State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE:

September 23, 2011

TO:

Ann Cole, Commission Clerk, Office of Commission Clerk

FROM:

Cindy B. Miller, Senior Attorney, Office of the General Counsel

RE:

Docket 1100209-TP, Repeal of Rules resulting from changes to Chapter 364,

Florida Statutes

Please file the attached rule certification packet for Repeal of Rules 25-24.455, 25-24.465, 25-24.470, 25-24.474, 25-24.475, 25-24.480, 25-24.485, 25-24.490, 25-24.516, 25-24.575, 25-24.580, 25-24.600, 25-24.610, 25-24.620, 25-24.630, 25-24.640, 25-24.721, 25-24.740, 25-24.747, 25-24.830, 25-24.840, 25-24.900, 25-24.905, 25-24.910, 25-24.915, 25-24.920, 25-24.925, and 25-24.935, F.A.C., in the docket file listed above.

Thank you.

CBM:tf Attachment

DOCUMENT NUMBER - DATE

06916 SEP 23 =

FPSC-COMMISSION CLERK

COMMISSIONERS: ART GRAHAM, CHAIRMAN LISA POLAK EDGAR RONALD A. BRISÉ EDUARDO E. BALBIS JULIE I. BROWN

STATE OF FLORIDA



GENERAL COUNSEL S. CURTIS KISER (850) 413-6199

Hublic Service Commission

September 23, 2011

VIA HAND DELIVERY

Ms. Liz Cloud Florida Department of State Florida Administrative Code, Weekly and Laws R. A. Gray Bldg., Suite 101 Tallahassee, FL 32399-0250

Re: Rule Certification Packet for Repeal of Rules 25-24.455, 25-24.465, 25-24.470, 25-24.474, 25-24.475, 25-24.480, 25-24.485, 25-24.490, 25-24.516, 25-24.575, 25-24.580, 25-24.600, 25-24.610, 25-24.620, 25-24.630, 25-24.640, 25-24.721, 25-24.740, 25-24.747, 25-24.830, 25-24.840, 25-24.900, 25-24.905, 25-24.910, 25-24.915, 25-24.920, 25-24.925, and 25-24.935, F.A.C., resulting from changes to Chapter 364, Florida Statutes

Dear Ms. Cloud:

Enclosed for filing is a complete rule certification packet for Repeal of Rules 25-24.455, 25-24.465, 25-24.470, 25-24.474, 25-24.475, 25-24.480, 25-24.485, 25-24.490, 25-24.516, 25-24.575, 25-24.580, 25-24.600, 25-24.610, 25-24.620, 25-24.630, 25-24.640, 25-24.721, 25-24.740, 25-24.747, 25-24.830, 25-24.840, 25-24.900, 25-24.905, 25-24.910, 25-24.915, 25-24.920, 25-24.925, and 25-24.935, F.A.C., consisting of:

- (1) One compact disc containing the coded text of the rule;
- (2) No materials are incorporated by reference into these rules.
- (3) One original and two copies of the signed rule certification form;
- (4) One original and two copies of the coded text of the rule, including the legal citations and history notes;
- (5) One original and two copies of a summary of the rule;
- (6) One original and two copies of a written statement of the facts and circumstances justifying the rule; and

Florida Department of State September 23, 2011 Page 2

(7) One original and two copies of a summary of the hearing on the rule.

Please let me know if you have any questions. The contact name and information for this rule are Cindy B. Miller (413-6082, cmiller@psc.state.fl.us), Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850.

Sincerely.

Cindy B. Miller Senior Attorney

CBM:tf

Enclosures

CERTIFICATION OF FLORIDA PUBLIC SERVICE COMMISSION ADMINISTRATIVE RULES FILED WITH THE DEPARTMENT OF STATE

I hereby certify:

- [x] (1) That all statutory rulemaking requirements of Chapter 120, F.S., and all rulemaking requirements of the Department of State have been complied with; and
- [x] (2) That there is no administrative determination under Section 120.56(2), F.S., pending on any rule covered by this certification; and
- [x] (3) All rules covered by this certification are filed within the prescribed time limitations of Section 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by Section 120.54(3)(a), F.S.; and [x] (a) Are filed not more than 90 days after the notice; or
- [] (b) Are filed more than 90 days after the notice, but not more than 60 days after the administrative law judge files the final order with the clerk or until 60 days after subsequent judicial review is complete; or
- [] (c) Are filed more than 90 days after the notice, but not less than 21 days nor more than 45 days from the date of publication of the notice of change; or
- [] (d) Are filed more than 90 days after the notice, but not less than 14 nor more than 45 days after the adjournment of the final public hearing on the rule; or
- [] (e) Are filed more than 90 days after the notice, but within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or
- [] (f) Are filed more than 90 days after the notice, but within 21 days after the date the transcript was received by this agency; or
- [] (g) Are filed not more than 90 days after the notice, not including days the adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or
- [] (h) Are filed more than 90 days after the notice, but within 21 days after a good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or
- [] (i) Are filed more than 90 days after the notice, but within 21 days after a regulatory alternative is offered by the Small Business Regulatory Advisory Committee.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

| Rule Nos. | | |
|-----------|--|--|
| | | |

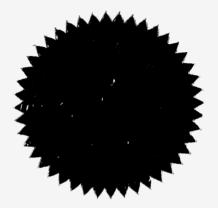
25-24.620

| 25-24.455 | 25-24.630 |
|-----------|-----------|
| 25-24.465 | 25-24.640 |
| 25-24.470 | 25-24.721 |
| 25-24.474 | 25-24.740 |
| 25-24.475 | 25-24.747 |
| 25-24.480 | 25-24.830 |
| 25-24.485 | 25-24.840 |
| 25-24.490 | 25-24.900 |
| 25-24.516 | 25-24.905 |
| 25-24.575 | 25-24.910 |
| 25-24.580 | 25-24.915 |
| 25-24.600 | 25-24.920 |
| 25-24.610 | 25-24.925 |
| | |

