

FLORIDA PUBLIC SERVICE COMMISSION
FLETCHER BUILDING
101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399-0850

M E M O R A N D U M

JANUARY 18, 1990

TO : DIRECTOR OF RECORDS AND REPORTING *CHB*
FROM : DIVISION OF COMMUNICATIONS [LONG] *CHB*
DIVISION OF LEGAL SERVICES [GREEN] *JE RMA*
RE : ~~DOCKET NO.~~ 891194-TL - PROPOSED TARIFF FILINGS BY SOUTHERN BELL
TELEPHONE AND TELEGRAPH COMPANY CLARIFYING WHEN A NONPUBLISHED
NUMBER CAN BE DISCLOSED (T-89-506, FILED 9/29/89) AND
INTRODUCING CALLER ID TO TOUCHSTAR SERVICE (T-89-507, FILED
9/29/89)
AGENDA : JANUARY 30, 1989 - CONTROVERSIAL - PARTIES MAY PARTICIPATE
PANEL : FULL COMMISSION

CRITICAL DATES: COMMISSION VOTED TARIFF EFFECTIVE DATE: FEBRUARY 1, 1990

ISSUE AND RECOMMENDATION SUMMARY

ISSUE 1: Should Southern Bell be required to add to its tariff an offering of optional blocking at no charge to the customer for certain entities such as nonprofit, tax-exempt domestic violence intervention agencies and federal, state, and local law enforcement agencies?

DOCUMENT NUMBER-DATE

80543 JAN 18 1990

FSS-RECORDS/REPORTING

DOCKET NO. 891194-TL
JANUARY 18, 1990

RECOMMENDATION: Yes, Southern Bell should be required to add to its tariff an offering of optional blocking at no charge to the customer for certain entities such as nonprofit, tax-exempt domestic violence intervention agencies and federal, state, and local law enforcement agencies. The criteria used to determine eligibility should include but not be limited to:

1. The company (or individual) should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency.
2. The agency (or individual) should establish that the forwarding of numbers through Caller ID would seriously impair or prevent it from performing its business.
3. The agency (or individual) should establish that no reasonable offering by the telephone company other than blocking will protect its desired anonymity.

The changes should be filed no later than 10 days from the date of the vote on this item.

DOCKET NO. 891194-TL
JANUARY 18, 1990

ISSUE 2: Should the Commission reconsider its decision in Order No. 22397 which allows Southern Bell's Caller ID tariffs (T-89-506 and T-89-507) to become effective on February 1, 1990?

RECOMMENDATION: Yes, the Commission should reconsider its decision in Order No. 22397 which allows Southern Bell's Caller ID tariffs (T-89-506 and T-89-507) to become effective on February 1, 1990. The tariffs should not become effective until February 21, 1990 or until the company is able to notify and accommodate all agencies eligible for blocking.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: Yes, this docket should be closed.

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CASE BACKGROUND

On June 19, 1984, the Commission approved a two-year trial of TouchStar service in Orlando (Docket No. 840139-TL). This experiment was extended for a third year and was completed on May 9, 1988. One of the features offered during this trial was Call Monitor (now called Caller ID), a feature whereby a caller's telephone number was displayed to the called party after the first ring. The usage sensitive rate structure of Call Monitor coupled with the difficulty in obtaining the required CPE restricted this service to a very few subscribers.

When TouchStar was reimplemented on a permanent basis in August 1988 (Docket No. 880791-TL), Call Monitor was not included. Southern Bell Telephone and Telegraph Company (Southern Bell) indicated that it would further test the feature in other states and gather information from regional Bell companies' offerings in other parts of the country before reintroducing it here.

Southern Bell filed two proposed tariff revisions on September 29, 1989. One added Caller ID to its TouchStar features; the other filing proposed clarifications regarding the divulgence of nonpublished telephone numbers.

Staff had several concerns with the appropriateness of that filing. Among the concerns were the usefulness of the service, its affect on nonpublished subscribers, the privacy concerns, and its compliance with state and federal wiretapping/trap-and-trace laws.

