

DOCKET NO. 910884-TX

REQUEST TO ESTABLISH DOCKET

Date August 26, 1991

- 1. Division Name/Staff Name CMU/NORTON
- 2. OPR NORTON
- 3. OCR \_\_\_\_\_

4. Suggested Docket Title PROPOSED TARIFF FILING TO IMPLEMENT \$ .75 SURCHARGE FOR CERTAIN OPERATOR ASSISTED CALLS BY AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC. (T-91-362 filed July 31, 1991)

5. Suggested Docket Mailing List (attach separate sheet if necessary)

A. Parties (provide names of regulated companies; provide names and addresses of nonregulated companies, provide names, addresses, and affiliation (i.e., attorney, company liaison officer, or customer) of individuals)

<u>ATT-C</u>	<u>TI 741</u>
_____	_____
_____	_____
_____	_____

B. Interested Persons/Companies (Provide names, complete mailing addresses, and affiliation)

_____	_____
_____	_____
_____	_____

C. This is a generic proceeding and the Interested Persons mailing list should be expanded to include the industries checked below:

- |   |  |
|---|--|
| <input type="checkbox"/> Investor-Owned Electrics | <input type="checkbox"/> Water Utilities               |
| <input type="checkbox"/> Electric Cooperatives    | <input type="checkbox"/> Local Exchange Telephone Cos. |
| <input type="checkbox"/> Municipal Electrics      | <input type="checkbox"/> Interexchange Telephone Cos.  |
| <input type="checkbox"/> Gas Utilities            | <input type="checkbox"/> Coin-Operated Telephone Cos.  |
| <input type="checkbox"/> Sewer Utilities          | <input type="checkbox"/> Shared Tenant Telephone Cos.  |

6. Check One:

- Documentation attached.
- Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE  
 08516 AUG 26 1991  
 FPSC-RECORDS/REPORTING



John P. Spooner, Jr.  
Assistant Vice President

Suite 1400  
106 East College Avenue  
Tallahassee, Florida 32301  
(904) 425-6345

August 1, 1991

Mr. Walter D'Haeseleer  
Director, Division of Communications  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, FL 32399-0866

RECEIVED

JUL 31 1991

Dear Mr. D'Haeseleer:

Attached for filing with the Commission are revisions to the General Services Tariff of AT&T Communications of the Southern States, Inc., to be effective September 1, 1991. Listed below are the affected pages:

General Services Tariff

Section A1	Third Revised Page 8
Section A11.3	Fourth Revised Page 3
Section A11.3	Third Revised Page 4
Section A11.3	Sixth Revised Page 8
Section A11.3	First Revised Page 8.1
Section A11.3	Original Page 8.2

In this filing AT&T is proposing to implement a zero minus ("0-") surcharge of \$.75 for certain operator assisted calls. This surcharge will apply to Operator Station and Person-to-Person calls where the customer has the capability to dial the number but elects instead to have the operator dial.

The "0-" surcharge would be in addition to the applicable service charge for the type of operator service requested. The surcharge will not apply to AT&T Calling Card calls, calls placed by an operator for individuals who are identified as being handicapped, or calls that cannot be completed due to defective equipment or technical difficulties on AT&T's network.

The purpose of the new service charge is to reduce the volume of highly labor intensive (and, hence, costly to process) "0-" calls. In addition to performing their usual call processing functions (e.g., obtaining acceptance on a collect call), when

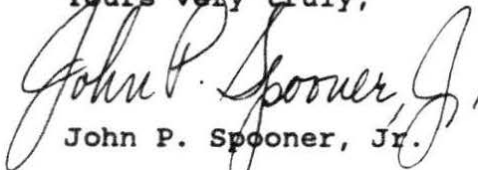
Mr. Walter D'Haeseleer  
August 1, 1991  
Page 2

a call is dialed on a "0-" basis AT&T's operator services personnel must obtain the digits of the called number verbally from the call originator and input those digits at the operator service position to place the call through the network. Aside from the operator work time necessary to accomplish these functions, the customer-operator interaction caused by this process (e.g., misunderstanding of customer dialing instructions and redialing of the called number) contributes to further operator call handling time. Implementation of this surcharge will create an economic incentive for customers placing such calls to use less costly and more efficient "0+" dialing instead of "0-" calling.

The annual revenue impact of this filing is estimated to be \$2,171,000. The proposed revenues cover the cost of providing the service.

Your consideration and approval of the attached tariff revisions will be appreciated. Please call Doris Franklin in my office if you have any questions.