Under the provision of Section 120.54(3)(e)6., F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

25-24.935

| Effective: |
|-------------------------------|
| (month) (day) (year) |
| Hong Way |
| HONG WANG |
| |
| Chief Deputy Commission Clerk |
| Title 22 |
| Number of Pages Certified |



| 1 | CHAPTER 25-24 |
|----|---|
| 2 | 25-24.455 Scope and Waiver. |
| 3 | (1) This Part applies only to Intrastate Interexchange Companies (IXCs). As provided by Rules 25-4.002, 25- |
| 4 | 9.001 and 25-14.001, F.A.C., no provision of Chapter 25-4, 25-9 or 25-14, F.A.C., shall apply to IXCs, except as |
| 5 | provided by this Part. |
| 6 | (2) An IXC may petition for a waiver of any provision of this Part. The waiver shall be granted in whole, granted |
| 7 | in Part or denied based on the following: |
| 8 | (a) The factors enumerated in Section 364.337(4), Florida Statutes; |
| 9 | (b) The extent to which competitive forces may serve the same function as, or obviate the necessity for, the |
| 10 | provision sought to be waived; |
| 11 | (c) Alternative regulatory requirements for the company which may serve the purposes of this part; and |
| 12 | (d) Whether the waiver is in the public interest. |
| 13 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.02 FS. History-New 2-23-87, Amended 8- |
| 14 | 25-05, Repealed xx-xx-xx. |
| 15 | |
| 16 | 25-24.465 Terms and Definitions. |
| 17 | (1) For purposes of this Part, the term "Company" means an IXC. |
| 18 | (2) Rule 25-4.003, F.A.C., Definitions, applies to IXCs. |
| 19 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.02 FS. History-New 2-23-87, Amended 3-1/3-96, |
| 20 | 8-25-05, Repealed xx-xx-xx. |
| 21 | |
| 22 | 25-24.470 Registration Required. |
| 23 | (1) No person shall provide intrastate interexchange telephone service without first filing an initial tariff |
| 24 | containing the rates, terms, and conditions of service and providing the company's current contact information |
| 25 | with the Office of Commission Clerk. |

| 1 | (2) An original and two (2) copies of the company's initial tariff shall be filed. The tariff filing shall conform to |
|----|---|
| 2 | the requirements of Rule 25-24.485, F.A.C. |
| 3 | (3) The company's contact information shall be provided using Form PSC/RAD 31 (08/05), entitled "IXC |
| 4 | Registration Form" which is hereby incorporated into these rules. A copy of the form may be obtained from the |
| 5 | Commission's website at www.floridapsc.com/utilities/telecomm/ or by contacting the Commission's Division |
| 6 | of Regulatory Analysis. |
| 7 | (4) Each IXC shall file and update, within 10 days after any change, the following contact information with the |
| 8 | Office of Commission Clerk: |
| 9 | (a) Official company name, including any fictitious names, as filed with the Department of State, Division of |
| 10 | Corporations; and |
| 11 | (b) Mailing address, including street name and address and post office box, city, state, and zip code. |
| 12 | (c) Name, address, telephone number, and e-mail address and FAX number, where applicable, of the individual |
| 13 | who is to serve as primary liaison with the Commission in regard to ongoing operations of the company within |
| 14 | the state. |
| 15 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.02, 364.04 FS. History-New 2-23-87, Amended 8- |
| 16 | 25-05, 5-29-08, Repealed xx-xx-xx. |
| 17 | |
| 18 | 25-24.474 Cancellation of a Registration. |
| 19 | (1) The following are grounds for cancellation of a company's registration: |
| 20 | (a) Violation of the terms and conditions under which the authority was originally granted; |
| 21 | (b) Violation of Commission rule or order; or |
| 22 | (c) Violation of Florida Statutes. |
| 23 | (2) If a registered company desires to cancel its registration, it shall request cancellation from the Commission in |
| 24 | writing and shall provide the following with its request: |
| 25 | (a) Current and any past due Regulatory Assessment Fees, and the associated penalty and interest; and |

CODING: Words $\underline{\text{underlined}}$ are additions; words in $\underline{\text{struck through}}$ type are deletions from existing law.

- 1 (b) A statement on treatment of customer deposits and final bills.
- 2 (3) Cancellation of the IXC registration shall be granted subject to the holder providing the information required
- 3 by subsection (2).
- 4 Rulemaking Authority 350.127(2) FS. Law Implemented 350.113, 350.127(1), 364.02, 364.285 FS. History—New
- 5 2-23-87, Amended 3-13-96, 8-25-05, Repealed xx-xx-xx.

- 7 25-24.475 Company Operations and Customer Relations.
- 8 (1) For intrastate toll calls received from the relay service, each IXC shall offer discounts as required by
- 9 subsection 25-4.160(1), F.A.C.
- 10 (2) Each IXC shall comply with the requirements of Rule 25-4.110, F.A.C.; Customer Billing, subsections (11),
- 11 (12), (14), (15), (18), and (20).
- 12 (3) Each IXC shall comply with the requirements of Rule 25-4.118, F.A.C.; Local, Local Toll, or Toll Provider
- 13 | Selection. For the purpose of this subsection, the words "certificate" or "certificated" in Rule 25-4.118, F.A.C.,
- 14 shall be substituted for the word "register" or "registered."
- 15 (4) When operator services are provided by an IXC for calls placed from pay telephones or confinement
- 16 facilities, Part XIII of Chapter 25-24, F.A.C., shall apply for such calls.
- 17 (5) Each IXC shall respond to Commission inquiries within 15 days.
- 18 (6) Each IXC shall comply with the requirements of Rule 25-4.083, F.A.C., Preferred Carrier Freeze, except
- 19 subsections (11) and (12).
- 20 Rulemaking Authority 350.127(2) FS. Law Implemented 364.02, 364.04, 364.603, 364.604, 427.704 FS.
- 21 History–New 2-23-87, Amended 6-24-90, 9-16-92, 2-3-93, 3-13-96, 2-1-99, 8-25-05, Repealed xx-xx-xx.