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Those concerns were adequately addressed at the December 19, 1989 Agenda Conference. The tariff implementing Caller ID (T-89-507) was approved as filed, effective February 1, 1990. The tariff amending the nonpublished/unlisted telephone number offering (T-89-506) was denied as filed; Southern Bell was directed to amend the filing with a prohibition on the resale of any nonpublished numbers acquired through Caller ID. This tariff filing, if amended, would be approved administratively also effective February 1, 1990. One issue concerning the appropriateness of blocking certain agencies' numbers and any charge for such blocking was deferred for further consideration before the February 1, 1990 effective date. That issue is discussed in the body of this recommendation.

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DISCUSSION OF ISSUES

ISSUE 1: Should Southern Bell be required to add to its tariff an offering of optional blocking at no charge to the customer for certain entities such as nonprofit, tax-exempt domestic violence intervention agencies and federal, state, and local law enforcement agencies?

RECOMMENDATION: Yes, Southern Bell should be required to add to its tariff an offering of optional blocking at no charge to the customer for certain entities such as nonprofit, tax-exempt domestic violence intervention agencies and federal, state, and local law enforcement agencies. The criteria used to determine eligibility should include but not be limited to:

1. The company (or individual) should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency.
2. The agency (or individual) should establish that the forwarding of numbers through Caller ID would seriously impair or prevent it from performing its business.
3. The agency (or individual) should establish that no reasonable offering by the telephone company other than blocking will protect its desired anonymity.

The changes should be filed no later than 10 days from the date of the vote on this item.

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STAFF ANALYSIS: Southern Bell was asked by the Commission at the December 19, 1989 Agenda Conference to establish a cost and rate for Caller ID blocking if it was determined that a rate should apply. The company responded with two draft tariff proposals (Attachments A and B) that alternatively offer blocking at no charge and at their Secondary Service Order Charge. The company explained that there is no recurring cost for blocking, and the nonrecurring cost is roughly the same as establishing any other like feature, e.g. Call Waiting. No memory is required to provision this feature, so Southern Bell proposed that only the standard Secondary Service Order Charge be incurred.

Although the company has presented several alternatives that legitimate entities may use to circumvent the service without the necessity for blocking (such as installing a payphone with an outward-only trunk), staff believes that there may be some instances where such an agency may require some blocking to effectively conduct its business. Two such entities staff believes warrant consideration and the availability of optional blocking are nonprofit, tax-exempt domestic violence intervention agencies and federal, state, and local law enforcement agencies.

Abuse shelters may be unable to maintain communication between an abuse victim and the family without their number being blocked. A woman calling home to check on her children may not desire an abusive husband to know her whereabouts. If a means to make calls from this shelter without

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divulging enough information to determine the caller's location cannot be provisioned, the shelter cannot operate. Southern Bell has indicated that in most cases it will be able to overcome this problem through outward-only trunks or operator intervention. Staff encourages this approach and believes that if the company and the agency can work an arrangement that will overcome the problem without blocking, such an arrangement should be used. However, if circumstances exist where the company and the agency cannot come to terms on an arrangement without blocking, it should be available to that agency.

Law enforcement agencies may as well be unable to effectively conduct investigations if their number is forwarded. Inquiries to staff by law enforcement agencies have indicated that criminals are sometimes sophisticated enough to determine someone's whereabouts within blocks by analyzing the HXX codes of the telephone numbers and cross-referencing the information with cable pair data stolen from the phone company. If a law enforcement agency is located within that block or blocks, the criminal becomes suspicious.

Staff believes that an arrangement without blocking in this instance is also desirable, if possible. Law enforcement agencies also want to avoid blocking if feasible because a blocked number may also arouse suspicion with the suspect (It should be noted that several kinds of numbers are not forwarded at this time: long distance numbers, numbers out of area, numbers from nonCCS7-equipped offices, cellular calls, etc. However as these numbers become available in the future it will become more important for law

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enforcement to use unblocked lines of some kind). In these instances, if the company cannot provide one of these customers with a mutually agreed-upon service without blocking, the customer should have the choice of having some or all of its numbers blocked.

Staff arrived at these two classes of customers by establishing three basic criteria for determining a blocking-eligible entity. Although the thrust of the criteria is directed towards "agencies," some individuals (employees of these agencies or witnesses to and victims of crimes, for example) may provide compelling arguments for caller anonymity. However, with the widespread availability of RingMaster service, the vast preponderance of these individuals should not satisfy staff criterion #3, and would therefore not receive blocking.

