

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of SOUTHERN BELL)	DOCKET NO. 890591-TL
TELEPHONE AND TELEGRAPH COMPANY for)	
waiver of Rule 25-4.073(c), F.A.C.,)	ORDER NO. 22705
to enable use of automated repair)	
service system)	ISSUED: 3-19-90
)	

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 JOHN T. HERNDON

ORDER ON RULE WAIVER REQUEST

BY THE COMMISSION:

Southern Bell Telephone and Telegraph Company (Southern Bell) has implemented a statewide mechanized repair service answering system called Audichron Interactive Repair Ordering (AIRO). The system allows a subscriber who calls for repairs to be answered by a recorded message. The recording asks questions which may be answered by a Touchtone Service subscriber's pressing the telephone set's keys for either 1 or 2. The system's final response to the customer is either a commitment time for the completion of repair or a default to a service representative. The customer may then stay on line to request a different clearing time or other assistance if required.

Rule 25-4.073(c), Florida Administrative Code (the Rule), requires that 90% of repair calls be answered within twenty seconds after the start of the first audible ring. The Rule states that "[t]he term 'answered'... shall be construed to mean that the operator or service representative is ready to render assistance and/or accept the information necessary to process the call." On April 25, 1989, Southern Bell filed a Petition, seeking a waiver of the Rule.

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

ORDER NO. 22705
DOCKET NO. 890591-TL
PAGE 2

Since the Petition was filed, according to the latest information received from Southern Bell, AIRO has been modified to meet the requirements of the Rule. This modification enables the system to default within 17 seconds to a service representative when no tones are sent. Therefore, in light of the company's current belief that AIRO meets the requirements of the Rule, we believe that Southern Bell's request for waiver has been rendered moot.

However, if AIRO fails to meet the twenty-second answer time requirement in the future, Southern Bell is required to terminate its use until such modifications can be made to bring it into compliance. Our Staff is directed to follow the performance of AIRO through regular service evaluations to monitor AIRO for compliance with our standards. Any lack of compliance will accordingly be addressed through those procedures.

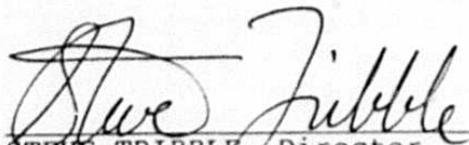
Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's Audichron Interactive Repair Ordering system appears capable of complying with the requirements of Rule 25-4.073(c), Florida Administrative Code. It is further

ORDERED that a waiver of Rule 25-4.073(c), Florida Administrative Code, is not required for Southern Bell Telephone and Telegraph Company to utilize its Audichron Interactive Repair Ordering system. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission,
this 19th day of MARCH, 1990.


STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

CWM/DLC

ORDER NO. 22705
DOCKET NO. 890591-TL
PAGE 3

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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer 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 after the issuance 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.