

Notice of Proposed Rule

**PUBLIC SERVICE COMMISSION**

RULE NO: RULE TITLE

25-4.071: Adequacy of Service

PURPOSE AND EFFECT: This rule is amended to simplify, streamline, and clarify its provisions. Docket No. 080641-TP

SUMMARY: This rule is amended to delete obsolete provisions concerning trunking, and to delete unnecessary and duplicative intercept service requirements.

SUMMARY OF STATEMENT OF ESTIMATED REGULATORY COSTS: The rule amendments benefit the Commission, companies, and customers by having a more simple, streamlined, and clarified rule, and companies' administrative costs would likely decrease.

Any person who wishes to provide information regarding a statement of estimated regulatory costs, or provide a proposal for a lower cost regulatory alternative must do so in writing within 21 days of this notice.

SPECIFIC AUTHORITY: 350.127(2) FS

LAW IMPLEMENTED: 364.01(4), 364.03, 364.15, 364.17, 364.18, 364.183, 364.19, 364.386 FS

IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE SCHEDULED AND ANNOUNCED IN FAW.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 48 hours before the workshop/meeting by contacting: Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 (850) 413-6770 If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE IS: Kathryn G.W. Cowdery, Office of General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6216.

THE FULL TEXT OF THE PROPOSED RULE IS:

25-4.071 Adequacy of Service.

~~(1) Each telecommunications company shall provide switching equipment, trunking, and associated facilities within its operating territory for the handling of local and toll traffic, designed and engineered on the basis of realistic forecasts of growth so that during the average busy season busy hour at least 97 percent of all calls offered to any trunk group (toll connecting, inter office, extended area service) shall not encounter an all-trunk busy condition.~~

~~(12) Telephone calls to valid numbers shall should encounter a ring-back tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing. The call completion standards established for such calls by category of call is as follows:~~

~~(a) Intra office Calls—95 percent,~~

~~(b) Inter office Calls—95 percent,~~

~~(c) Extended Area Calls—95 percent, and~~

~~(d) Intra LATA DDD Calls—95 percent.~~

~~(3) All telephone calls to invalid telephone numbers shall encounter an operator or suitable recorded intercept facility, preferably a recording other than the non-working number recording used for valid number calls.~~

~~(4) Intercept service shall be as outlined in Rule 25-4.074, F.A.C.~~

DOCUMENT NUMBER-DATE

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(25) (5) renumbered to (2) No change.

Specific Authority 350.127(2) FS. Law Implemented 364.01(4), 364.03, 364.15, 364.17, 364.18, 364.183, 364.19, 364.386 FS. History—Revised 12-1-68, Amended 3-31-76, Formerly 25-4.71, Amended 6-24-90, 3-10-96.

NAME OF PERSON ORIGINATING PROPOSED RULE: Dale Mailhot, Division of Regulatory Compliance, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6418.

NAME OF AGENCY HEAD WHO APPROVED THE PROPOSED RULE: Florida Public Service Commission

DATE PROPOSED RULE APPROVED BY AGENCY HEAD: January 06, 2009

DATE NOTICE OF PROPOSED RULE DEVELOPMENT PUBLISHED IN FAW: Volume 34, Number 39, September 26, 2008

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## Notices Submitted to ACW or Confirmed by ACW

### Notices Submitted to ACW

ID	Rule No/ Organization	Rule Title	Section	Issue	Date
6650434	1/9/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	1/23/2009 Vol. 35/03	1/14/2009
6650337	1/9/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	1/23/2009 Vol. 35/03	1/14/2009
6664984	25-4.023,...	Report of Interruptions, Extension of Facilities - Contributions in Aid of Construction, Intercept Service, Information to Customers, Initiation of Service	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6664208	25-4.110	Customer Billing for Local Exchange Telecommunications Companies	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6663529	25-4.109	Customer Deposits	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6663335	1/13/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	1/23/2009 Vol. 35/03	1/14/2009
6662753	25-4.083	Preferred Carrier Freeze	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6662656	1/13/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	1/23/2009 Vol. 35/03	1/14/2009
6662171	1/13/2009	FLORIDA PUBLIC SERVICE COMMISSION	Meeting	1/23/2009 Vol. 35/03	1/14/2009
6661880	25-4.073	Answering Time	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6661395	25-4.071	Adequacy of Service	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6660813	25-4.070	Customer Trouble Reports	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6660037	25-4.066	Availability of Service	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6659261	25-4.046	Incremental Cost Data Submitted by Local Exchange Companies	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6658582	25-4.0185	Periodic Reports	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6657612	25-4.002	Application and Scope	Proposed	1/23/2009 Vol. 35/03	1/14/2009
6637533	1/7/2009	psc	Meeting	1/16/2009 Vol. 35/02	1/7/2009

### Notices Confirmed by ACW

None.

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