The three criteria used in this determination and their rationale are:

1. The company (or individual) should establish that its business is law enforcement or one which the divulgence of identities over the telephone could cause serious personal or physical harm to its employees or clients, such as a domestic violence intervention agency.

Recent hearings conducted in Pennsylvania resulted in a Pennsylvania Commission order (November 9, 1989 Opinion and Order) that concluded that violence intervention centers, confidential health and social service agencies and other crisis professionals, as well as law enforcement agencies,

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personnel, informants, witnesses and victims of crime are peculiarly dependent upon the anonymity provided by the present use of the telephone. It found the potential to harm these individuals "clear, credible, convincing and compelling."

The Information Industry Liaison Committee, a branch of the Exchange Carriers Standards Association, also singled out violence intervention and law enforcement agencies as potential justifications for blocking or some other protective measure in a position recommendation to its Non-Technical Working Committee. The committee recognized, although endorsing Caller ID with a minimum of blocking, that these agencies should be separated to mitigate risk and assure inaccessibility.

Staff agrees with this position and believes the first step in determining whether an entity should be eligible for Caller ID blocking is that it should be a law enforcement agency conducting covert operations with suspects or any agency where personal injury or danger could result to its employees or clients if anonymity is not maintained.

2. The agency (or individual) should establish that the forwarding of numbers would seriously impair or prevent it from performing its business.

The second determinant for blocking eligibility should be the establishment that Caller ID, or in particular the forwarding of the entity's

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telephone number to the outside world, could seriously curtail its ability to function. For example, an abuse shelter needs the ability for its clients to call their homes anonymously, but a "hot line", which satisfies #1 above, does not need the same ability. It can simply not subscribe to the service, and advertise that it does not.

3. The agency (or individual) should establish that no reasonable offering by the telephone company other than blocking will protect its desired anonymity.

This criterion should eliminate most agencies and individuals from eligibility. Staff believes that the availability of RingMaster service constitutes a "reasonable" offering by the local exchange company, as do outward-only trunks, payphones, etc. This encourages the company to work with the agency to find a solution without resorting to blocking. If, however, the entity establishes that in its particular case the offerings will not protect its anonymity, it should be allowed to have its calls blocked.

Staff recommends that the agencies satisfying all three criteria be allowed Caller ID blocking free of charge. Through no action of their own, these agencies' ability to use the telephone will be significantly altered, perhaps without any option but to have the numbers blocked. Staff does not believe that agencies that are already on a shoestring budget should be subject to additional charges to implement a feature that will simply allow them to stay "in business", however minimal the proposed charge is.

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Conclusion

Staff believes that there are compelling arguments that at least two types of agencies should have a "last resort" of Caller ID blocking if no other reasonable agreement can be made with the telephone company. The criteria recommended will prevent the feature from being made to the general public, and the company has assured staff that all reasonable measures will be taken to utilize this option as few times as possible. Staff recommends that Southern Bell file an amendment to their Caller ID tariff no later than 10 days after it becomes effective providing for this option to all entities meeting the recommended criteria.

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RECOMMENDATION: Yes, the Commission should reconsider its decision in Order No. 22397 which allows Southern Bell's Caller ID tariffs (T-89-506 and T-89-507) to become effective on February 1, 1990. The tariffs should not become effective until February 21, 1990 or until the company is able to notify and accommodate all agencies eligible for blocking.

STAFF ANALYSIS: If Southern Bell is able to begin offering Caller ID without making any prior arrangements with the agencies outlined in Issue 2, the agencies' operations could be hampered. Staff believes that an effective date of February 1 may not allow those entities to be accommodated. We recommend that the company delay the provisioning of Caller ID for three weeks until February 21 so that it can make whatever arrangements are necessary to notify and accommodate any potential eligible agencies. Staff does not oppose the company's ability to take orders for the service February 1, but the numbers should not start being passed until these agencies can be assured that their privacy will be maintained. If the company can provide some sort of blanket blocking of all of these agencies' numbers until arrangements are made, then staff would recommend the tariff become effective when such blocking is implemented.

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ISSUE 3: Should this docket be closed?

