



Southern Bell

FAX COVER SHEET

SEND TO
FAX NUMBER:

1-205-977-0757

PLEASE DELIVER TO:

NAME:

JOY LUCAS

COMPANY:

REGULATORY

ADDRESS:

CITY/STATE

DATE:

5-7

TIME:

10:50

OF PAGES ATTACHED:

4

REMARKS:

SORRY FOR THE DELAY HERE ARE
SOME BILLS FROM OUR ADJUSTMENT FILES
I HOPE THEY ARE HELPFUL

ATTACHMENT "H"

FROM:

Ray Hord

TELEPHONE: (305) 599-8259

644-6271

FAX:

(305) 677-7384

ADDRESS:

7780 N.W. 50th Street, S-2

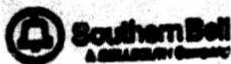
Miami, Florida 33166

DOCUMENT NUMBER-DATE

07553 JUL 25 1991

EPSC-RECORDS/REPORTING 09:52 AM PDI

000910



Bill Date:

May 13, 1990

Page 2

Monthly Service Charges (continued)

4. Directory Assistance (DA) Usage

Call(s) to Local DA at no charge
10 Call(s) to Local DA at \$0.25 each
1 Call(s) to 888-1212 at \$0.25 each

Subtotal

3.25

39.25

Other Charges and Credits

May 8 90 80 911

5. 911 (or 911) installation charges. This charge has been placed on your bill by BROWARD COUNTY.

6. 911 (or 911) monthly charges. This tariff charge is billed on behalf of BROWARD COUNTY.

Subtotal

.02

.16

.16

976 Service Calls Billed for Spammers

Date	Place Called	Number Called	Rate	Time	Min.
7. MAY 11	976 SERVICE	305 976-7673	1106PM	2	

Subtotal

34.95

34.95

Operator Assisted Calls

Date	Place Called	Number Called	Rate	Time	Min.
8. MAY 6 PM	W PALM	FL 407 689-1276	ANS	357PM	6
9. MAY 9 PM	W PALM	FL 407 471-9793	ANS	1230AM	1

Subtotal

1.52

1.18

2.64

Calling Card Calls

Date	Place Called	Number Called	Rate	Time	Min.
10. APR 22	MIAMI	FL 305 373-2327	ANC	1228AM	1
	PR PT LBL	FL 305 370-9489			
11. MAY 9	HOLLYWOOD	FL 305 412-7473	ADC	637PM	8
	PR MIAMI	FL 305 356-4717			
12. MAY 10	HOLLYWOOD	FL 305 412-7473	ADC	1118AM	2
	PR MIAMI	FL 305 885-5382			

1.62

1.78

1.07

*Rate Applied - See Back of Page

CP 008794

(continued)

= 1 CREDIT

000911



Southern Bell
A BELL COMPANY

Account Number:

Bill Date:

May 22, 1990

Page 2

Monthly Service Charges (continued)

4. Directory Assistance (DA) Usage

12 Call(s) to Local DA at no charge

22 Call(s) to Local DA at \$.25 each

Subtotal

5.50

275.07

Other Charges and Credits

May 22 90 80 E911

5. E911 (or 911) installation charges. This charge has been placed on your bill by DADE COUNTY FLORIDA

.56

6. E911 (or 911) monthly charges. This tariff charge is billed on behalf of DADE COUNTY FLORIDA

.76

May 22 90 80 MANHOLE

7. cost of Dade county manhole ordinance #63-3

.36

Subtotal

1.68

976 Service Calls Billed for Sponsor(s)

Date Place Called Number Called *Rate Time Min.

8. MAY 11 976 SERVICE 305 976-7673 1147AM 1

34.95

Subtotal

34.95

Direct Dialed Calls

Date Place Called Number Called *Rate Time Min.

9. MAY 1 FT LAUDERDL FL 305 565-9299 CD 236PM 1

.30

Subtotal

.30

Operator Assist. Calls

Date Place Called Number Called *Rate Time Min.