Yours very truly,

A handwritten signature in cursive script that reads "John P. Spooner, Jr." The signature is written in dark ink and is positioned above the typed name.

John P. Spooner, Jr.

Attachments

## AT&amp;T 0- SURCHARGE

## Customer Impact

Proposed Effective September 1, 1991

	<u>0- Operator Station</u>	<u>0- Operator Person</u>
Present Average Revenue Per Message	\$2.19	\$3.87
Proposed Average Revenue Per Message	\$2.94	\$4.62
Difference	\$0.75	\$0.75
% Difference	34.2%	19.4%

T - 91 - 362

AT&T 0- SURCHARGE

Estimated Annual Gross Revenue Change

Proposed Effective September 1, 1991

\$2,171,000

Issued: August 1, 1991

EFFECTIVE: September 1, 1991

BY: Mr. Don Stewart - Tariff Director

## Al. DEFINITION OF TERMS

### PREMISES (SAME)

The term "Same Premises" shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or (b) the portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or (c) the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence provided both the business and the residence bear the same street address; or (d) the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

### PROTECTIVE CIRCUITRY

Protective circuitry is one or both of the following: A Company-provided connecting arrangement or discrete electrical circuitry that is within the scope of the Registration Program and is designed to protect service provided by the Company from harm.

### REAL TIME RATED - OPERATOR STATION/PERSON-TO-PERSON

See "Message Telecommunications Service".

### SERVICE CHARGES AND SURCHARGES

A Service charge is applicable to Customer Dialed Calling Card Station, Operator Station, Person-to-Person and Real Time Rated calls and for Busy Line Verification and Busy Line Interruptions. This charge is in addition to the initial minute and additional minute charges applicable to a call.

A surcharge applies to Operator Station and Person-to-Person calls (as specified in Section All.3.1.I.6 following) in which the customer has the capability to dial the number, but has the operator dial instead.

(N)

(N)

### SUBSCRIBER/CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of its Tariff.

### TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this General Services Tariff.

### TELEPHONE NUMBER

A designation assigned by the local exchange carrier to a telephone service for convenience in operating.

ISSUED: August 1, 1991  
BY: Mr. Don Stewart - Tariff Director

EFFECTIVE: September 1, 1991

11. MESSAGE TELECOMMUNICATIONS SERVICE

11.3 TWO-POINT SERVICE (Cont'd)

11.3.1 Service Between Telephones (Cont'd)

A. Classes Of Service (Cont'd)

2. Operator Station

Operator Station rates apply to station-to-station telephone communication where the completion of the call or a request for any information or assistance relating to billing or charges for such call requires the assistance of an operator, except for operator services used in connection with dial type telephone communication as noted preceding. Operator Station calls include station-to-station calls placed from a public or semipublic coin telephone. (C)

Operator Dialed Surcharge - A surcharge applies to Operator Station Calls in which the customer has the capacity to dial the number, but has the operator dial instead as provided for in section 11.3.1.1.6. The surcharge does not apply to: (N)

- a. Calls where a Customer cannot otherwise dial the call, due to defective equipment or trouble on the AT&T Telecommunications Networks,
- b. Calls in which a Company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his/her handicap,
- c. Calling Card Calls. (N)

3. Customer Dialed Calling Card Station - Customer Dialed Calling Card Station rates apply when the person originating the call:

- a. CUSTOMER DIALED AUTOMATIC - Dials the telephone number desired and completes the call without the assistance of an AT&T operator and the call is billed to a Calling Card, or dials the AT&T operator who places a call for a calling party identified as being handicapped and unable to dial the call because of the handicap, or
- b. CUSTOMER DIALED & OPERATOR ASSISTED - Dials the telephone number desired and AT&T operator assistance is limited to recording the Calling Card number for billing purposes, or
- c. CUSTOMER DIALED - OPERATOR MUST ASSIST - Dials the desired telephone number and the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card.