RECOMMENDATION: Yes, this docket should be closed.

STAFF ANALYSIS: With the approval of staff's recommendations in Issues 1 and 2, this docket may be closed.

0339cVS/mi/bg

per 12/19 agenda

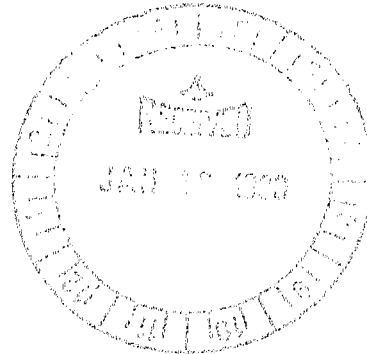
For Your Information Page to be included in the bills for all subscribers with nonpublished or nonlisted service.

**NOTICE TO ALL SUBSCRIBERS WITH
NONPUBLISHED AND NONLISTED SERVICE.**

Southern Bell recently began providing Caller ID in areas where the technology is available. In these areas, when a call is received, the number may be displayed if the called party has the necessary equipment. Telephone numbers associated with nonpublished and nonlisted service will also be displayed. However, resale of this information is prohibited.

As information, a nonpublished listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party.

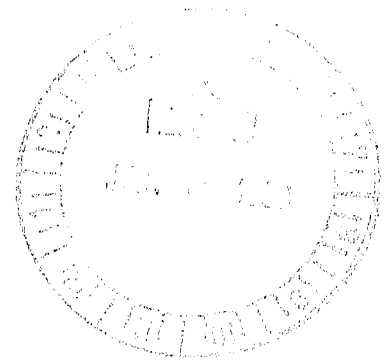
A nonlisted telephone listing is not in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon request of a calling party.



CALLER ID

<u>ALTERNATIVES</u>	<u>COST</u>
Pay Phone	\$.25
Operator Assistance	\$1.00
Call Transfer via a PBX or Mess	no cost
RingMaster [®] Service	\$3.95 residence \$6.95 business
Cellular Phone	\$.20 - \$.35 per minute
Line with a Non Published number, with the ringer turned off	\$10.65 residence* \$29.10 business Plus \$1.75/mo for non pub number

* Rate for South and SouthEast Florida. Other Florida locals
could be less.





Southern Bell

Marshall Colver, III
Operations Manager
Regulatory Relations

Suite 400
150 South Monroe Street
Tallahassee, Florida 32301
(904) 222-1201

DATE: January 10, 1990

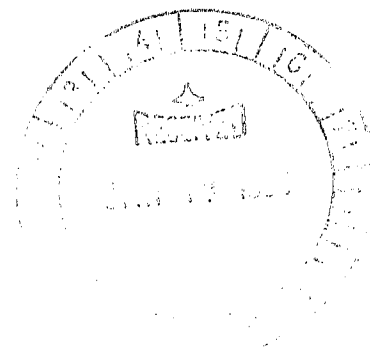
MEMO TO: Mark Long

FROM: Marshall Criser

RE: Caller I.D.

Attached are two versions of our proposed Caller I.D. revisions. Version one provides blocking at no charge to the agencies previously identified by the Commission. The second version provides blocking with an appropriate charge.

It is our anticipation that based on the Commission's decision the approval of one version would result in the denial of the other.



017



Southern Bell

A. M. Lombardo
Assistant Vice President-
Regulatory Relations

150 West Flagler Street, Suite 1901
Miami, Florida 33130
305 530-5330

January 10, 1990

Mr. Walter D'Haeseleer
Director, Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301

Dear Mr. D'Haeseleer:

Pursuant to Florida Statute 364.05 we are filing herewith revisions to our General Subscriber Service Tariff. Following are the affected pages:

General Subscriber Service Tariff

- Section A13 - Fourth Revised Page 36
- First Revised Page 36.1
- Fourth Revised Page 38

The purpose of this filing is to revise the TouchStar[®] Service tariff to include optional blocking of calling number delivery specified customer groups.

The following attachments provide additional supporting and explanatory information for the proposed tariff revisions. These attachments constitute a comprehensive package which fulfills the basic requirements for supporting data specified in Rule 25-9.05.

