

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Proposed Rule 25-24.845,)
F.A.C., Customer Relations; Rules)
Incorporated, and proposed amend-)
ments to Rules 25-4.003, F.A.C.,)
Definitions; 25-4.110, F.A.C.,)
Customer Billing; 25-4.118,)
F.A.C., Interexchange Carrier)
Selection; 25-24.490, F.A.C.,)
Customer Relations; Rules)
Incorporated.)

DOCKET NO. ~~25-24-845-TI~~
Filed: January 15, 1998

PREHEARING STATEMENT OF THE FURST GROUP, INC.

The Furst Group, Inc., hereby files its prehearing statement pursuant to Rule 25-22.038(3) Florida Administrative Code, and Order No. PSC-97-1071-PCO-TI:

1. Witnesses.

The Furst Group, Inc., does not intend to offer any witnesses in this proceeding.

2. Exhibits.

The Furst Group, Inc., does not intend to sponsor any exhibits in this proceeding.

3. Basic Position.

The Furst Group, Inc. generally supports the basic positions of the major interexchange carriers in this proceeding. The Commission's proposed rule changes will put a greater burden on the carriers and will not eliminate the problem of "slamming." The Commission's rules in this matter should mirror the FCC's rules.

4. One Issue of Fact and Law:

ACK _____

AEA _____

APP 2/2/98

CAF _____

CMU 2

CTR _____

EAG _____

LEG _____

LIN 5

OPC _____

RCH _____

SEC 1

WAS _____

OTH _____

Pursuant to the Commission's decision to grant the petition of the Citizens and the Attorney General and to propose a new rule and changes to existing rules relating to the unauthorized change of a customer's local, local toll, or toll service provider, the only issue in this proceeding is:

"Should the Commission adopt the proposed Rule 25-24.845, Florida Administrative Code, and the proposed amendments to Rules 25-24.490, 25-4.004, 25-4.110, and 25-4.118, Florida Administrative Code?"

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

The Furst Group, Inc., generally supports the positions on this one issue that have been presented by the major interexchange carriers.

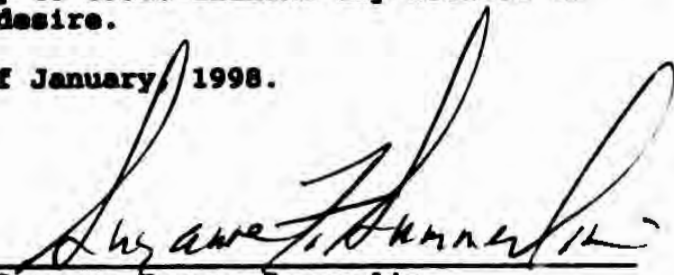
5. Issues of Policy:

There are many issues of policy in this proceeding that have been presented by witnesses for the major carriers and staff witnesses. The Furst Group, Inc., generally supports the positions taken by the major carriers on those issues of policy. It is important to recognize that complaints of "slamming" will not be eliminated completely and that no matter how hard a provider works to do that, there will be times that complaints are filed. Education of consumers is the most important area of prevention of these problems, not the unwarranted punitive monetary fines and the negative public image that has been created for interexchange carriers by the press and regulatory bodies in the recent past.

6. The Furst Group, Inc., has not stipulated any issues.

7. The Furst Group, Inc., has no pending motions that need consideration at this time. However, The Furst Group, Inc., would like to request that the Prehearing Officer address the procedure for the final hearing and the opportunity for The Furst Group, Inc., and any other interested persons to cross-examine witnesses. The Furst Group, Inc., has not filed a Petition to Intervene in this matter, but was drawn into this matter by a request for discovery filed by the Citizens and the Attorney General. As this is a rule hearing, The Furst Group, Inc., would expect to have the opportunity to cross-examine any witness in this proceeding should it so desire.

DATED this 15th day of January, 1998.



Suzanne Fannon Summerlin
Attorney for The Furst Group, Inc.
1311-B Paul Russell Road, Suite 201
Tallahassee, Florida 32301
(904) 656-2288
Florida Bar No. 398586

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. Mail to the following parties this 17 day of January, 1998.

Charles J. Beck
Deputy Public Counsel
Office of Public Counsel
111 W. Madison Street, Rm. 812
Tallahassee, FL 32399-1400

Diana Caldwell, Esq.
Division of Appeals
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Robert G. Beatty
Nancy White
c/o Nancy Sims
BellSouth Telecommunications
150 S. Monroe St., Ste. 400
Tallahassee, Florida 32301

Patrick K. Wiggins
Wiggins & Villacorta
501 E. Tennessee St., Ste. B
Tallahassee, Florida 32302

Benjamin Fincher
Sprint Communications
3100 Cumberland Circle
Atlanta, Georgia 30339

Charles Rehwinkel
Sprint/United Florida
Sprint/Centel Florida
Post Office Box 2214
Tallahassee, Florida 32316

Greg L. Eriksen
Levine & Eriksen
2560 N. Santiago Blvd.
Orange, California 92667

Michael L. Glaser
Canora T. Podd
Hiligman and Lottner, P.C.
First Interstates Tower North
633 Seventeenth St., Ste. 2700
Denver, Colorado 80202

Michael A. Gross
Assistant Attorney General
Department of Legal Affairs
PL-01, The Capitol
Tallahassee, FL 32399-1050

Walter D'Haeseleer
Director of Communications
Florida Public Service
Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Tracy Hatch
Marsha Rule
AT&T Communications
101 N. Monroe, Ste. 700
Tallahassee, Florida 32301

C. Everett Boyd, Jr.
Ervin, Varn, Jacobs & Ervin
Post Office Drawer 1170
Tallahassee, Florida 32302

Ky E. B. Kirby
Warren A. Fitch
Don W. Blevins
Swidler & Berlin
3000 K Street, N.W.
Washington, D.C. 20007

Andrew O. Isar
Director, Industry Relations
Telecommunications
Resellers Association
4312 92nd Avenue, N.W.
Gig Harbor, WA 98335-4461

Pamela Melton
Regulatory Counsel
LCI International Telecom
Corp.
8180 Greensboro Dr., Ste. 800
McLean, Virginia 22101

Richard D. Nelson
213 South Calhoun Street
P. O. Box 6526
Tallahassee, Florida 32314

Joseph A. McGlothlin
McWhirter, Reeves, McGlothlin,
Davidson, Rief & Bakas, P.A.
117 South Gadsden Street
Tallahassee, Florida 32301

Carolyn Marek
Vice President of
Regulatory Affairs
Southeast Region
Time Warner Communications
Post Office Box 210706
Nashville, Tennessee 37221

Kimberly Caswell
GTE Florida Incorporated
Post Office Box 11, FLTC0007
Tampa, Florida 33601-0110

Peter M. Dunbar
Barbara D. Auger
Pennington, Moore, Wilkinson
& Dunbar, P.A.
Post Office Box 10095
Tallahassee, Florida 32302



SUZANNE FANNON SUMMERLIN