22

- 23 25-24.480 Records and Reports.
- 24 (1) Each IXC shall remit Regulatory Assessment Fees in accordance with Rule 25-4.0161, F.A.C.
- 25 (2) Each IXC shall furnish to the Commission at such times and in such form as the Commission may require, the

results of any required tests and summaries of any required records. The IXC shall also furnish the Commission 1 2 with any information concerning the IXC's facilities or operations which the Commission may reasonably 3 request and require. All such data, unless otherwise specified, shall be consistent with and reconcilable with the 4 IXC's regulatory assessment fee report to the Commission. (3) Where an IXC is operated with another enterprise, records must be separated in such manner that the results 5 6 of the IXC operations may be determined at any time. 7 (4) Upon notification to the IXC, members may, at reasonable times, make personal visits to the company offices 8 or other places of business within or without the State and may inspect any accounts, books, records, and papers 9 of the IXC which may be necessary in the discharge of Commission duties. Commission staff members will 10 present Commission identification cards as the written authority to inspect records. During such visits the IXC shall provide the staff member(s) with adequate and comfortable working and filing space, consistent with the 11 prevailing conditions and climate, and comparable with the accommodations provided the IXC's outside auditors. 12 Rulemaking Authority 350.127(2) FS. Law Implemented 350.113, 350.117, 364.02, 364.336 FS. History-New 2-13 14 23-87, Amended 4-5-88, 7-11-88, 6-3-90, 10-25-90, 11-20-91, 12-29-91, 12-22-92, 12-27-94, 3-13-96, 10-1-96, 15 8-25-05, Repealed xx-xx-xx. 16 17 25-24.485 Tariffs. (1) All initial tariffs filed as part of the registration process in Rule 25-24.470, F.A.C., shall be filed with the 18 19 Office of Commission Clerk, using the following guidelines, before becoming effective. 20 (a) Each IXC shall maintain on file with the Commission tariffs which set forth all of the rates and charges for 21 customer services, the different services available to subscribers and the conditions and circumstances under 22 which service will be furnished. 23 (b) The tariff will be Florida-specific and all rates, charges, and service descriptions shall be for intrastate usage, 24 unless interstate rates are necessary to compute the intrastate portion of a customer's monthly bill; then, the interstate rates, charges, and service descriptions shall also be quoted in the tariff to the extent necessary to

law.

CODING: Words underlined are additions; words in struck through type are deletions from existing

compute the intrastate portion of a customer's bill.

Construction of a customer's bill.

workday in order for it to be "filed" on that day.

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contracting.

from those stated in the tariff.

2 (c) The tariff must be clearly expressed in simple words, sentences and paragraphs. It must avoid unnecessarily long, complicated or obscure phrases or acronyms so that the customer will understand that for which he is

5 (d) No public statement of service quality, rates, or service offerings or billings should be misleading or differ

(e) All proposed changes to an existing tariff shall be directed to the Director of the Division of Regulatory

Analysis, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850. A

filing must be received by the Division of Regulatory Analysis before 5:00 p.m. of a normal Commission

(f) All tariff changes shall be submitted to the Division of Regulatory Analysis in triplicate in the form prescribed herein. If acknowledgement of the filing at the time of receipt is desired, the letter of transmittal shall be sent in duplicate with a request that the duplicate be returned.

(g) Companies shall charge only the rates contained in their tariff. If a company desires to charge rates or charges at a lower level than is contained in an existing tariff and wishes to charge those lower rates only temporarily file a single tariff change reflecting the conditions of the temporary tariff change. Such tariff provision shall include the heading "Promotion," and shall state the name of the promotion, a specific description of the tariffed service involved, including all applicable rates, terms, and conditions, and the beginning and ending dates of the reduction.

(h) The requirements of the following subsections shall apply on a prospective basis from the effective date of this rule. Existing tariffs on the effective date of this rule need not be amended to comply with the following except upon Commission staff request.

(2) The initial tariff will become effective on the date of the company's registration pursuant to Rule 25-24.470,

F.A.C. Changes to an existing tariff will become effective on the day following the day it is filed with the

Division of Regulatory Analysis unless the company requests a later effective date.

- 1 (3) Tariffs shall comply with the following format requirements:
- 2 (a) All tariffs shall be submitted in loose leaf form on 8 1/2" × 11" sheets, typewritten on a good grade of white
- 3 paper of durable quality, using one side of the paper only. All copies must be clear and legible. Sufficient margin
- 4 | shall be allowed on each sheet for a left-hand binding edge so that when the tariff book is open all printed matter
- 5 will be in view.
- 6 (b) Every sheet in the tariff shall be numbered.
- 7 (c) Each sheet shall bear the name of the company, as registered with the Commission, in the upper left hand
- 8 corner of the sheet.
- 9 (d) Each initially approved sheet in the tariff shall be marked "Original Sheet" in the upper right-hand corner of
- 10 the sheet. As an example: Original Sheet No. 1, or Original Sheet No. 5.2.
- 11 (e) Revised sheets in the tariff shall be marked with the number of the revision in the upper right-hand corner and
- 12 the number of the sheet(s) it replaces. As an example:
- 13 First Revised Sheet No. 1
- 14 | Cancels Original Sheet No. 1
- 15 or
- 16 Fourth Revised Sheet No. 5.2
- 17 Cancels Third Revised Sheet No. 5.2
- 18 (f) The name and title of the issuing officer shall be placed at the bottom of each sheet. To the right of the issuing
- 19 officer's name there shall appear "Effective: 8-25-05."
- 20 (g) The tariffs shall contain the following:
- 21 1. Title Page. The title page shall contain a brief description of the tariff and the services offered therein.
- 22 2. Table of Contents and Index. All tariffs shall have a table of contents identifying the page location of each
- 23 section in the tariff. In tariffs of 30 sheets or more, each subsection shall also be individually indexed by subject.
- 24 3. Symbols Used in Tariff Filings. Symbols used in any proposed change to the existing tariff shall appear in the
- 25 | right hand margin of each sheet on the same line(s) in which any change has been made. If three or more