- Attachment A - Executive Summary
- Attachment B - Service Description
- Attachment C - Customer Effects
- Attachment D - Cost Information

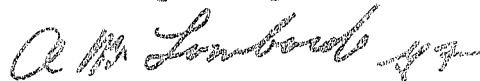
[®]Registered Service Mark of BellSouth Corporation

011
A BELLSOUTH Company

Acknowledgment, date of receipt, and authenticity number of this filing are requested. A duplicate letter of transmittal is attached for this purpose.

Your consideration and approval will be appreciated.

Yours very truly,



Assistant Vice President -
Regulatory Matters

*Registered Service Mark of BellSouth Corporation

Executive Summary

Introduction

The purpose of these revisions is to add optional calling number delivery blocking to the existing TouchStar[®] Service offering.

This feature will be provided subject to the availability of facilities. It will be provided upon request, to the following customer groups: (a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies.

A regulation is also being added to emphasize that telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber and any resale of this information is prohibited by the Tariff.

Description of Present Tariff

No such offering exists in the current tariff.

Description of Proposed Tariff

The proposed revisions will add the Commission ordered optional calling number delivery blocking for specified law enforcement and social service agencies to the existing tariff.

The provision of this feature is considered to be in the public interest and is therefore being made available at no monthly charge. However, in order to recover the cost of establishing the feature on the customer's line, appropriate service order charges will apply for the connection.

Technical Information

Calling number delivery blocking, like the other TouchStar Service features, depends upon the implementation of Common Channel Signaling System 7 (CCS7) into the network for interoffice applications. The CCS7 network is not required for intra office usage.

The feature is operational on a continuous basis and cannot be deactivated by the customer.

The Company's limits of liability with regard to calling number delivery are specified in section A2.5.1 of the Florida General Subscriber Services Tariff.

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Market Information

Not Applicable

Revenue Information

Not Applicable

Cost Information

Levelized Resource Cost Methodology was used in the Cost Study developed for this filing.

The cost of money used in this study is 13%.

Additional cost information is shown in Attachment D.

Conclusion

Optional calling number delivery blocking is expected to be beneficial to certain law enforcement and social service agencies with legitimate anonymity concerns.

Although there are nominal costs involved for the establishment and maintenance of this feature on the customer's line, it is considered to be in the public interest to provide the feature to a select few customers at no charge.

Approval of this tariff will allow the Company to address those needs in a timely manner.

Service Description

Optional calling number delivery blocking is the eighth feature to be added in the TouchStar[®] Service family. It offers societal benefits to certain narrowly defined customer groups, as specified by the Commission, with legitimate anonymity concerns.

Calling number delivery blocking enables the customer, on outgoing calls, to prevent the transmission of his telephone number to subscribers of the TouchStar Service feature, Caller ID.

The feature is established/removed via service order and is applicable on all outgoing calls placed from the subscriber's telephone.

The Company's limits of liability with regard to calling number delivery blocking are as specified in section A2.5.1 of the Florida General Subscriber Services Tariff.

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Customer Effects

Calling Number Delivery blocking provides societal benefits to the following entities with legitimate anonymity concerns:
(a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies.

Due to the limited number of customers expected to subscribe to this feature, we do not anticipate any adverse effect on the overall value of the service to Caller ID subscribers.

Cost Information

The primary cost of Calling Number Delivery Blocking is associated with the initial establishment of the feature on the customer's line. This cost is recovered through the appropriate application of service order charges.

FLORIDA ~~September 24, 1988~~
ISSUED: January 10, 1990
BY: Vice President
Miami, Florida

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

E. Call Block (Cont'd)

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

F. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. The customer is not provided the traced number.

Only calls from within the same TouchStar® service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

G. Caller ID

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

Caller ID is not available on operator handled calls.

H. Calling Number Delivery Blocking

This feature enables the customer to prevent the transmission of his telephone number, on outgoing calls, to subscribers of TouchStar® service. Calling Number Delivery Blocking is in operation on a continuous basis and cannot be deactivated by the customer. The feature is applicable on all outgoing calls placed from the customer's line.