10. MAY 22 FR HLLYWD FL 305 925-9728 BDS 944AM 1

1.20

Subtotal

1.20

TOTAL FOR 305 687-3338 36.45

(Federal Tax .05)

(State Tax .10)

*Rate Applied - See Back of Page

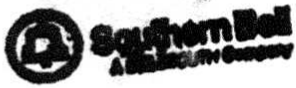
CP 006433

(continued)▶

000913

1 05. 07. 91 10:50 AM
2 AUG-08-'90 WED 16:04 IT

TEL NUMBER 305 733 1117 P04



Account Number:
Bill Date:

Feb 13, 1990
Page 2

Other Charges and Credits

- Feb 2 90 80 E911
4. E911 (or 911) installation charges. This charge has been placed on your bill by DADE COUNTY FLORIDA
5. E911 (or 911) monthly charges. This service charge is billed on behalf of DADE COUNTY FLORIDA

Feb 13 90 80 MANHOLE
6. Cost of Dade county manhole ordinance #83-5

976 Service Calls Billed for Sponsor(s)

Date	Place Called	Number Called	*Rate	Time	Min.
7. JAN 25 976 SERVICE		305 976-3468		341PM	2
8. FEB 1 976 SERVICE		305 976-4747		402PM	1
9. FEB 1 976 SERVICE		305 976-4747		403PM	4
10. FEB 1 976 SERVICE		305 976-3478		408PM	4
11. FEB 2 976 SERVICE		305 976-7600		1237PM	1
12. FEB 2 976 SERVICE		305 976-7600		1248PM	1
13. FEB 2 976 SERVICE		305 976-7600		124PM	1
14. FEB 2 976 SERVICE		305 976-7600		124PM	1
15. FEB 2 976 SERVICE		305 976-7600		125PM	1
16. FEB 2 976 SERVICE		305 976-7600		125PM	1
17. FEB 2 976 SERVICE		305 976-7600		137PM	1
18. FEB 2 976 SERVICE		305 976-7600		255PM	1
19. FEB 2 976 SERVICE		305 976-4328		546PM	3
20. FEB 6 976 SERVICE		305 976-5663		619PM	4
21. FEB 8 976 SERVICE		305 976-9453		541PM	2

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
22. JAN 18 POMPANOCH		FL 305 977-8596	BD	1157AM	1
23. JAN 18 FT LAUDERDL		FL 305 322-5334	BD	1158AM	1

AMOUNT	TOTAL
.20	
.20	
.16	.84
2.50	
7.75	
7.75	
25.00	
1.95	
1.95	
1.95	
1.95	
1.95	
1.95	
24.00	
.95	
7.50	
	91.05
.20	
.20	

(continued)

*Rate Applied - See Back of Page

FP 039912

000913

000516

30598910077243044110700238259000000000000000000000000000053



Account Number:

Bill Date:

Sep 14, 1990

Page 2

Monthly Service Charges (continued)

4. Emergency 911 Installation Charge. This charge has been placed on your bill by Dade Co county

Subtotal

Other Charges and Credits

Sep 14 90 SO MANHOLE

5. Cost of Dade county manhole ordinance #83-3

Subtotal

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
6. AUG 24	DEERFLDBCH	FL 305 421-6979	HD	247PM	1
7. AUG 29	FTLAUDERDL	FL 305 792-4500	HD	1135AM	1

Subtotal

Total Charge For Itemized Calls

.60

Franchise/Taxes

8. Franchise Charges

9. Federal Tax

10. State Tax

11. City Tax

12. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Itemization

We are providing you with more information about your monthly service billing. Monthly charges are billed in item 1 on your Southern Bell billing.

We have listed each of the features and services that are billed in item 1 of your bill. This listing will be provided at least once each year.

AMOUNT	TOTAL
.14	42.
.01	
.30	
.30	
.60	
.39	
1.32	
2.64	
3.98	
.27	
	8
	52

*Rate Applied - See Back of Page

CP 021790

000919 (continue)



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Sep 14, 1990

Page 3

Itemization (continued)

An itemization of monthly service billing will also be provided with the first bill you receive after establishing service and each time you add or remove any service or feature which results in an increase or decrease in your monthly service billing.

Please review this information carefully to ensure that you are billed correctly.

Item	Charge
1 Custom Calling Package-Call Waiting & 3 Way Calling	8.45
1 Billed number screening option B-no 3rd number billing	0.60
1 Flat rate business line	29.10
1 TouchTone service,business	1.00
Total Monthly Service	\$39.15

AMOUNT TOTAL

000917

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

CP 021790

(continued)

2
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6 PSC
7 ordered
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22

23 PSC ordered.
24 size no problem.
25 station no
26 problem.
27
28



Account Number:

Bill Date:

Sep 14, 1990

Page 4

Operator Assisted Calls

Date	Place Called	Number Called	*Rate	Time	Min.
1. SEP 6	FR GAINVL	FL 904 377-3115	HDS	442PM	2

Subtotal

Total Charge For Itemized Calls

1.51

Taxes

2. Federal Tax

1.51

.05

3. State Tax

.10

4. Florida Gross Receipts Surcharge

.03

Subtotal

AT&T Current Charges

Messages

Moving? Adding locations? Need advice on long distance service? Call AT&T on 1 800 222-0400.

