



Michael W. Tye
Senior Attorney

May 30, 1991

Suite 1400
106 East College Avenue
Tallahassee, Florida 32301
904 425-6360

Mr. Steven C. Tribble, Director
Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399

ORIGINAL
FILE COPY

Re: Docket No. 910060-TP

Dear Mr. Tribble:

Enclosed for filing in the above referenced docket are one (1) original and fifteen (15) copies of the Comments of AT&T Communications of the Southern States, Inc. Copies of the foregoing are being served on all parties of record in accordance with the attached Certificate of Service.

Yours truly,

Michael W. Tye
Michael W. Tye

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG 2 _____
- LEG 6 _____
- LIN _____
- OPC _____
- RCH 1 _____
- SEC 1 _____
- WAS _____
- OTH _____

MWT:sdh

Attachments

cc: J. P. Spooner, Jr.
Mike Harper

RECEIVED & FILED

Law
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER DATE

05459 MAY 30 1991

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of the Attorney)
General and the Public Counsel to)
adopt rules governing 900 services.)
_____)

DOCKET NO. 910060-TP
SUBMITTED FOR FILING:
MAY 30, 1991

COMMENTS OF AT&T COMMUNICATIONS
OF THE SOUTHERN STATES, INC.

AT&T Communications of the Southern States, Inc. (hereinafter "AT&T"), pursuant to Notice of Rulemaking issued by the Florida Public Service Commission (hereinafter the "Commission") in Order No. 24477, dated May 6, 1991, hereby submits its Comments on proposed revisions to Rule 25-4.110, Florida Administrative Code, and respectfully requests that the proposed revisions be modified in accordance with the concerns expressed herein.

Section 25-4.110(1)(a) of the proposed rule reads as follows:

(a) Charges for 900 or 976 calls shall be segregated from charges for regular long distance or local charges by appearing separately under a heading that reads as follows: "900 or 976 nonregulated charges." The following information shall be clearly and conspicuously disclosed on each page of the bill containing 900 or 976 service charges.

1. Nonpayment of 900 or 976 service charges will not result in discontinuance of service;
2. Customers can obtain blocking of 900 or 976 service from the local exchange company. (The name of the company is to be inserted).

AT&T does not object to FCC and Florida rules specifying that local service will not be disconnected for nonpayment of 900 charges. However, AT&T submits that the proposed rule's requirement that consumers be so advised on every page of a bill

containing 900 charges would be likely to result in consumers refusing to pay charges legitimately due. The implication from such a message is that the customer is not required to pay 900 service charges - whether such charges are disputed or not. Consequently, the requirement, may lead to more, rather than less, customer confusion. Additionally, repeatedly advising consumers of this right on every bill page is unnecessary and may result in additional bill pages with corresponding additional billing costs to the interexchange carriers.

AT&T submits that the best vehicles for advising consumers of their rights and obligations with respect to 900 charges are in periodic bill inserts and in the white pages of telephone directories. Among other information, bill inserts and the white pages could advise consumers that free blocking is available and how to obtain it, and could further advise consumers that local service will not be disconnected for nonpayment of disputed 900 charges. At the same time, consumers must be advised that they have the obligation to notify the appropriate carrier of any disputed amount and the reason for the dispute.

Accordingly, AT&T submits that the proposed rule should be modified by striking the requirement that specific information be printed on each page of the customer's bill and substituting a

requirement that local exchange companies notify consumers of their rights and obligations with respect to 900 services in periodic bill inserts and/or in the white pages of telephone directories.

Respectfully submitted,


Michael W. Tye

106 East College Avenue
Suite 1410
Tallahassee, Florida 32301
(904) 425-6360

ATTORNEY FOR AT&T COMMUNICATIONS
OF THE SOUTHERN STATES, INC.

CERTIFICATE OF SERVICE

DOCKET NO. 910060-TP

I HEREBY CERTIFY that a correct copy of the foregoing has been furnished by U. S. Mail to the following parties on this 30th day of May, 1991:

Harris R. Anthony
Southern Bell Telephone and
Telegraph Company
c/o Marshall Criser, III
150 S. Monroe St., Suite 400
Tallahassee, FL 32301

Richard Bellak
Division of Legal Services
Fla. Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0863

Thomas Parker
GTE Florida Inc.
P. O. Box 110, MC7
Tampa, FL 33601

Floyd Self
Messer, Vickers, Caparello
French, Madsen & Lewis
P. O. Box 1876
Tallahassee, FL 32302

Alan Berg
United Telephone Company
P. O. Box 5000
Altamonte Springs, FL 32716

Robert A. Butterworth
Attorney General
State of Florida
Department of Legal Affairs
The Capitol
Tallahassee, FL 32399-1050

Craig Dingwall
US Sprint Communications
2002 Edmund Halley Drive
Reston, VA 22091

Michael J. Henry
MCI Telecommunications
MCI Center
Three Ravinia Drive
Atlanta, GA 30346-2102

Richard D. Melson
Hopping Boyd Green & Sams
P. O. Box 6526
Tallahassee, FL 32314

David Erwin
Mason, Erwin & Horton
1311-A Paul Russell Road
Suite 101
Tallahassee, FL 32301

Lee Willis
Ausley, McMullen, McGehee
Carothers & Proctor
P. O. Box 391
Tallahassee, FL 32302

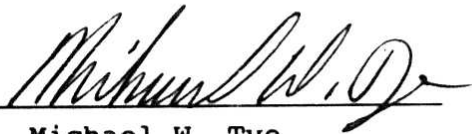
Jack Shreve
Office of Public Counsel
c/o The Florida Legislature
111 West Madison Street
Room 812
Tallahassee, FL 32399-1400

DOCKET NO. 910060-TP
CERTIFICATE OF SERVICE
PAGE 2

Nycom Information Services
Attn: Jodi DelVecchio
5 High Ridge Park
Stamford, CT 06905

D. Bruce May
Holland & Knight
P. O. Drawer 810
Tallahassee, FL 32302

Andrew D. Lipman
Jean L. Kiddoo
Robert G. Berger
Swidler & Berlin
3000 K Street, N.W.
Washington, D.C. 20007


Michael W. Tye