(N)
(N)
(M)

ISSUED: January 10, 1990

BY: Vice President

Miami, Florida

~~September 24, 1989~~

EFFECTIVE: February 1, 1990

~~February 1, 1990~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.3 Regulations and Limitations of Service (Cont'd)

A. The following limitations apply:

1. TouchStar® service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar® service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar® service capable offices. (M)
2. The service is available to all single party customers who have rotary or Touch-Tone service. The Caller ID feature is available to single exchange line residence and business customers. Caller ID is not available for lines equipped with Rotary (Grouping) arrangements. (M)
3. The service will not work on an originating basis with Company provided Public and Semi-Public Telephone Service, party-line service, Toll Terminals, Trunks, or some Remote Switching Locations. (M)
4. Appropriate service order charges apply except during Company designated periods of special promotion.
5. This Tariff sets forth minimum and maximum rates for TouchStar® service as described in A13.19.4. The applicable rates are those specified in the current price list on file with the Public Service Commission and available at all customer center locations.
6. The Company may increase or decrease rates within the specified ranges in this Tariff following thirty days notice to the commission and existing customers.
7. Subscribers to Prestige® Single Line, I and II must have Touch-Tone in order to subscribe to TouchStar® service.
8. The Company will deliver all numbers, subject to technical limitations, including telephone numbers associated with Non-Published Listing Service as described in Section A6. of this Tariff.
9. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff.
10. Optional blocking of calling number delivery is available upon request, at no charge, to the following entities: (a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies. The Company's limits of liability are described in A2.5.1 of this Tariff. (N)

ISSUED: January 10, 1990
BY: Vice President
Miami, Florida

~~September 24, 1989~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.4 Rates and Charges (Cont'd)

C. Business - Single or First Service Features (Cont'd)

(2) Repeat Dialing¹

	MONTHLY RATE			USOC
	Minimum	Maximum	Current	
(a) Per line	\$3.50	\$6.00	\$4.50	NSQ
(3) Call Selector				
(a) Per line	3.50	6.00	4.50	NSK
(4) Preferred Call Forwarding				
(a) Per line	3.50	6.00	4.50	NCE
(5) Call Block				
(a) Per line	3.50	6.00	4.50	NSY
(6) Call Tracing				
(a) Per line	3.50	6.00	5.00	NST
(7) Caller ID				
(a) Per Line	7.00	20.00	10.00	NSD
(8) Calling Number Delivery Blocking ²				(N)
(a) Per Line	-	-	-	NSB (N)

D. Business - Additional Service Features (Second and Subsequent Features)

(1) Call Return¹

(a) Per line 2.50 5.00 3.50 NX8

(2) Repeat Dialing¹

(a) Per line 2.50 5.00 3.50 NX9

(3) Call Selector

(a) Per line 2.50 5.00 3.50 NX2

(4) Preferred Call Forwarding

(a) Per line 2.50 5.00 3.50 NX6

(5) Call Block

(a) Per line 2.50 5.00 3.50 NX5

(6) Call Tracing

(a) Per line 3.50 6.00 5.00 NST

(7) Caller ID

(a) Per Line 7.00 20.00 10.00 NSD

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 2: Calling Number Delivery Blocking should not be included in the determination of applicable rates when ordered in association with other TouchStar® service features. (N)



ATTACHMENT B

Southern Bell

A. M. Lombardo
Assistant Vice President-
Regulatory Relations

150 West Flagler Street, Suite 1901
Miami, Florida 33130
305 530-5330

January 10, 1990

Mr. Walter D'Haeseleer
Director, Division of Communications
Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32301

Dear Mr. D'Haeseleer:

Pursuant to Florida Statute 364.05 we are filing herewith revisions to our General Subscriber Service Tariff. Following are the affected pages:

General Subscriber Service Tariff

- Section A13 - Fourth Revised Page 36
- First Revised Page 36.1
- Fourth Revised Page 38

The purpose of this filing is to revise the TouchStar[®] Service tariff to include optional blocking of calling number delivery at no charge to specified customer groups.

The following attachments provide additional supporting and explanatory information for the proposed tariff revisions. These attachments constitute a comprehensive package which fulfills the basic requirements for supporting data specified in Rule 25-9.05.