AMOUNT	TOTAL
1.51	1.
.05	
.10	
.03	
	1.
000913	

This portion of your bill is provided as a service to AT&T. There is no connection between Southern Bell and AT&T. You may choose another company for your long distance telephone calls while still receiving your local telephone service from Southern Bell.

*Rate Applied - See Back of Page

CP 021790

FCC
driven

FAX NO. 1



BellSouth Services
24765 SAC
675 W. Peachtree St.
Atlanta, Ga. 30375
FAX No. 404-529-5820

100-1-212
Arise
Chills
1-2-75

TO: Jeff Lucas

CONTACT NO.: _____

SPECIAL INSTRUCTIONS: PLEASE DELIVER OR CALL FOR PICKUP

FROM: _____ (404) 529-_____

TRANSMITTED BY: _____ (404) 529-_____

NUMBER OF PAGES
INCLUDING COVER SHEET: _____

* RESEND BEGINNING PAGE NO. _____

IF ANY PROBLEMS WITH RECEIVED FAX PLEASE CALL PERSON TRANSMITTING
IMMEDIATELY.

000913

February 26, 1991

MEMORANDUM TO:

B. Dardick
R. Woodbury
F. Castaneda
B. Thayer
D. Sisolak
P. Jackson
C. Kelso
J. McNamara
J. Seither
L. McCarthy
D. Rodriguez
J. Todd
H. Lusthaus
W. Calabrese
C. Graveline
K. Hamilton
M. Rogers
C. Boone
S. Canton
K. Boomhower

M. Reyes
D. Phillips
V. Lopez
D. Roberts
T. Calas
C. Snyder
E. Caraballo
M. Kolb
S. Jarriel
S. Pokora
G. Bednar
P. Archibaud
B. Flowers
J. McCurdy
M. Patton
R. Bewley
R. Rhodes
D. Danburg
N. Johnston

FROM: Cathy Graveline
Service Consultant - 976 Service

RE: 976 Committee Meeting

The attachments are from the most recent 976 committee meeting conducted on March 27, 1991. Please distribute this information to all affected personnel at your earliest possible convenience.

The next monthly meeting for the committee will be held on April 24, 1991 at 9:30am at the Vendor Marketing Center conference room located at 7780 NW 50th Street, Bldg H, first floor. The next Customer Services meeting will be held on June 19, 1991.

Please mark your calendars and make every effort to attend. If you cannot attend personally, please call and let me know who will be attending in your absence.

I can be contacted at (305) 644-6271.

Attachments

000920

976 REVIEW COMMITTEE MEETING MINUTES
HELD ON MARCH 27, 1991

529
(1325) 48'6
263'

ATTENDEES:

ROGER NORTH
DORIAN DENBURG
CAROL COLAO

VMC
LEGAL
CUST SVCS

CATHY GRAVELINE
MILLIE ROGERS
TERRI BARRENECHEA

VMC
REGULATORY
CUST SVCS

Customer Services representatives were briefed on the situation with the memo dated March 13, 1991 to the second levels in Customer Services was reviewed. Carol and Terri will have memo distributed to appropriate contact personnel.

It was requested from customer services, for the VMC service consultant to make notations on a 976 account which is involved in a large investigation, such as the matter.

The VMC has received a copy of the proposed PSC rules concerning 976/900 services. A copy is attached.

submitted for approval a program for stock information. It is requested that a disclaimer, releasing Southern Bell from all responsibility and liability for any investment advice given be added to the program. In addition, the reference in their ad stating "Why Pay A Broker" needs to be deleted since you do not pay a broker for advice and if any investment is made, a caller will pay a broker at the time of his transaction.

submitted a program for review for computer bulletin board service. The program provides information on their bulletin board service and credits a caller time on the bulletin board service through a PIN format. The program was approved.

