

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for approval of) DOCKET NO. 950308-TL
tariff filing to revise) ORDER NO. PSC-95-0592-FOF-TL
regulations for customer-) ISSUED: May 11, 1995
requested suspension of service)
by BellSouth Telecommunications,)
Inc. d/b/a Southern Bell)
Telephone and Telegraph Company.)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING REVISION OF REGULATIONS FOR
CUSTOMER-REQUESTED SUSPENSION OF SERVICE

BY THE COMMISSION:

On March 16, 1995, BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company (Southern Bell or the Company) filed a proposed tariff to revise its regulations for customer-requested suspension of service. Southern Bell's tariff currently allows residential and business customers to temporarily suspend optional services, at 50 percent of the regular monthly recurring rate. In addition, the basic exchange lines are also temporarily suspended at 50 percent of the regular monthly recurring rate.

The proposed tariff filing would allow business and residential customers to suspend authorized optional services, such as Custom Calling Services, at no charge during the period of suspension. The minimum and maximum periods of suspension will remain the same. For residential service, the minimum is one month and the maximum is nine months in any calendar year. For business service, the minimum is one month and the maximum is six months in any calendar year. Current tariff restrictions which disallow suspension or continue to require suspension at 50 percent of the regular rate will remain in effect.

Currently, customers pay 50 percent of the optional service rate to temporarily suspend optional services. These customers may

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now have optional services temporarily suspended at no charge, unless other restrictions exist as mentioned above. When service is restored, it is restored with exactly the same services that were in place prior to the suspension.

According to Southern Bell, in 1994, 120,727 accounts were temporarily suspended, and it forewent \$73,987 due to optional services being suspended at 50 percent of the regular rate. By eliminating the rate for temporary suspension of optional services, Southern Bell believes that it will actually save \$94,054 annually, due to reduced customer contact, for a net savings of \$20,067.

Since it appears that the proposed revision will benefit both Southern Bell and its customers, we find it appropriate to approve the tariff, effective April 18, 1995.

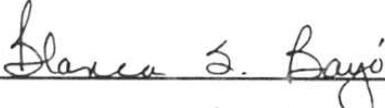
It is, therefore,

ORDERED by the Florida Public Service Commission that the proposed tariff filed by BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company to suspend certain optional services at no cost is approved, effective April 18, 1995. It is further

ORDERED that, in the event of a timely protest, the tariff approved herein shall remain in effect pending resolution of the protest. It is further

ORDERED that, unless a timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 11th day of May, 1995.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

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