- Attachment A - Executive Summary
- Attachment B - Service Description
- Attachment C - Customer Effects
- Attachment D - Cost Information

[®]Registered Service Mark of BellSouth Corporation

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A BELLSOUTH Company

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Yours very truly,

Handwritten signature of A. M. Lombardi in cursive script.

Assistant Vice President -
Regulatory Matters

Executive Summary

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The purpose of these revisions is to add optional calling number delivery blocking to the existing TouchStar[®] Service offering.

This feature will be provided subject to the availability of facilities. It will be provided upon request, at no charge, to the following customer groups: (a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies.

A regulation is also being added to emphasize that telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber and any resale of this information is prohibited by the Tariff.

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Description of Proposed Tariff

The proposed revisions will add the Commission ordered optional calling number delivery blocking for specified law enforcement and social service agencies to the existing tariff.

The provision of this feature is considered to be in the public interest and is therefore being made available at no charge.

Technical Information

Calling number delivery blocking, like the other TouchStar Service features, depends upon the implementation of Common Channel Signaling System 7 (CCS7) into the network for interoffice applications. The CCS7 network is not required for intra office usage.

The feature is operational on a continuous basis and cannot be deactivated by the customer.

The Company's limits of liability with regard to calling number delivery are specified in section A2.5.1 of the Florida General Subscriber Services Tariff.

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Market Information

Not Applicable

Revenue Information

Not Applicable

Cost Information

Additional cost information is shown in Attachment D.

Conclusion

Optional calling number delivery blocking is expected to be beneficial to certain law enforcement and social service agencies with legitimate anonymity concerns.

Although there are nominal costs involved for the establishment and maintenance of this feature on the customer's line, it is considered to be in the public interest to provide the feature to a select few customers at no monthly charge. Appropriate application of the service order charge will, however, allow Southern Bell to recover the cost of provisioning the feature on the customer's line.

Approval of this tariff will allow the Company to address those needs in a timely manner.

Service Description

Optional calling number delivery blocking is the eighth feature to be added in the TouchStar[®] Service family. It offers societal benefits to certain narrowly defined customer groups, as specified by the Commission, with legitimate anonymity concerns.

Calling number delivery blocking enables the customer, on outgoing calls, to prevent the transmission of his telephone number to subscribers of the TouchStar Service feature, Caller ID.

The feature is established/removed via service order and is applicable on all outgoing calls placed from the subscriber's telephone.

The Company's limits of liability with regard to calling number delivery blocking are as specified in section A2.5.1 of the Florida General Subscriber Services Tariff.

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Customer Effects

Calling Number Delivery blocking provides societal benefits to the following entities with legitimate anonymity concerns:
(a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies.

Due to the limited number of customers expected to subscribe to this feature, we do not anticipate any adverse effect on the overall value of the service to Caller ID subscribers.

Cost Information

The cost information for calling number delivery blocking is shown below.

Levelized Monthly Cost Per Line

Bus. \$.000807

Cost Study Assumptions

- levelized resource cost methodology was used to derive costs
- cost of money used was 13%
- all non-recurring costs are spread over recurring demand for Caller ID
- monthly costs per line include all recurring and non-recurring costs

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.2 Definitions of Feature Offerings (Cont'd)

E. Call Block (Cont'd)

If the customer also subscribes to Preferred Call Forwarding and/or Call Selector and the same telephone numbers appear on those screening lists, Call Block will take precedence.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

F. Call Tracing

Call Tracing enables the customer to initiate an automatic trace of the last call received.

Upon activation by the customer, the network automatically sends a message to the Company's Security Department indicating the calling number, the time the call was received, and the time the trace was activated. The customer using this feature would be required to contact the local business office for further action. The customer is not provided the traced number.

Only calls from within the same TouchStar® service capable area are traceable using Call Tracing.

This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group, or is Telephone Number identified.

If the customer makes or receives another call after hanging up from the annoying call, prior to activating the trace, Call Tracing will not record the correct number.

G. Caller ID

This feature enables the customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

When Caller ID is activated on a customer's line, the Directory Numbers of incoming calls are displayed on the called CPE during the first long silent interval of the ringing cycle.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

Caller ID is not available on operator handled calls.