00092-

FILE

March 13, 1991

MEMORANDUM

TO: HELEN PRIETO
FLORA MITCHELL
ANNE SADLER
LARRY NIXON

FROM: CATHY GRAVELINE
SERVICE CONSULTANT
VENDOR MARKETING CENTER

RE: CALLS BILLED TO

This memo is to make you aware of a situation involving billing for calls made to

This information provider is currently being investigated for possible improprieties involving a large volume of calls being placed from various hotel guest rooms.

If any of your contact personnel know of claims made between July of 1990 and March of 1991 in which charges were sustained please provide Vendor Marketing with that information. These would only be claims involving placed from hotel guest rooms.

Your assistance is appreciated. I am the contact person in Vendor Marketing, located at 7780 NW 50th St. Bldg. H Room 201, Miami, Fla. 33166. My telephone number is 305 644-6271 and my fax number is 305 477-7384.

000923

05. 06. 91 09:36AM *MKTG ATL

P05

000923

CTCT #

PRICE CONTACT NAME

IT # PROGRAM NAME

25/91
1
No.

05. 08. 91 09:38AM *MKTG ATL

P08

000924

CTCT #

PRICE CONTACT NAME

EL # PROGRAM NAME

Age No. 2
3/25/91

05. 06. 91 09:36AM *MKTG ATL

P07

000000

CCT #

PRICE CONTACT NAME

PROGRAM NAME

EL #

3/25/91

Page No.

3

05. 06. 91 09:36AM *MKTG ATL

P08

000000

CTCT #

PRICE CONTACT NAME

PROGRAM NAME

gs No. 4
/25/91

TL #

POD ITEM #: _____

DATE: 5/30/91

TITLE OF DOCUMENT: Petition of Attorney General and the Public
Counsel to adopt rules governing 900 services; Citizens'
Discovery Request (5/9/91).

DESCRIPTION OF DOCUMENT: First Set of Requests for Production of
Documents in the 900/976 Rules docket.

NO. OF PAGES: 30 SOURCE OF DOC: Cost Study Preparation.

PERSON FURNISHING DOCUMENT: Sam Gagliano

PROPRIETARY TREATMENT: YES ☒ NO ☐

EXPLANATION: See attached Proprietary Statement Rationale.

(SOME INFORMATION)

IRRELEVANT OR NON RESPONSIVE INFORMATION: YES ☒ NO ☐

TYPE: OTHER COMPANY ☐ OTHER STATE ☐ UNREGULATED ☐

OTHER Economic Cost Analysis BLOCKED: YES ☐ NO ☒

PREPARED AT THE DIRECTION OF COUNSEL IN PREPARATION FOR
LITIGATION

RATIONALE FOR PROPRIETARY CLASSIFICATION

BILLING AND COLLECTIONS SERVICE

The Billing and Collections (B&C) services offered by BellSouth could be provided by AT&T, another interexchange carrier, another Regional Bell Operating Company (RBOC), a Credit Card Company, or by any company who is currently providing or who could provide data processing and billing services. The Billing and Collections Cost Model and Software Programs identify the cost of billing IntraLATA and InterLATA messages. This includes the cost of recording, message and bill processing, billing analysis (detection and fraud) and billing information extracts.

The Cost Model and Software Programs are economic study analyses which reflect the cost methodology, cost factors, labor rates and estimates of work time required for maintenance and administration of Billing and Collections. The costs identified are primarily Central Office costs relative to recording or the Automatic Message Accounting (AMA) process, Revenue Accounting costs, Business Office activities related to toll billing service order activities, and the Message Investigation Center.

The cost procedures are a detailed step-by-step analysis of how the operations and capital costs are determined for all the investment and expenses associated with the above mentioned functions. This includes land, building, computer, AMA, furniture and office investment in addition to labor and materials directly related to the provisioning of billing and billing related activities.

By the end of 1992, AT&T will be doing the bulk of its own recording. MCI, US Sprint and others are already recording their own messages and sending them to BellSouth for bill processing services. Any company with the billing resources can compete for the B&C service since the Bell Operating Company is no longer the primary source of billing and collections services. In recent computer and telecommunications magazines and periodicals, some advertisements for billing related services to the RBOC's can be found. The Credit Card companies such as VISA and American Express have been making inquiries to the interexchange carriers regarding their ability to provide billing services. In fact, American Express (Credit Card) currently contracts to perform B&C services for MCI and VISA (Credit Card) is presently negotiating with US Sprint regarding B&C services. Even the large accounting firms, such as Arthur Anderson, advertise that they can provide B&C services to the RBOC's. Clearly competition exists in the Billing and Collections area.

