and

(2) There is no administrative determination under section 120.54(4), F.S., pending on any rule covered by this certification; and

(3) All rules covered by this certification are filed within the prescribed time limitations of paragraph 120.54(11)(b), F.S. They are filed not less than 28 days after the notice required by subsection 120.54(1), F.S., and;

(a) And are filed not more than 90 days after the notice; or

(b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; or

(c) Are filed within 21 days after the adjournment of the final public hearing on the rule; or

(d) Are filed within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

(e) Are filed within 21 days after the date the transcript was received by this agency.

Attached are the original and two copies of each rule

RECEIVED
DEPARTMENT OF STATE
MAY 14 1992
10:00 AM

covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

| <u>Implemented, Rule No.</u> | <u>Rulemaking Authority</u> | <u>Specific Law Being Interpreted or Made Specific</u> |
|----------------------------------|---------------------------------|--|
| 25-4.073 | 350.127(2) | 364.03 |

Under the provision of paragraph 120.54(13)(a), F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

Effective: _____
(month) (day) (year)

Kay Flynn for
Steve Trubble
Director, Division of Records & Reporting
Title

Number of Pages Certified

(S E A L)

FILED
22 NOV -1 PM 3:03
2003

1 25-4.073 Answering Time.

2 (1) Each telephone utility shall provide equipment designed
3 and engineered on the basis of realistic forecasts of growth, and
4 shall make all reasonable efforts to provide adequate personnel so
5 as to meet the following service criteria under normal operating
6 conditions:

7 (a) If emergency services for the LEC's total serving area is
8 currently answered by the 911 system, at least ninety (90%)
9 percent of the all-toll calls offered to the LEC provided operator
10 each-toll-office shall be answered within thirty (30) ten (10)
11 seconds after zero only is dialed the start of the audible ring.

12 (b) If emergency services for the LEC's total serving area is
13 not currently answered by the 911 system, at least ninety (90%)
14 percent of all the calls offered shall be answered within 20
15 seconds after zero only is dialed.

16 (c) ~~(b)~~ At least ninety (90%) percent of all calls directed
17 to intercept, directory assistance and repair services and eighty
18 (80%) percent of all calls to business offices shall be answered
19 within thirty (30) twenty (20) seconds after the last digit is
20 dialed start of the audible ring.

21 (d) Notwithstanding (c) above, when a company utilizes a
22 menu driven, automated, interactive answering system (referred to
23 as the system), at least (95%) percent of the calls offered shall
24 be answered within 15 seconds after the last digit is dialed. The
25 initial recorded message presented by the system to the customer

CODING: Words underlined are additions; words in
~~struck-through~~ type are deletions from existing law.

1 shall only identify the company and the general options available
2 to the customer. The option of transferring to a live attendant
3 shall be included in the initial message. For subscribers electing
4 the option of transferring to a live assistant, except for business
5 office calls, at least ninety-five (95%) percent of all calls shall
6 be transferred by the system to a live attendant prepared to give
7 immediate assistance within fifty-five (55) seconds after the last
8 digit of the telephone number listed in the directory for the
9 company's service(s) was dialed. Eighty-five (85%) percent of all
10 such calls directed to any business office shall be transferred by
11 the system to a live attendant within fifty-five (55) seconds after
12 the last digit is dialed. At any time during the call, the
13 customer shall be transferred to live assistance if the customer
14 fails to interact with the system for a time period of ten (10)
15 seconds following any prompt. For the purposes of this section,
16 interaction means responding to a customer prompt offered by the
17 system by keying (pressing) a number or character of a Dual-Tone
18 Multiple-Frequency (DTMF) keypad associated with a telephone.

19 (e) In accordance with Rule 25-4.0770, when a menu driven,
20 automated, interactive, answering system is utilized, provisions
21 shall be included to allow the customer to make an appointment or
22 to negotiate with a live attendant, or with the system, any
23 appointment or commitment offered to the customer by the system.
24 The subscriber shall be able to renegotiate appointments using the
25 system.

CODING: Words underlined are additions; words in
~~struck through~~ type are deletions from existing law.

1 (f) Automated systems shall not contain promotional or
2 merchandising material unless the customer selects and chooses to
3 receive such information.

4 (g) (e) The terms "answered" as used in subparagraphs (a)
5 and (b) above shall be construed to mean more than an
6 acknowledgment that the customer is waiting on the line. It shall
7 mean that the operator, ~~or~~ service representative, or automated
8 system is ready to render assistance and/or accept the information
9 necessary to process the call, ~~except that~~ with respect to calls
10 to business office services where the company practice provides
11 that such calls are directed to an operator position, an additional
12 twenty (20) seconds will be allowed to extend the call excluding
13 the time required for the customer to provide sufficient
14 information to the operator in order to process the call. In those
15 instances where the call cannot be extended within the allotted
16 interval, the calling party is to be given the option of placing
17 the call again or providing a number by which a company
18 representative will return the call within ten (10) minutes or at
19 a time mutually convenient to the parties.

20 (2) Answering time studies using actual data or any
21 statistically valid substitute for actual data shall be made to the
22 extent and frequency necessary to determine compliance with this
23 rule. The company shall add ten (10) seconds to the answer time
24 for each call. This ten (10) second constant will substitute for
25 actual data on the time required for the call to connect to the

CODING: Words underlined are additions; words in
~~struck through~~ type are deletions from existing law.

1 company's facilities. Monthly summary results of such studies
2 shall be filed with the Commission promptly after the end of each
3 calendar quarter.

4 (3) All telephone companies are expected to answer their main
5 published telephone number on a twenty-four (24) hour a day basis.
6 Such answering may be handled by a special operator at the toll
7 center or directory assistance facility when the company offices
8 are closed. Where after hours calls are not handled as described
9 above, at least the first published business office number will be
10 equipped with a telephone answering device which will notify
11 callers after the normal working hours of the hours of operation
12 for that business office. Where recording devices are used, the
13 message shall include the telephone number assigned to handle
14 urgent or emergency calls when the business office is closed.

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

16 Law Implemented: 364.03, F.S.

17 History: New 12/1/68, formerly 25-4.73, Amended 3/31/76, _____.

18
19
20
21 254073.wew

CODING: Words underlined are additions; words in
~~struck through~~ type are deletions from existing law.

SUMMARY OF RULE

The revisions to the rule primarily address automated interactive answering systems and the standards those systems will be tested against. One of the most important features of the new requirements is the option of transferring to a live attendant. The revisions also create a differentiation, for local operator answering time standards, between those areas which are totally served by 911 emergency service and those areas not totally served by 911. Finally, under the revised rule the answering time will be measured from the time the last digit, or zero only, is dialed.

SUMMARY OF HEARINGS ON THE RULE

No hearing was requested and none were held in this rulemaking proceeding.

FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

With the advent of the use of automated interactive answering systems by the local exchange telephone companies it became apparent that the Commission rules needed revisions in order to accommodate this new technology. These rule revisions address the service quality standards for answering time in a way that accommodates the new technology while being consistent with the public interest.

RECEIVED
COMMUNICATIONS DIVISION
68 JUN 4 PM 3 39
1-15