

## BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Tariff proposal of QUINCY	)	DOCKET NO. 890756-TL
TELEPHONE COMPANY to withdraw charges	)	
for expedited installations and	)	
repair after hours	)	
	)	
In re: Tariff proposal of ST. JOSEPH	)	DOCKET NO. 890757-TL
TELEPHONE & TELEGRAPH COMPANY to	)	
withdraw charges for expedited	)	ORDER NO. 21691
installations and repair after hours	)	
	)	ISSUED: 8-4-89

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman  
 BETTY EASLEY  
 GERALD L. GUNTER  
 JOHN T. HERNDON

ORDER GRANTING TARIFF REVISIONS

BY THE COMMISSION:

On May 12, 1989, Quincy Telephone Company (Quincy) filed a tariff revision (T-89-264) proposing to withdraw all references to and rates for expedited installations of basic local for exchange service, for expedited changes in service and for labor charges for repair service calls placed outside normal working hours. On May 30, 1989, St. Joseph Telephone and Telegraph Company (St. Joe) filed a tariff revision (T-89-291) proposing the same changes sought by Quincy.

After reviewing Rules 25-4.066(2) and 25-4.070(1)-(3), Florida Administrative Code, regarding availability and interruption of service, respectively, we believe that the tariff revisions discussed above should be granted. The availability rule requires a company to provide primary service within 3 days of a customer's placing the service order. We believe that assessing any charge beyond the normal installation charge for providing such service on the first or

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second day after the order is placed violates the intent of the availability rule. Therefore, we approve the requests of Quincy and St. Joe to withdraw their tariffed charges for expedited installation and change of basic local exchange service. However, we draw a distinction between expedited charges for primary service and for other specific services, e.g., WATS and 800 Services. With regard to specific services other than primary service, we believe that expedited access line installation charges are appropriate.

Additionally, the interruption rule compels a company to attempt to restore service on the same day that trouble is reported irrespective of the hours worked. Based on this rule, we believe that each company has a responsibility to perform repairs without assessing an additional charge for work performed outside normal working hours. Accordingly, we approve the requests of Quincy and St. Joe to withdraw their tariffed charges for repair service calls outside the normal working hours.

Now therefore, it is

ORDERED by the Florida Public Service Commission that the tariff revisions, T-89-264 and T-89-291, filed by Quincy Telephone Company and St. Joseph Telephone and Telegraph Company on May 12, 1989, and May 30, 1989, respectively, are hereby granted. It is further

ORDERED that Dockets Nos. 890756-TL and 890757-TL are hereby closed.

By ORDER of the Florida Public Service Commission,  
this 4th day of AUGUST, 1989.

STEVE TRIBBLE, Director  
Division of Records and Reporting

( S E A L )

DLC

by: Kay Flynn  
Chief, Bureau of Records

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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.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer 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 after the issuance of this order, 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.