000321

The sensitive financial and statistical data contained in the B&C Cost Model and Programs could be harmful to BellSouth if disclosed. Alternative B&C providers exist which could also gain a competitive advantage if allowed unrestricted access to this information. Data such as Revenue Accounting, Business Office, Message Investigation Center, and Central Office Recording costs could give competitors a clear picture of the resources required to provide the Billing and Collections services offered by BellSouth. Knowledge of such resource requirements as the amount of labor required for service representatives handling customer negotiations in the Business Office, labor and support costs in Revenue Accounting, message investigation costs and demand in the Message Investigation Center, and investment in large scale computers and associated billing equipment could easily allow a competitor to assess its potential in the market and facilitate its decision of whether or not to enter the market and when. By studying this sensitive data, a competitor could determine whether to enter the market based on our costs and investments, and when to enter the market based on the demand level for our services. Furthermore, disclosure of this information would compromise the negotiating positions of SBT and SCB in contract discussions with the interexchange carriers, RBOC's or other potential B&C clients. The release of this information would be unfair to BellSouth for it would allow the competition to have free access to intellectual properties which were developed at significant expense to BellSouth. The competitors would then have an advantage in bidding for such business since they would have few, if any, of those expenses such as market research and market development to recover, and could bid below BellSouth's cost level.

000823

PRICING AND ECONOMICS
3RD FLOOR
3535 Colonnade Parkway
Birmingham, AL 35243

FAX NUMBERS

EAST WING
205-977-0757

SOUTH WING
205-977-0758

TO: George FRAZEE
TELEPHONE: _____
ADDRESS: _____

FROM: SAM GAELIANO
TELEPHONE: _____
ADDRESS: _____

SPECIAL INSTRUCTIONS: Please call and let's discuss
205-977-0385.

SENT BY: SG
TELEPHONE: 205-977-0385
DATE SENT: 4/15/91 TIME SENT: 11:47 CDT

NUMBER OF PAGES (INCLUDING COVER) 3

SENDING TO FAX NUMBER 904-222-8640

Southern Bell Tel. & Tel. Co.
FPSC Staff's Data Request
Proposed 900/976 Rule Changes
March 14, 1991
Item 2
Page 1 of 1

Request: Please identify and estimate the amounts of any additional billing costs or savings associated with the proposed rule changes.

Response: The billing resources which will be expended in order to satisfy this rule change are additional postage, bill paper, computer processing and operations, labor for computer program development, accounting and business office activities. The incremental costs associated with these expenditures were estimated as follows:

Total Non-Recurring Cost	\$ 31,624.98
Total Yearly Recurring Cost	238,030.09

Note: Presently, 976 calls are sorted first and are already segregated on the LEC page of the bill as a result of a previous commission order. There are, therefore, no additional costs anticipated in isolating 976 charges to separate bill pages. Under the proposed rule, 900 calls will be sorted first and segregated on each carrier's page of the bill, thus increasing production costs for isolating those bill pages.