| 1 | consecutive lines are affected, one symbol shall be placed on the first and last lines with a vertical line connecting |
|----|--|
| 2 | the two symbols. Two or more symbols may be placed next to each other on the affected line. The symbol page |
| 3 | shall identify all symbols used in the tariff. |
| 4 | 4. Technical Terms and Abbreviations. This section shall contain all technical and special terms and |
| 5 | abbreviations used in the tariff. |
| 6 | 5. Rules and Regulations. This section shall include all rules, regulations, practices, exceptions and conditions |
| 7 | which are general and apply to all or many of the services offered. If a general regulation does not apply to a |
| 8 | particular service, that fact should be clearly stated. |
| 9 | 6. Description of Services Offered. This section shall describe all services available to end users in Florida. |
| 10 | 7. Rates. All rates and charges for all services, and other data necessary to compute the customers' bills for |
| 11 | intrastate service shall be placed in this section. |
| 12 | (4) Information to Accompany Tariff Filings. |
| 13 | (a) A letter of transmittal shall accompany each filing, which lists the sheets (by sheet number and revision level) |
| 14 | being transmitted and gives a brief description of all changes. |
| 15 | (b) Along with each tariff filing the company shall include three (3) copies of the tariff pages which contain |
| 16 | proposed changes as they will appear in the approved tariff. |
| 17 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.04 FS. History-New 2-23-87, Amended 11-19-89, |
| 18 | 11-21-95, 3-13-96, 8-25-05, Repealed xx-xx-xx. |
| 19 | |
| 20 | 25-24.490 Toll Free Number Transfers. |
| 21 | (1) The serving IXC shall facilitate the transfer of the subscriber's toll free telephone number (e.g., 800, 877, |
| 22 | 888) upon request from the acquiring company. |
| 23 | (2) The serving IXC shall not disconnect a subscriber's working toll free number (e.g., a telephone number that is |
| 24 | fully functional to the customer) after receiving a service transfer request from another IXC. |
| 25 | (3) A working toll free number shall be transferred regardless of whether a balance is owed. |

law.

- 1 | Rulemaking Authority 350.127(2), 364.604(5) FS. Law Implemented 364.603, 364.604 FS. History-New 2-23-
- 2 87, Amended 10-31-89, 3-5-90, 3-4-92, 3-13-96, 12-28-98, 7-5-00, 11-16-03, 9-9-04, 8-25-05, Repealed xx-xx-
- $3 \mid xx$

- 5 25-24.516 Pay Telephone Operator Services.
- 6 A pay telephone provider shall not obtain services from an interexchange carrier or an operator service provider
- 7 unless such carrier or provider has registered with or has obtained a certificate of public convenience and
- 8 necessity from the Commission.
- 9 Rulemaking Authority 350.127(2) FS. Law Implemented 364.03, 364.3375(4), (5), 364.3376 FS. History-New 9-
- 10 5-95, Amended 2-1-99, 9-7-04, 12-15-09, Repealed xx-xx-xx.

11

- 12 25-24.575 Shared Tenant Service Operations.
- 13 (1) All shared tenant service providers shall allow the carrier of last resort of local exchange telecommunication
- 14 | services direct access to tenants who desire local service from the carrier of last resort of local exchange
- 15 telecommunication services instead of the shared tenant service provider.
- 16 (2) Each shared tenant service provider shall allow access to a provider of local exchange telecommunication
- 17 services "zero" operators for emergencies and for line verification purposes.
- 18 (3)(a) Each shared tenant service provider shall provide direct access to 911 service where available at a level at
- 19 least equivalent to the service provided by the incumbent local exchange company.
- 20 (b) By July 1, 1997, access to 911 services shall be maintained for the duration of any temporary disconnection
- 21 for non-payment of a residential subscriber's local service.
- 22 (4) Each shared tenant service provider shall provide access via 800, 888, 10XXX, or 950, where available, to all
- 23 locally available interexchange companies.
- 24 (5) Shared tenant service providers shall be subject to the following conditions when operating in a rate base, rate
- 25 of return local exchange company's service area, as provided in Section 364.052(2), F.S.

| 1 | (a) Where two (2) or more buildings are served by the same private branch exchange (PBX), the trunks serving |
|----|---|
| 2 | each building shall be separately partitioned. |
| 3 | (b) Shared tenant service customers in one building shall not access or use the trunks partitioned for another |
| 4 | building. |
| 5 | (c) Shared tenant service shall be limited to a total of 250 inward, outward, and combinational trunks per private |
| 6 | branch exchange (PBX). |
| 7 | (d) Shared tenant service providers shall not be allowed to: |
| 8 | 1. Establish dedicated facilities (provide lines) direct to an interexchange company's point of presence (POP). |
| 9 | 2. Construct facilities for interconnecting other shared tenant service locations. |
| 10 | 3. Allow intercommunication between unaffiliated entities. |
| 11 | (6) The carrier of last resort of local exchange telecommunication services must be able to gain access to all |
| 12 | facilities up to the demarcation point of the tenant's premises, and retain responsibility for provision and |
| 13 | maintenance of the network up to that point. |
| 14 | (7) The carrier of last resort of local exchange telecommunication services shall use the STS provider's or the |
| 15 | STS building owner's cable, if made available, to gain access to the tenant. The carrier of last resort of local |
| 16 | exchange telecommunication services shall be required to provide reasonable compensation. Such compensation |
| 17 | shall not exceed the amount it would have cost the carrier of last resort of local exchange telecommunication |
| 18 | services to serve the tenant through installation of its own cable. This cost must be calculated on a pro rata basis. |
| 19 | (8) In those circumstances where the STS provider and landlord of a building are not the same, the STS provider |
| 20 | shall obtain and guarantee the permission of the building owner to allow direct access by the carrier of last resort |
| 21 | of local exchange telecommunication services to any tenant upon the tenant's request. |
| 22 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.03, 364.035, 364.337, 364.339, 364.345 FS. |
| 23 | History-New 1-28-91, Amended 7-29-97, Repealed xx-xx-xx. |
| 24 | |
| 25 | 25-24.580 Airport Exemption. |