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EFFECTIVE: September 1, 1991

All. MESSAGE TELECOMMUNICATIONS SERVICE

All.3 TWO-POINT SERVICE (Cont'd)

All.3.1 Service Between Telephones (Cont'd)

A. Classes Of Service (Cont'd)

4. Person-to-Person (Cont'd)

b. When, after the telephone, Miscellaneous Common Carrier mobile radio system, or branch exchange system called has been reached, the person originating the call requests or agrees to talk to any other person, mobile unit, station, department or office other than the one specified, the classification of the call remains Person-to-Person.

c. The Company does not undertake in connection with Person-to-Person service to bring to a telephone a called person who cannot be reached at a telephone connected to the Company's facilities. However, at the request of the calling party, the Company, when possible, will arrange on behalf of the calling party, for messenger service; that is a messenger or other means to notify the called party of the call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the tariff charges for the message.

d. Operator dialed Surcharge - A Surcharge applies to Person-to-Person calls as provided for in Section All.3.1.I.6. (N)  
|  
(N)

5. Real Time Rated-Operator Station/Person-to-Person - Real Time Rated rates apply to the following calls:

a. Calls originated and paid for at public or semi-public telephones.

b. Calls for which the Company furnishes time and/or charges.

c. Operator dialed Surcharge - A Surcharge applies to Real Time Rated-Operator Station/Person-to-Person calls as provided for in Section All.3.1.I.6. (N)  
|  
(N)

B. Initial, Additional Minutes and Discounts

1. Rates are quoted in terms of initial and additional periods.

a. The initial period for telephone connections between all points is one minute or fraction thereof for all classes of service.



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11. MESSAGE TELECOMMUNICATIONS SERVICE

11.3 TWO-POINT SERVICE (Cont'd)

11.3.1 Service Between Telephones (Cont'd)

I. Rate Tables (Cont'd)

6. Additional Charges

The following service charges are in addition to the usage charges found in the preceding Rate Tables as indicated: (T)

Classes of Service	Billed to		
	AT&T CIID/891 Card	Calling Card Other than AT&T CIID/891 Card	
a. Customer Dialed Calling Card Station			
Customer Dialed/ Automated	\$ .80	\$ .80	
Customer Dialed and Operator Assisted	\$ .80	\$ .80	
Customer Dialed- Operator must Assist	\$ .80	\$ .80	
	Billed to		
	AT&T CIID/891 Card	All Other Calls	
b. Station*			(T)
Customer Dialed Collect, Billed to Third Number	\$1.00	\$1.00	(C)
Operator Dialed Collect, Billed to Third Number, Sent Paid	\$1.00	\$1.00	
Operator Dialed, Billed to a Calling Card	\$1.00	\$1.00	(C)
c. Person*			(T)
Customer Dialed Collect, Billed to Third Number, Calling Card, Sent Paid	\$2.50	\$2.50	(C)
Operator Dialed Collect, Billed to Third Number, Sent Paid	\$2.50	\$2.50	
Operator Dialed, Billed to a Calling Card	\$2.50	\$2.50	(C)
d. Operator Dialed Surcharge*		\$ .75	(N)
			(M)
			(M)

\* Includes Real Time Rated Calls.

(M) Material previously on this page now appears on page 8.1.

(N)

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11. MESSAGE TELECOMMUNICATIONS SERVICE

11.3 TWO-POINT SERVICE (Cont'd)

11.3.1 Service Between Telephones (Cont'd)

I. Rate Tables (Cont'd)

7. Applicable Rate Periods

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM to 5:00 PM <sup>1</sup>	Day Rate Period						
5:00 PM to 11:00 PM <sup>1</sup>	Evening Rate Period						Eve.
11:00 PM to 8:00 AM <sup>1</sup>	Night & Weekend Rate Period						

Note 1: To, but not including.

When a message spans more than one rate period, total charges for the minutes in each rate period are calculated and the results for each rate period are totaled to obtain the total message charge. If the calculation results in a fractional charge, the amount will be rounded down to the lower cent.

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All. MESSAGE TELECOMMUNICATIONS SERVICE

All.3 TWO-POINT SERVICE (Cont'd)

All.3.1 Service Between Telephones (Cont'd)

I. Rate Tables (Cont'd)

8. Application of Service Charges and Surcharges

TYPE OF CALL	SERVICE CHARGE	OPERATOR DIALED SURCHARGE
Dial Station (customer dialed 1+)	No	No
Customer Dialed Calling Card Station (0+)	Yes	No
Operator Station (customer dialed 0+) collect, billed to third number	Yes	No
Operator Station (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
Operator Station (operator dialed 0-) billed to a calling card	Yes	No
Person-to-Person (customer dialed 0+) collect, billed to third number, calling card, sent paid	Yes	No
Person-to-Person (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
Person-to-Person (operator dialed 0-) billed to a calling card	Yes	No
Real Time Rated (customer dialed 0+) coin paid, time and charges	Yes	No
Real Time Rated (operator dialed 0-) coin paid, time and charges	Yes	Yes