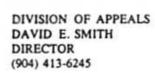
State of Florida

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





Public Service Commission

April 11, 1996

Mr. Carroll Webb Joint Administrative Procedures Committee 120 Holland Building Tallahassee, Florida 32399

Re: Docket No. 960029-TL, Proposed Amendment of Rule 25-4.040(4)(f),

F.A.C., Telephone Directories; Directory Assistance (Inside Wiring)

Dear Mr. Webb:

The Commission has approved the amendment of Rule 25-4.040(4)(f), F.A.C., without changes.

The rule does not have an impact on small business.

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	Control and Contro
	Enclosure cc: Division of Records & Reporting
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VVA5	
OTH	

Sincerely,

Richard C. Bellak

Richard C. Bellak

Associate General Counsel

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PSC-RICORDS/REPORTING

25-4.040 Telephone Directories; Directory Assistance. 1 (4) The following information shall appear in the front pages 2 of the directory, preceding subscriber listings, along with an 3 index where there are four (4) or more pages of such information: 4 (a) Directions for the use of local exchange and long 5 distance telephone services and calls to repair and directory 6 assistance services. 7 (b) Application and amount of directory assistance charges 8 contained in company tariffs. 9 (c) Application and amount of charges for line 10 11 verification, emergency interrupt and maintenance/repair services. The location of telephone company public business office 12 located in the area covered by the directory. 13 (e) Identification of customer payment locations and an 14 explanation of discontinuance of service procedures for local 15 service. 16 (f) Policy on customer owned equipment and inside wiring 17 shall include, but not be limited to the following information, 18 separately stated: 19 A layman's description of inside wiring. 1. 20 A layman's description of demarcation point. 21 2. A layman's description of the customer's responsibility 22 3. for all wiring on the customer's side of the demarcation point. 23 A generic description of the various types of vendors 24 which sell repair equipment. 25 Words underlined are additions; words in

struck through type are deletions from existing law.

1 5. A generic list of the types of service vendors providing 2 maintenance or repair of inside wire, or customer premises equipment. 3 Instructions on how to determine whether the customer or 4 6. the telephone company is responsible for needed repairs. 5 Instructions for determining when a phone jack is 6 7. defective. 7 Instructions for determining when a telephone is 8 8. defective. 9 Policy on the recording of telephone conversations. 10 (a) Policy on harassing calls and sales solicitations 11 generated by illegal automatic dialing equipment. 12 Policy on various violations of law arising from the 13 illegal use of telephone equipment and service. 14 15 (j) A conspicuous notice of the availability of the "No Sales Solicitation" list offered through the Florida Department of 16 Agriculture and Consumer Services, Division of Consumer Services 17 and the 800 number to contact for further information. 18 19 Specific Authority: 350.127(2), F.S. 20 Law Implemented: 364.03, F.S. 21 History: New 12/1/68, amended 03/31/76, 01/04/78, 12/10/84, 22 formerly, 25-4.40, amended 11/28/89, 03/31/91, 02/11/92,_____. 23 24 25