- 1 Airports shall be exempt from the other STS rules due to the necessity to ensure the safe and efficient
- 2 | transportation of passengers and freight through the airport facility. The airport shall obtain a certificate as a
- 3 shared tenant service provider before it provides shared local services to facilities such as hotels, shopping malls
- 4 and industrial parks. However, if the airport partitions its trunks, it shall be exempt from the other STS rules for
- 5 service provided only to the airport facility.
- 6 Rulemaking Authority 350.127(2) FS. Law Implemented 364.337, 364.339, 364.345 FS. History–New 1-28-91,
- 7 Amended 3-11-92, Repealed xx-xx-xx.

- 9 25-24.600 Application and Scope.
- 10 (1) The term "company" for the purpose of this Part also includes IXCs.
- 11 (2) This Part applies to:
- 12 (a) Every company that provides operator services as defined in Section 364.02, Florida Statutes,
- 13 (b) Every company that bills and collects in its own name for operator services provided by other entities, and
- 14 (c) Call aggregators as defined in this Part.
- 15 Rulemaking Authority 350.127(2), 364.3376(8) FS. Law Implemented 364.01, 364.3376 FS. History–New 9-6-
- 16 93, Amended 9-10-97, 2-1-99, 8-25-05, Repealed xx-xx-xx.

17

- 18 25-24.610 Terms and Definitions; Rules Incorporated.
- 19 (1) For purposes of this Part, the following definitions apply:
- 20 (a) "Call aggregator" is any person or entity that provides telecommunications service to the transient public.
- 21 Subject to the definition above, "call aggregator" includes but is not limited to the following:
- 22 1. Hotel as defined in Section 509.242(1)(a), Florida Statutes,
- 23 2. Motel as defined in Section 509.242(1)(b), Florida Statutes,
- 24 3. Resort condominium as defined in Section 509.242(1)(c), Florida Statutes,
- 25 4. Transient apartment as defined in Section 509.242(1)(e), Florida Statutes,

| 1 | 5. Rooming house as defined in Section 509.242(1)(f), Florida Statutes, |
|----|---|
| 2 | 6. Resort dwelling as defined in Section 509.242(1)(g), Florida Statutes, |
| 3 | 7. Schools dormitories. |
| 4 | 8. Nursing home licensed under Section 400.062, Florida Statutes, |
| 5 | 9. Assisted living facility licensed under Section 400.407, Florida Statutes, |
| 6 | 10. Hospital licensed under Section 395.003, Florida Statutes, |
| 7 | 11. Timeshare plan as defined in Section 721.05(37), Florida Statutes, |
| 8 | 12. Continuing care facility certificated under Section 651.023, Florida Statutes, and |
| 9 | 13. Homes, communities, or facilities funded or insured by the United States Department of Housing and Urban |
| 10 | Development (HUD) under 12 U.S.C. § 1701q that sets forth the National Housing Act program designed to aid |
| 11 | the elderly. |
| 12 | (b) "Conversation time" is the time during which two-way communication is possible between the calling and |
| 13 | called party. |
| 14 | (c) "End user" means a person who initiates or is billed for a telephone call. |
| 15 | (d) "Person-to-person" is a service whereby the person originating the call specifies to the operator service |
| 16 | provider's operator a particular person to be reached. |
| 17 | (e) "Surcharge" means an amount billed to an end user by a call aggregator that is in excess of the rate |
| 18 | information that may be obtained pursuant to Section 364.3376(5), Florida Statutes. "Surcharge" includes any |
| 19 | charge billed by a call aggregator that is associated with a call billed by another entity. |
| 20 | (2) In addition to the above, the following rules are incorporated herein by reference: |
| 21 | |
| 22 | Portions |
| 23 | Section Title Applicable |
| 24 | 25-4.003Definitions All |
| 25 | 25-4-019Records and Reports in General All |

- 1 25-4.020Location and Preservation of Records (2)
- 2 | Rulemaking Authority 350.127(2), 364.3376(8) FS. Law Implemented 364.01, 364.016, 364.3376 FS. History-
- 3 New 9-6-93, Amended 9-10-97, 2-1-99, 8-25-05, Repealed xx-xx-xx.

- 5 25-24.620 Service Requirements for Companies Providing Operator Services.
- 6 (1) Every company providing operator services shall clearly state the name of the company upon answer and
- 7 again after accepting billing information before the call is connected.
- 8 (2) In its tariffs for and contracts with billing and collection agents and other companies providing operator
- 9 services, every company providing operator services shall require the other party to:
- 10 (a) Allow end-users to access, at no charge, all locally available interexchange companies via all locally available
- 11 methods of access, such as 10XXX, 10XXXX, 101XXXX, 950, and toll-free access codes, such as 800, 877, and
- 12 888; except that Feature Group A (seven-digit local number) access lines are exempt from this requirement;
- 13 (b) Allow end users to access the universal telephone number "911", where operable, at no charge to the end-
- 14 user, and where not operable, to allow end users to access the operator of the provider of local exchange
- 15 telecommunications services at no charge;
- 16 | (c) Route all end user dialed 0+ local and all 0-calls to the provider of local exchange telecommunications
- 17 services unless the end user dials the appropriate access code for his carrier of choice, such as 950, 800, 877, 888,
- 18 | 10XXXX, 101XXXX, or 10XXX; and
- 19 (d) Route all end user dialed 1+ and 0+ toll calls to the preselected carrier unless the end user dials the
- 20 appropriate access code for his carrier of choice, such as 950, 800, 877, 888, or 10XXXX, 101XXX, or 10XXXX;
- 21 and
- 22 (e) Route all end user dialed 0- calls to the operator of the provider of local exchange telecommunications
- 23 services at no charge to the end user when no additional digits are dialed after five seconds.
- 24 (3) Each operator services provider shall provide an opportunity for each caller to be identified by name to the
- 25 | called party before any collect calls may be completed.

Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.3376 FS. History-New 9-6-93, Amended 2 1-16-96, 9-10-97, 2-1-99, Repealed xx-xx-xx. 3 25-24.630 Rate and Billing Requirements. 4 (1) Services charged and billed to any end user by an operator services provider for an intrastate 0+ or 0- call 5 made from a pay telephone or in a call aggregator context shall not exceed the rates in the company's published 6 schedules. 8 (2) An operator services provider shall have current rate information readily available and provide this 9 information orally to end users upon request prior to connection. 10 (3) An operator services provider shall require that its certificated or registered name appear on any telecommunications company's bill for regulated charges. 11 12 (4) An operator services provider shall require all calls to be individually identified on each bill from a 13 telecommunications company on an end user's bill, including the date and start time of the call, call duration, 14 origin and destination (by city or exchange name and telephone number), and type of call. (5) An operator services provider shall provide a toll-free number for customer inquiries on the bill and maintain 15 16 procedures adequate to allow the company to promptly receive and respond to such inquiries. 17 (6) An operator services provider shall charge only for conversation time as rounded according to company 18 published schedules. 19 (7) An operator services provider shall not: 20 (a) Bill or charge for uncompleted calls in areas where answer supervision is available or knowingly bill or 21 charge for uncompleted calls in areas where answer supervision is not available. 22 (b) Bill for any collect call that has not been affirmatively accepted by a person receiving the call regardless of

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(c) Bill for calls in increments greater than one minute except for pay telephone coin calls that may be in

whether the call was processed by a live or automated operator.

increments no greater than three minutes.

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- Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.3376 FS. History-New 9-6-93, Amended 1 2 2-1-99, 9-7-04, 12-15-09, Repealed xx-xx-xx. 3 25-24.640 Service Requirements for Call Aggregators. 4 5 (1) Every call aggregator shall: (a) Allow end users to access, at a charge that is no greater than the amount the call aggregator charges for calls 6 placed using the presubscribed provider of operator services, all locally available interexchange companies via all 7 locally available methods of access, including 10XXX, 950-XXXX, and toll-free access codes such as 800 and 8 9 888: (b) Allow end users to access the universal telephone number "911", where operable, at no charge to the end 10 user, and where not operable, allow end users to access the operator of the provider of local exchange 11 12 telecommunications services at no charge; (c) Route all end user dialed 0+ local and all 0- calls to the provider of local exchange telecommunications 13 services unless the end user dials the appropriate access code for his carrier of choice, such as 950, 800, 888, or 14 15 10XXX: (d) Route all end user dialed toll calls to the preselected carrier unless the end user dials the appropriate access 16 code for his carrier of choice, such as 950, 800, 888, or 10XXX; and 17 (e) Route all end user dialed 0-calls to the operator of the provider of local exchange telecommunications 18 19 services when no additional digits are dialed after five seconds; and (f) Place a written notice in plain view, in the immediate vicinity of each telephone served by the call aggregator, 20 which meets the requirements of Section 364.3376(5), Florida Statutes, and clearly states at least the following 21 22 information:
 - 2. Instructions on how to reach the operator of the provider of local exchange telecommunications services;

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the Commission;

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1. Name of the company providing operator services as it appears on the registration list or certificate issued by

3. Instructions on how to reach emergency services; 1 4. Instructions on how to place local and long distance calls; 2 3 5. A toll-free number for refunds; 6. The amount of any surcharge for local calls, long distance calls, directory assistance, or any other surcharges to 4 be billed and collected by the call aggregator; 5 7. If a surcharge applies whether or not the call is completed; 6 8. If rate information for a local or long distance call is posted, the rate information shall be clearly separated and 7 8 identified from the surcharge; 9. The toll-free telephone number of the Florida Public Service Commission. 9 (2) For the purpose of this Part, a resort comprised of one or more call aggregators under a consolidated 10 management group shall be considered a single call aggregator. 11 (3) Each call aggregator shall reply to inquiries propounded by the Commission's staff concerning service or 12 other complaints received by the Commission within 30 calendar days from the date of the Commission inquiry. 13 Rulemaking Authority 350.127(2), 364.3376(5), (8) FS. Law Implemented 364.01, 364.3376 FS. History-New 9-14 15 10-97, Amended 8-25-05, Repealed xx-xx-xx. 16 17 25-24.721 Tariffs Not Required. 18 Alternative Access Vendors are not required to file Tariffs. Rulemaking Authority 350.127(2) FS. Law Implemented 364.337 FS. History-New 1-8-95. Repealed xx-xx-xx. 19 2.0 21 25-24.740 AAV Service Provider Operations; Rules Incorporated. (1) The following rules are incorporated herein by reference and apply to Alternative Access Vendor service 23 companies: 24 Section Title

25-4.022Complaint Trouble Reports, Etc.

