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**BellSouth Telecommunications, Inc.**  
150 South Monroe Street  
Suite 400  
Tallahassee, Florida 32301

[marshall.criser@bellsouth.com](mailto:marshall.criser@bellsouth.com)

**Marshall M. Criser III**  
Vice President  
Regulatory & External Affairs

(850) 224-7798  
Fax (850) 224-5073

September 24, 2004

Ms. Beth Salak  
Director Of Competitive Markets and Enforcement  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Ms. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission is the following page of BellSouth's General Subscriber Service Tariff:

General Subscriber Service Tariff  
Section A2 - Seventeenth Revised Page 32

The purpose of this filing is for BellSouth Telecommunications, Inc. to extend the statewide emergency waiver of certain tariff rates and charges for customers adversely impacted by Hurricane Frances and Ivan. We are requesting an effective date for this tariff revision of September 24, 2004.

Please acknowledge receipt of this tariff by signing and returning the second copy of this letter.

Yours very truly,

Marshall M. Criser III (mrs)

Regulatory Vice President

Attachment(s)

## **Executive Summary**

Due to the damaging effects of Hurricane Frances and Ivan in BellSouth's territory in Florida, BellSouth Telecommunications, Inc. (BST) respectfully requests that the Florida Public Service Commission grant BST a continued extension of the statewide emergency waiver of certain tariffed charges in order to provide relief to hurricane victims who are BST end users. The waiver request includes the following:

- A waiver of the Secondary Service Order Charge for Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through October 18, 2004.
- One free month of Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through October 18, 2004
- A waiver of all regulated charges associated with MemoryCall Service and BellSouth Voice Mail Service including, but not limited to the Secondary Service Order Charge and the first month's charge for Message Waiting Indication for orders placed through October 18, 2004.
- A waiver of termination charges associated with term elections agreements in situations where a business is no longer operational because of the damage from the hurricane, and the business does not reopen or relocate.

Further, BellSouth has invoked the use of the emergency clauses in Section A4 of our General Subscriber Service Tariff to waive service order charges for the relocation and the return of displaced customers. In addition, we plan on working with the customers who have been impacted by the storm on their billing and payment arrangements on an as needed basis. We ask that this request be given priority treatment and that the waivers be granted effective Tuesday, September 24, 2004.

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions

#### A2.10.1 Regulations

- A. The Company may offer approved special promotions of new or existing services or products for limited periods as approved by the Public Service Commission. These promotions are a temporary waiver of certain recurring, nonrecurring and/or usage charges as stated in paragraph A2.10.2.A. These promotions will be offered on a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

#### A2.10.2 Descriptions

- A. The following promotions are approved by the Commission:

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Florida Service Territory -For customers adversely impacted by Hurricane Frances and from Central Offices where Custom Calling Features, Remote Call Forwarding and Message Waiting Indication are available	Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Variable, Remote Call Forwarding, Remote Access to Call Forwarding, Star 98 Access, Voice Mail Companion Services Package and Message Waiting Indication  Business Term Election Agreements	Nonrecurring and one month's recurring charges for orders placed through <b>October 18, 2004</b>  Term charges associated with Term Election Agreements in situations where a business is no longer operational because of damage from the hurricane, and the business does not reopen or relocate	09/07/04 to <b>11/30/04</b>	(C)
BellSouth's Florida Service Territory -For customers adversely impacted by Hurricane Ivan and from Central Offices where Custom Calling Features, Remote Call Forwarding and Message Waiting Indication are available	Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Variable, Remote Call Forwarding, Remote Access to Call Forwarding, Star 98 Access, Voice Mail Companion Services Package and Message Waiting Indication  Business Term Election Agreements	Nonrecurring and one month's recurring charges for orders placed through <b>October 18, 2004</b>  Term charges associated with Term Election Agreements in situations where a business is no longer operational because of damage from the hurricane, and the business does not reopen or relocate	09/21/04 to <b>11/30/04</b>	(C)
BellSouth's Florida Service Territory -For assistance for long term emergency shelters (those open over 72 hours) in the geographic areas served by BellSouth that were impacted by Hurricane Ivan	Local service access lines for use by displaced persons using the shelter as temporary housing. Lines will be provided to each shelter as needed.	Local single line and multi-line business service nonrecurring charges and monthly rates, including any applicable fees, taxes and other charges, will be waived. There will be no charge for local calling.	09/15/04 to Time the shelters are no longer open	

