BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Amendment of) DOCKET NO. 950516-TP Rule 25-24.620, F.A.C., Service) ORDER NO. PSC-95-1410-NOR-TP Requirements

) ISSUED: November 17, 1995

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

NOTICE OF RULEMAKING

NOTICE is hereby given that the Florida Public Service Commission, pursuant to Section 120.54, Florida Statutes, has initiated rulemaking to amend Rule 25-24.620, Administrative Code, relating to service requirements.

The attached Notice of Rulemaking will appear in the November 20, 1995 edition of the Florida Administrative Weekly.

If timely requested, a hearing will be held at the following time and place:

> Florida Public Service Commission 9:30 a.m., January 8, 1996 Betty Easley Conference Center Room 152, 4075 Esplanade Way Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rule must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862, no later than December 15, 1995.

DOCUMENT NUMBER-DATE

11470 NOV 17 8

By ORDER of the Florida Public Service Commission, this $\underline{17th}$ day of $\underline{November}$, $\underline{1995}$.

BLANCA S. BAYÓ, Director Division of Records & Reporting

by: Kay Human Chief, Breau of Records

(SEAL)

FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 950516-TP

RULE TITLE:

RULE NO. :

Service Requirements

25-24.620

PURPOSE AND EFFECT: Operator service providers are not required to identify the caller when announcing collect calls to the called party. The called party may not accept a call he otherwise would have accepted had the identity of the calling party been known. The amendment requires all operator service providers to allow persons placing collect calls an opportunity to be identified to the called party before the call is completed.

SUMMARY: The amendment makes it a requirement for operator service providers processing collect calls to allow the caller an opportunity to be identified to the called party before the called party must decide whether to accept charges for collect calls.

RULEMAKING AUTHORITY: 350.127(2), F.S.

LAW IMPLEMENTED: 364.01, 364.3376(8), F.S.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING.

HEARING: IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE,
A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:

TIME AND DATE: 9:30 A.M., January 8, 1996.

PLACE: Room 152, Betty Easley Conference Center, 4075 Esplanade Way, Tallahassee, Florida.

THE PERSON TO BE CONTACTED REGARDING THIS RULE AND THE ECONOMIC IMPACT STATEMENT IS: Director of Appeals, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, Florida 32399.

THE FULL TEXT OF THE RULE IS:

25-24.620 Service Requirements.

- (1) No change.
- (2) No change.
- (3) Each operator services provider shall provide an opportunity for each caller to be identified by name to the called party before any collect calls may be completed.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.01, 364.3376, F.S.

History: New 9/6/93, Amended .

NAME OF PERSON ORIGINATING PROPOSED RULE: Kathy Lewis

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RULE: Florida Public Service Commission.

DATE PROPOSED RULE APPROVED: November 7, 1995.

If any person decides to appeal any decision of the Commission with respect to any matter considered at the rulemaking hearing, if held, a record of the hearing is necessary. The appellant must ensure that a verbatim record, including testimony and evidence

forming the basis of the appeal is made. The Commission usually makes a verbatim record of rulemaking hearings.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 413-6770 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).