25

25-4.036Design and Construction of Plant 1 2 25-4.038Safety 3 25-4.041Courtesy (2) An AAV service provider may act as an agent of its customer in obtaining service from the local exchange 4 company, provided the local exchange company bills the customer directly for the service rendered. 5 (3) An AAV service provider shall not resell local exchange company private line or foreign exchange (FX) 6 service. (4) Each AAV service provider shall require each customer to provide in writing, at least once every 12 months, 8 the intrastate percentage of the customer's traffic carried over the AAV's facilities. 9 Rulemaking Authority 350.127(2) FS. Law Implemented 364.337 FS. History-New 1-8-95. Repealed xx-xx-xx. 10 11 12 25-24.747 Notification Requirements. 13 Each AAV service provider shall provide the following to each customer before providing service: 14 (1) Amount of nonrecurring charge; 15 (2) Amount of recurring charge; 16 (3) Terms of agreement; 17 (4) Penalties for violating service arrangements; 18 (5) Description of service being provided; 19 (6) Quality of service to be provided; and 20 (7) Applicable charges for termination of service. 21 Rulemaking Authority 350.127(2) FS. Law Implemented 364.337 FS. History-New 1-8-95. Repealed xx-xx-xx 22 23 25-24.830 Consumer Information. 24 (1) The quality of service information in paragraph (1)(d) of Rule 25-24.825, F.A.C., shall be provided, verbally 25 or in writing, upon request to any person inquiring about the company's basic local exchange

| 1 | telecommunications service. In addition, the above information shall be provided in writing before or in the basic |
|----|---|
| 2 | local exchange telecommunications customer's first bill for service. The above information shall be expressed in |
| 3 | simple words, sentences, and paragraphs. Unnecessarily long, complicated, or obscure phrases or acronyms must |
| 4 | be avoided. |
| 5 | (2) If a CLEC elects not to provide any third-party billing or collect call services to its customers, the CLEC shall |
| 6 | so state in its price list and notify customers of such prior to a customer agreeing to obtain local service from the |
| 7 | CLEC. In addition, the above information shall be provided in writing before or in the basic local exchange |
| 8 | telecommunications customer's first bill for service. The above information shall be expressed in simple words, |
| 9 | sentences, and paragraphs. Unnecessarily long, complicated, or obscure phrases or acronyms must be avoided. |
| 10 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.337(5) FS., Ch. 95-403, § 32, L.O.F. History–New |
| 11 | 12-27-95, Amended 4-7-03, Repealed xx-xx-xx. |
| 12 | |
| 13 | 25-24.840 Service Standards. |
| 14 | (1) Each provider of competitive local exchange telecommunications service shall make access to 911 emergency |
| 15 | services available to each of its basic telecommunications service customers at a level at least equivalent to the |
| 16 | service provided by the incumbent local exchange company. |
| 17 | (2) Access to 911 services shall be maintained for the duration of any temporary disconnection for non-payment |
| 18 | of a residential subscriber's local service. |
| 19 | (3) Within 6 months of the effective date of this section, each Competitive Local Exchange Company shall: |
| 20 | (a) Provide billing name and address information of the end-user at a reasonable cost and in a timely manner to |
| 21 | any telecommunications company that requests the information unless the CLEC has an active billing and |
| 22 | collection agreement. |
| 23 | (b) Update account ownership information and appropriate toll restriction information directly into LIDB or |
| 24 | contract with the appropriate local exchange company for daily updates. |
| 25 | (4) When operator services are provided by a competitive local exchange company, the competitive local |

law.

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- 1 exchange company shall provide access to emergency service, busy line verification, and emergency interrupt
- 2 service to the subscriber on at least the same level as that provided by the incumbent local exchange company.
- Rulemaking Authority 350.127(2) FS. Law Implemented 364.03, 364.035, 364.337, 364.3376, 364.345 FS.
- 4 History-New 5-6-97, Amended 4-7-03, 8-25-05, Repealed xx-xx-xx.

- 6 | 25-24.900 Scope.
- 7 (1) This Part applies to companies that provide prepaid calling services (PPCS) to the public using its own or
- 8 resold telecommunications networks.
- 9 (2) Prepaid calling services provided without compensation are exempt from Part XVI.
- 10 Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.02, 364.19, 364.337 FS. History-New 3-
- 11 26-98, Amended 8-25-05, Repealed xx-xx-xx.

12

- 13 25-24.905 Terms and Definitions.
- 14 For purposes of this Part, the definitions to the following terms apply:
- 15 (1) "Company" means any entity providing prepaid calling services to the public using its own or resold
- 16 telecommunications-network.
- 17 (2) "Conversation time" is the time when two-way telecommunications is possible.
- 18 (3) "Prepaid Calling Services (PPCS)" means any prepaid telecommunications service that allows end users to
- 19 originate calls through an access number and authorization code, whether manually or electronically dialed.
- 20 (4) "Prepaid Calling Card" or "Card" means any object containing an access number and authorization code that
- 21 enables an end user to use PPCS.
- 22 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.02, 364.03, 364.051, 364.335, 364.337 FS.
- 23 History–New 3-26-98, Amended 8-25-05, Repealed xx-xx-xx.

24

25 | 25-24.910 Registration or Certificate of Public Convenience and Necessity Required.