ISSUED: ~~September 21, 2004~~ September 24, 2004

EFFECTIVE: ~~September 21, 2004~~ September 24, 2004

BY: Joseph P. Lacher, President -FL  
Miami, Florida

## A2. GENERAL REGULATIONS

### A2.10 Special Promotions

#### A2.10.1 Regulations

- A. The Company may offer approved special promotions of new or existing services or products for limited periods as approved by the Public Service Commission. These promotions are a temporary waiver of certain recurring, nonrecurring and/or usage charges as stated in paragraph A2.10.2.A. These promotions will be offered on a completely non-discriminatory basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

#### A2.10.2 Descriptions

- A. The following promotions are approved by the Commission:

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Florida Service Territory -For customers adversely impacted by Hurricane Frances and from Central Offices where Custom Calling Features, Remote Call Forwarding and Message Waiting Indication are available	Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Variable, Remote Call Forwarding, Remote Access to Call Forwarding, Star 98 Access, Voice Mail Companion Services Package and Message Waiting Indication  Business Term Election Agreements	Nonrecurring and one month's recurring charges for orders placed through <del>September 24, 2004</del> <u>October 18, 2004</u>  Term charges associated with Term Election Agreements in situations where a business is no longer operational because of damage from the hurricane, and the business does not reopen or relocate	09/07/04 to <del>10/31/04</del> <u>11/30/04</u>	(C)
BellSouth's Florida Service Territory -For customers adversely impacted by Hurricane Ivan and from Central Offices where Custom Calling Features, Remote Call Forwarding and Message Waiting Indication are available	Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Variable, Remote Call Forwarding, Remote Access to Call Forwarding, Star 98 Access, Voice Mail Companion Services Package and Message Waiting Indication  Business Term Election Agreements	Nonrecurring and one month's recurring charges for orders placed through <del>October 8, 2004</del> <u>October 18, 2004</u>  Term charges associated with Term Election Agreements in situations where a business is no longer operational because of damage from the hurricane, and the business does not reopen or relocate	09/21/04 to <del>11/15/04</del> <u>11/30/04</u>	(N) (C)
BellSouth's Florida Service Territory -For assistance for long term emergency shelters (those open over 72 hours) in the geographic areas served by BellSouth that were impacted by Hurricane Ivan	Local service access lines for use by displaced persons using the shelter as temporary housing. Lines will be provided to each shelter as needed.	Local single line and multi-line business service nonrecurring charges and monthly rates, including any applicable fees, taxes and other charges, will be waived. There will be no charge for local calling.	09/15/04 to Time the shelters are no longer open	(N)

September 24, 2004

Mrs. Blanca Bayo  
Director, Commission Clerk &  
Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399

Re: Emergency Request for Waiver due to Hurricane Frances and Ivan

Dear Mrs. Bayo:

Due to the damaging effects of Hurricane Frances and Hurricane Ivan in BellSouth's territory in Florida, BellSouth Telecommunications, Inc. (BST) respectfully requests that the Florida Public Service Commission grant BST a continued extension of the statewide emergency waiver of certain tariffed charges in order to provide relief to hurricane victims who are BST end users. The waiver request includes the following:

- A waiver of the Secondary Service Order Charge for Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through October 18, 2004.
- One free month of Remote Call Forwarding, Call Forwarding Variable, Remote Access to Call Forwarding, Call Forwarding Don't Answer and Call Forwarding Busy Line for orders placed through October 18, 2004
- A waiver of all regulated charges associated with MemoryCall Service and BellSouth Voice Mail Service including, but not limited to the Secondary Service Order Charge and the first month's charge for Message Waiting Indication for orders placed through October 18, 2004.
- A waiver of termination charges associated with term elections agreements in situations where a business is no longer operational because of the damage from the hurricane, and the business does not reopen or relocate.
- A waiver of local service access lines for use by displaced persons using the shelter as temporary housing. Local single line and multiline business service

- nonrecurring charges and monthly rates, including any applicable fees, taxes and other charges, will be waived. There will be no charge for local calling.

Further, BellSouth has invoked the use of the emergency clauses in Section A4 of our General Subscriber Service Tariff to waive service order charges for the relocation and the return of displaced customers. In addition, we plan on working with the customers who have been impacted by the storm on their billing and payment arrangements on an as needed basis.

We ask that this request be given priority treatment and that the waivers be granted effective Tuesday, September 24, 2004. Thank you for your assistance in this matter. If you have any questions or need any additional information, please let me know.

Yours truly,

Nancy H. Sims (mrs)

Nancy H. Sims  
Director – Regulatory Relations

Copy to:        Braulio L. Baez, Chairman  
                      J. Terry Deason  
                      Lila A. Jaber  
                      Rudolph Bradley  
                      Charles M. Davidson  
                      Beth Salak  
                      Lisa Harvey  
                      Rhonda Hicks  
                      Harold McLean  
                      Charles Beck  
                      Scott Mulcahy

Yours truly,

Regulatory Vice President

Attachments