H. Calling Number Delivery Blocking

This feature enables the customer to prevent the transmission of his telephone number, on outgoing calls, to subscribers of TouchStar® service Caller ID. Calling Number Delivery Blocking is in operation on a continuous basis and cannot be deactivated by the customer. The feature is applicable on all outgoing calls placed from the customer's line.

(N)

(N)

(M)

SOUTHERN BELL TELEPHONE
AND TELEGRAPH COMPANY
FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

ISSUED: January 10, 1990
BY: Vice President
Miami, Florida

~~September 27, 1997~~

~~Original~~
First Revised Page 36.1
Cancels Original Page 36.1

EFFECTIVE: February 1, 1990
~~February 1, 1990~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.3 Regulations and Limitations of Service (Cont'd)

- A. The following limitations apply:
 1. TouchStar® service is provided subject to the availability of facilities. Additionally, the features described will only operate on calls originating and terminating within TouchStar® service equipped offices. Also, feature screening lists can only contain telephone numbers of subscribers served out of TouchStar® service capable offices. (M)
 2. The service is available to all single party customers who have rotary or Touch-Tone service. The Caller ID feature is available to single exchange line residence and business customers. Caller ID is not available for lines equipped with Rotary (Grouping) arrangements. (M)
 3. The service will not work on an originating basis with Company provided Public and Semi-Public Telephone Service, party-line service, Toll Terminals, Trunks, or some Remote Switching Locations. (M)
 4. Appropriate service order charges apply except during Company designated periods of special promotion.
 5. This Tariff sets forth minimum and maximum rates for TouchStar® service as described in A13.19.4. The applicable rates are those specified in the current price list on file with the Public Service Commission and available at all customer center locations.
 6. The Company may increase or decrease rates within the specified ranges in this Tariff following thirty days notice to the commission and existing customers.
 7. Subscribers to Prestige® Single Line, I and II must have Touch-Tone in order to subscribe to TouchStar® service.
 8. The Company will deliver all numbers, subject to technical Limitations, including telephone numbers associated with Non-Published Listing Service as described in Section A6. of this Tariff.
 9. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff.
 10. Optional blocking of calling number delivery is available upon request to the following entities: (a) private, non-profit, tax-exempt, domestic violence intervention agencies; and (b) federal, state, and local law enforcement agencies. The Company's limits of liability are described in A.1.5.1 of this Tariff. (N)

Material appearing on this page previously appeared on page(s) 36 of this section
®Registered Service Mark of BellSouth Corporation

ISSUED: January 10, 1990
BY: Vice President
Miami, Florida

~~September 24, 1989~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.19 TouchStar® Service (Cont'd)

A13.19.4 Rates and Charges (Cont'd)

C. Business - Single or First Service Features (Cont'd)

(2) Repeat Dialing¹

	MONTHLY RATE			USOC	
	Minimum	Maximum	Current		
(a) Per line	\$3.50	\$6.00	\$4.50	NS0	
(3) Call Selector					
(a) Per line	3.50	6.00	4.50	NSK	
(4) Preferred Call Forwarding					
(a) Per line	3.50	6.00	4.50	NCE	
(5) Call Block					
(a) Per line	3.50	6.00	4.50	NSV	
(6) Call Tracing					
(a) Per line	3.50	6.00	5.00	NST	
(7) Caller ID					
(a) Per Line	7.00	20.00	10.00	NSD	
(8) <u>Calling Number Delivery Blocking²</u>					(N)
(a) Per Line	-	-	-	NO0	(N)

D. Business - Additional Service Features (Second and Subsequent Features)

(1) Call Return ¹					
(a) Per line	2.50	5.00	3.50	NX8	
(2) Repeat Dialing ¹					
(a) Per line	2.50	5.00	3.50	NX9	
(3) Call Selector					
(a) Per line	2.50	5.00	3.50	NX2	
(4) Preferred Call Forwarding					
(a) Per line	2.50	5.00	3.50	NX6	
(5) Call Block					
(a) Per line	2.50	5.00	3.50	NX5	
(6) Call Tracing					
(a) Per line	3.50	6.00	5.00	NST	
(7) Caller ID					
(a) Per Line	7.00	20.00	10.00	NSD	

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 2: Calling Number Delivery Blocking should not be included in the determination of applicable rates when ordered in association with other TouchStar® service features. (N)