| 1 | A company shall not provide PPCS without first obtaining a certificate of public convenience and necessity as a |
|----|--|
| 2 | local exchange company, competitive local exchange company, or registering as an interexchange company |
| 3 | pursuant to Rule 25-24.470, F.A.C. The name used as the provider of PPCS printed on the prepaid calling card |
| 4 | shall appear identical to the name in which the certificate is issued or registration is made. A "doing business as" |
| 5 | name may be used in lieu of the certificated or registered name if it is registered as a fictitious name with the |
| 6 | Florida Division of Corporations, and reflected on the certificate or registration with the Commission before the |
| 7 | name is used on the card. |
| 8 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.02, 364.33, 364.335, 364.337 FS. History-New 3- |
| 9 | 26-98, Amended 8-25-05, Repealed xx-xx-xx. |
| 10 | · |
| 11 | 25-24.915 Tariffs or Price Lists. |
| 12 | (1) This section applies to all companies as defined in subsection 25-24.905(1), F.A.C. |
| 13 | (2) Each company shall file a tariff or price list for PPCS. |
| 14 | (3) Each company shall include in its tariff or price list the following information: |
| 15 | (a) Maximum amount a person will be charged per billing increment for PPCS, and |
| 16 | (b) Any applicable surcharges or other fees assessed in addition to the billing increment that reduces the value of |
| 17 | the card. |
| 18 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.04, 364.051, 364.057, 364.08, 364.09, 364.10, |
| 19 | 364.19, 364.27, 364.337 FS. History–New 3-26-98, Amended 8-25-05, Repealed xx-xx-xx. |
| 20 | |
| 21 | 25-24.920 Standards for Prepaid Calling Services and Consumer Disclosure. |
| 22 | (1) The following information shall be legibly printed on the card: |
| 23 | (a) The Florida certificated or registered name, or "doing business as" name as provided for by Rule 25-24.910, |
| 24 | F.A.C., clearly identified as the provider of the PPCS; |
| 25 | (b) Toll-free customer service number; |

- 1 (c) Toll-free network access number; and
- 2 (d) Authorization code, if required to access service.
- 3 (2) Each company shall provide the following information legibly printed either on the card, packaging, or
- 4 display visibly in a prominent area at the point of sale of the PPCS in such a manner that the consumer may make
- 5 an informed decision prior to purchase:
- 6 (a) Maximum charge per billing increment for PPCS;
- 7 (b) Any applicable surcharges or other fees assessed in addition to the billing increment that reduces the value of
- 8 the card; and
- 9 (c) Expiration policy, if applicable.
- 10 The company must insure by contract with its retailers or distributors that the information is provided to the
- 11 consumer.
- 12 (3) Each company shall provide through its customer service number the following information:
- 13 (a) Certificate or registration number;
- 14 (b) Rates and surcharges;
- 15 (c) Balance of use in account; and
- 16 (d) Expiration date or period, if any.
- 17 | (4) Each company shall provide a live operator to answer incoming calls 24 hours a day, 7 days a week or shall
- 18 electronically voice record end user complaints. A combination of live operators or recorders may be used. If a
- 19 recorder is used, the company shall attempt to contact each complainant no later than the next business day
- 20 following the date of the recording.
- 21 (5) The rates displayed in accord with subsection (2) above shall be no more than those reflected in the tariff or
- 22 price list for PPCS.
- 23 (6) A company shall not reduce the value of a card by more than the charges printed on the card, packaging, or
- 24 visible display at the point of sale. The service may, however, be recharged by the consumer at a rate higher than
- 25 | the rate at initial purchase or last recharge. The higher rate and surcharges shall be no more than the rates and

| 1 | surcharges in the tariff or price list and the consumer shall be informed of the higher charges at the time of |
|----|--|
| 2 | recharge. |
| 3 | (7) Cards without a specific expiration period printed on the card, and with a balance of service remaining, shall |
| 4 | be considered active for a minimum of one year from the date of first use, or if recharged, from the date of the |
| 5 | last recharge. |
| 6 | (8) If PPCS are sold without a card or printed material, tariffed charges and surcharges shall be disclosed at the |
| 7 | point of sale. |
| 8 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.02, 364.03, 364.04, 364.19 FS. History- |
| 9 | New 3-26-98, Amended 8-25-05, Repealed xx-xx-xx. |
| .0 | |
| 1 | 25-24.925 Refunds. |
| 12 | (1) Each company shall have a refund policy that meets the following minimum requirements: |
| 13 | (a) For PPCS that are rendered unusable for reasons beyond the consumer's control, and have not exceeded the |
| 4 | expiration period, each company shall provide a refund equal to the value remaining in the account. |
| 15 | (b) Refunds may be cash or replacement service, at the company's option, but must be made to the end user |
| 16 | within 60 days of notification by the end user. |
| 17 | (2) Each company may, but shall not be required to, provide a refund when a card has been lost or stolen. |
| 18 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.19 FS. History-New 3-26-98. Repealed |
| 19 | <u>xx-xx-xx.</u> |
| 20 | |
| 21 | 25-24.935 Discontinuance of Service. |
| 22 | A company shall be responsible for ensuring, either through its contracts with its network provider, distributors |
| 23 | or marketing agents, or other means, that end user purchased cards remain usable in accord with subsection 25- |
| 24 | 24.920(7), F.A.C. |
| 25 | Rulemaking Authority 350.127(2) FS. Law Implemented 364.01, 364.19 FS. History–New 3-26-98. Repealed |
| | |

SUMMARY OF THE RULE

Rules 25-24.455, 25-24.465, 25-24.470, 25-24.474, 25-24.475, 25-24.480, 25-24.485, and 25-24.490 pertain to interexchange telecommunications services; Rules 25-24.516, 25-24.575, and 25-24.580 pertain to pay telephone and shared tenant services; Rules 25-24.600, 25-24.610, 25-24.620, 25-24.630, 25-24.640 pertain to operator services and call aggregator services; Rules 25-24.721, 25-24.740, 25-24.747, 25-24.830, and 25-24.840 pertain to alternative access vendors and competitive local exchange services; and Rules 25-24.900, 25-24.905, 25-24.910, 25-24.915, 25-24.920, 25-24.925, and 25-24.935 pertain to prepaid calling services. Chapter No. 2011-36, Laws of Florida, effective July 1, 2011, amended the Commission's authority over telecommunications companies. These rules are being repealed because there is no longer statutory authority to implement the rules.

STATEMENT OF THE FACTS AND CIRCUMSTANCES JUSTIFYING THE RULE

The 2011 Legislature repealed the statutory authority for these rules. Thus, these rules are being repealed.

SUMMARY OF THE HEARING ON THE RULE

No timely request for a hearing was received by the agency, and no hearing was held.