

Notice of Proposed Rule

PUBLIC SERVICE COMMISSION

RULE NO: RULE TITLE

25-4.073: Answering Time

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

SUMMARY: The rule is amended to make it clear that the rule applies to residential service only, to change company answering time service standards, and to delete as unnecessary the provision concerning answering time studies.

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. However, the amendments could possibly have negative impacts on customers due to longer answering times with the ILEC resulting in more abandoned calls.

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, 364.386, 365.171 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:

25-4.073 Answering Time for Residential Service.

(1) Each telephone ~~company utility~~ shall provide equipment designed and engineered on the basis of realistic forecasts of growth, and shall make all reasonable efforts to provide adequate personnel so as to meet the following service ~~standards criteria~~ under normal operating conditions:

(a) At least 90 percent of all calls directed ~~to repair services and 80 percent of all calls~~ to business and repair offices for residential service shall be answered within 90~~30~~ seconds after the last digit is dialed when no menu driven system is utilized.

(b) When a company utilizes a menu driven, automated, interactive answering system (referred to as the system or as an Integrated Voice Response Unit (IVRU)), at least 95 percent of the calls offered shall be answered within 30~~15~~ seconds after the last digit is dialed. The initial recorded message presented by the system to the customer shall include the option of transferring to a live attendant within the first 6~~30~~ seconds of the message.

(c) For subscribers who ~~either~~ select the option of transferring to a live assistant, ~~or do not interact with the system for twenty seconds~~, the call shall be transferred by the system to a live attendant. At least 90 percent of the

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calls shall be answered by the live attendant prepared to give immediate assistance within ~~9055~~ seconds of being transferred to the attendant.

(d) No change.

~~(2) Answering time studies using actual data or any statistically valid substitute for actual data shall be made to the extent and frequency necessary to determine compliance with this rule.~~

~~(23)~~ (3) renumbered to (2) No change.

~~(34) Each company shall report, pursuant to Rule 25-4.0185, F.A.C., Periodic Reports, the performance of the company with respect to answer time, as outlined in Form PSC/CMP 28 (4/05), incorporated into Rule 25-4.0185, F.A.C., by reference and available from the Division of Competitive Markets and Enforcement.~~

(4) This rule shall apply to residential service only.

Specific Authority 350.127(2) FS. Law Implemented 364.01(4), 364.03, 364.386, 365.171 FS. History—New 12-1-68, Amended 3-31-76, Formerly 25-4.73, Amended 11-24-92, 4-3-05.

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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