

FLORIDA PUBLIC SERVICE COMMISSION

Fletcher Building  
101 East Gaines Street  
Tallahassee, Florida 32399-0850

M E M O R A N D U M

JULY 22, 1993

TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [BUSBEE] *amb* *seo*  
DIVISION OF LEGAL SERVICES [ADAMS] *FL*

RE : DOCKET NO. 930691-TL - PROPOSED TARIFF TO INTRODUCE  
MESSAGE WAITING INDICATION WITHOUT AUDIBLE STUTTER DIAL  
TONE BY SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY  
(T-93-313, FILED 6/4/93).

AGENDA: AUGUST 3, 1993 - CONTROVERSIAL - PARTIES MAY PARTICIPATE

CRITICAL DATES: SIXTY DAY STATUTORY LIMIT EXPIRES 8/3/93

SPECIAL INSTRUCTIONS: 930691.RCM

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DISCUSSION OF ISSUES

ISSUE 1: Should the Commission approve the proposed tariff to introduce Message Waiting Indication Without Audible Stutter Dial Tone by Southern Bell Telephone to be effective August 3, 1993?

RECOMMENDATION: Yes.

STAFF ANALYSIS:

- The purpose of this tariff is to introduce Message Waiting Indication Without Audible Stutter Dial Tone. Southern Bell presently offers Message Waiting Indication - Audible (MWI-A), to customers subscribing to voice mail services that have the ability to activate stutter dial tone when a message is stored in the voice mail service.
- This tariff revision is, in essence, a technical remedy for subscribers to Rotary Service (i.e., hunting) that also subscribe to Message Waiting Indication - Audible (MWI-A). Due to feature interaction between Call Forwarding, Rotary Service, and MWI-A, the first line is equipped with MWI-A. All subsequent lines in a rotary hunting group in which MWI-A exists must be equipped for Message Waiting Indication without Audible Stutter Dial Tone feature to allow the call forwarding

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feature to function properly.

- The Company is proposing to offer Message Waiting Indication without Audible Stutter Dial Tone at no charge. Currently, the Company bills all lines equipped with Message Waiting Indication at \$.50 per month. Under the proposed tariff, in a rotary hunting group, only one line will be equipped with and billed for MWI-A and the remainder will have Message Waiting Indication without Audible Stutter Dial Tone at no charge.
- There will be a presently unquantifiable, but minimal revenue reduction for the Company because successive lines in rotary groups which currently have MWI-A will no longer be charged for Message Waiting Indication.
- Southern Bell indicates that since the MWI-A USOC does not differentiate between classes of service, they will have to manually identify which MWI-A are associated with successive rotary lines. To support its assertion of minimal revenue impact, the Company cites that marketing trends for their voice mail offering, most commonly associated with MWI-A, is for single line and small business subscribers.
- The Company has advised staff that they will be installing new software on or about August 27, 1993 in the affected COs which will enable the Company to identify the MWI billing units on class of service specific basis. Since the Company can not at this time readily identify which MWI-A currently being billed will be changed to nonchargeable MWI, they will issue credits to those customers on or after August 27, 1993, retroactive to the effective date of this tariff.
- Staff recommends approval of this tariff because it will permit the features to function as intended for customers subscribing to rotary service and utilizing Message Waiting Indication - Audible Stutter Dial Tone.

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**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** Yes, with the adoption of staff's recommendation in Issue One, this docket should be closed if no timely protest is filed. If a timely protest is filed, this tariff should remain in effect with any increase in revenue held subject to refund pending resolution of the protest.