BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request for Approval of) DOCKET NO. 951057-TL
Tariff Filing to Introduce   ) ORDER NO. PSC-95-1235-FOF-TL
CrisisLink Service by BellSouth) ISSUED: October 5, 1995
Telecommunications, Inc., d/b/a)
Southern Bell Telephone and   )
Telegraph Company (T-95-477   )
Filed 7/28/95)   )
_____)

The following Commissioners participated in the disposition of
this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

ORDER APPROVING TARIFF

BY THE COMMISSION:

On July 28, 1995, BellSouth Telecommunications, Inc., d/b/a
Southern Bell Telephone and Telegraph Company (Southern Bell or the
Company) filed a revised tariff, seeking approval to introduce
CrisisLink Service on September 26, 1995. CrisisLink Service is
provided over the Advanced Intelligent Network (AIN). The service
allows the subscriber to establish predetermined alternate routing
plans for incoming voice and data traffic. CrisisLink can be used
as a disaster recovery service. The CrisisLink subscriber must
notify the Company to activate the alternative routing plan. Once
activated, traffic will be routed to telephone numbers preselected
by the subscriber. To restore original call routing, the
subscriber must notify the Company.
The subscriber's alternate routing plan may:

- route incoming calls to an announcement

- route incoming calls to a single backup number

- route incoming calls to multiple backup numbers
  according to subscriber-defined percentage allocation

- route incoming calls to either an announcement or a
  backup number on a percentage basis.

The plan is loaded into the AIN Service Management System (SMS) where it remains dormant until it is activated. The CrisisLink subscriber can change the initial telephone numbers and the percentage allocation, and request additional numbers. The subscriber must establish a CrisisLink routing plan for each location included in his serving arrangement for which traffic is to be rerouted. The subscriber is also required to specify a Callback Number and Verification Party Name(s) which is used by a Company representative to verify a request to activate, deactivate, or modify.

CrisisLink Service will be targeted to subscribers that have a critical need to provide uninterrupted service to their customers. The Company identifies the primary markets to be financial institutions, health care facilities, government, and utility (service) companies. A crisis may be a facility/equipment problem (e.g., a cut cable, CPE failure) or a non-facility/equipment problem (e.g., shortage of staffing due to severe weather).

CrisisLink Service is comprised of four stages:

1) Service Preparation - The subscriber orders the service and establishes alternative routing plans.

2) Service Activation - The subscriber requests activation of the alternative routing plan.

3) Service Modification - The subscriber may modify routing plans at activation or any time the service is dormant.

4) Service Deactivation - The subscriber requests deactivation and restoration of the original routing.

CrisisLink Service has both nonrecurring and recurring rates as shown below:

Rate Element	Nonrecurring Charge	Monthly Rate
CrisisLink, Per Occasion First Plan	$750	$85
Additional Plan, Each	$450	$85
36-Month Contract Rate, Per Occasion First Plan	$750	$65
Additional Plan, Each	$450	$65
CrisisLink Redirect Number First	$0	$0
Additional Number, Each	$15	$7
36-Month Contract Rates, CrisisLink Redirect Number First	$0	$0
Additional Number, Each	$15	$5
Plan Update, Per Plan	$170	$0
Per Call, Each	$0	$.10

The nonrecurring and monthly rates apply for each CrisisLink plan established and include one redirect number per plan. Each additional redirect number is subject to the nonrecurring and monthly rate. A twelve month minimum service period is required. Subscribers prematurely disconnecting will incur termination charges. Termination charges are determined by multiplying the rate times the number of months remaining on the plan. Each plan is on a stand-alone-basis.

The monthly rates for the first and additional plans and the additional redirect numbers are discounted, as noted above, when the subscriber enters into a 36-month contract. Subscribers who terminate prior to the expiration of the 36-month contract will

incur termination charges. The Plan Update charge applies each time the subscriber initiates changes to the plan. The Per Call charge applies to each call rerouted.

Southern Bell estimates that the introduction of CrisisLink Service will result in additional revenue of $2,519,005, costs of $890,489 and a contribution of $1,628,516, for the first year. The costs assume long-run incremental costs for a five year study period and a 12.50% cost of money. The contribution level for recurring monthly rates ranges from 57.6% to 4900%. The level of contribution on the nonrecurring rates ranges from 30.7% to 886%. The overall contribution level is approximately 183%.

Upon consideration, we find it appropriate to approve Southern Bell's tariff revised to include CrisisLink Service, effective September 26, 1995.
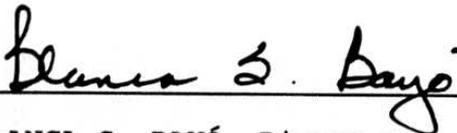
Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company's revised tariff to include Crisislink Service is approved. It is further

ORDERED that this tariff shall be effective September 26, 1995. It is further

ORDERED that if a timely protest is filed in accordance with the requirements set forth below, this tariff shall remain in effect with any increase in revenues held subject to refund pending resolution of the protest. If no protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 5th day of October, 1995.

BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on October 26, 1995.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.