000324

3 NON-RECURRING

4	BSS-7.1 & BSS PRICING	
5	BSS-IS-R & BSS PRICING	
6	L1+L2	\$ 31,624.98
3 TOTAL NON-RECURRING IN FLORIDA		

7 RECURRING

8	4 PROGRAM MAINT. LABOR: 150 MAN-HOURS X \$39.89/HR BSS-IS-R & BSS PRICING	\$5,983.50
9	4A NUMBER OF 976 MESSAGES IN REGION/YR.	BSS-MKT 5,361,616
10	4B NUMBER OF 976 MESSAGES IN FLORIDA/YR.	BSS-MKT 3,046,059
11	5 NUMBER OF 900 MESSAGES IN REGION/YR.	BSS-CAS 36,000,000
12	5A NUMBER OF 900 MESSAGES IN FLORIDA/YR.	BSS-CAS 7,630,000
13	6 NUMBER OF BILLS PER MONTH IN REGION	BSS-CAS 14,000,000
14	6A 2 OF BILLS THAT CONTAIN 976 MESSAGES	BSS-MARKETING 3.00X
15	7 2 OF BILLS THAT CONTAIN 900 MESSAGES	BSS-CAS 5.00X
16	7A NUMBER OF MONTHLY BILLS CONTAINING 976 MESSAGES	L6XL6A 420,000
17	8 NUMBER OF MONTHLY BILLS CONTAINING 900 MESSAGES	L6XL7 700,000
18	9 NUMBER OF INCREMENTAL LINES FOR 976 DISCLAIMER	BSS-IS-R 4
19	10 8 OF INCREMENTAL LINES FOR 900 DISCLAIMER & HEADLINE	BSS-IS-R 5
20	12 TOTAL NUMBER OF 976 INCREMENTAL LINES	(L7A*L9) 1,680,000
21	12A FLORIDA 2 OF 976 MESSAGES	LAB/LAA 57.19X
22	12B FLORIDA NUMBER OF 976 MESSAGE LINES	L12*L12A 960,714
23	13 TOTAL NUMBER OF 900 INCREMENTAL LINES	(L8*L10) 3,500,000
24	13A FLORIDA 2 OF 900 MESSAGES	L9A/L5 21.19X
25	13B FLORIDA NUMBER OF 900 MESSAGE LINES	L13*L13A 741,806
26	14 TOTAL NUMBER OF SIX INCREMENTAL LINES	L12B+L13B 1,702,519
27		
28		
29		
30	18 TOTAL FLORIDA YEARLY RECURRING COSTS	L4+L17 \$238,030.09

31
32
33
34

PROPRIETARY
NOT FOR USE OR DISCLOSURE OUTSIDE OF
BELL SOUTH SERVICES OR ITS AFFILIATED
COMPANIES EXCEPT UNDER WRITTEN AGREEMENT

000825

Current Rules

900 Service

within rules of Florida.

> 900

> Orig. - T2m. in Florida ← ~~Introduce~~

> Rule currently written.

> 900 Message linked in Florida

> Discontinue Statement -

- Conforming to Customer per Eddie Cooper.

000526

NON-RECURRING

BSS-IS-R & BSS PRICING
BSS-IS-R & BSS PRICING
L1+L2

31624.98

RECURRING

4	PROGRAM MAINT. LABOR: 150 MAN-HOURS X \$39.89/HR	BSS-IS-R & BSS PRICING	\$5,983.50
7	4A NUMBER OF 976 MESSAGES IN REGION/YR.	BSS-MKT	5,361,616
10	4B NUMBER OF 976 MESSAGES IN FLORIDA/YR.	BSS-MKT	3,066,059
11	5 NUMBER OF 900 MESSAGES IN REGION/YR.	BSS-CAS	36,000,000
12	5A NUMBER OF 900 MESSAGES IN FLORIDA/YR.	BSS-CAS	7,630,000
13	6 NUMBER OF BILLS PER MONTH IN REGION	BSS-CAS	14,000,000
14	6A % OF BILLS THAT CONTAIN 976 MESSAGES	BSS-MARKETING	3.00%
15	7 % OF BILLS THAT CONTAIN 900 MESSAGES	BSS-MARKETING CAS	5.00%
16	7A NUMBER OF MONTHLY BILLS CONTAINING 976 MESSAGES	L6XL6A	420000
17	8 NUMBER OF MONTHLY BILLS CONTAINING 900 MESSAGES	L6XL7	700000
18	9 NUMBER OF INCREMENTAL LINES FOR 976 DISCLAIMER	BSS-IS-R	4
19	10 % OF INCREMENTAL LINES FOR 900 DISCLAIMER & REA	BSS-IS-R	5
20	12 TOTAL NUMBER OF 976 INCREMENTAL LINES	(L7A*L9)	1,680,000
21	12A FLORIDA % OF 976 MESSAGES	L4B/L4A	57.19%
22	12B FLORIDA NUMBER OF 976 MESSAGES L, N, S	L12*L12A	960,714
23	13 TOTAL NUMBER OF 900 INCREMENTAL LINES	(L8*L10)	3,500,000
24	13A FLORIDA % OF 900 MESSAGES	L5A/L5	21.19%
25	13B FLORIDA NUMBER OF 900 MESSAGES L, N, S	L13*L13A	741,806
26	14 TOTAL NUMBER OF 900 INCREMENTAL LINES	L12B+L13B	1,702,519
30	18 TOTAL FLORIDA YEARLY RECURRING COSTS	L4+L17	\$231,492.42

31

32

238,030.09

000521

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★

Item No. 2
Page 1 of 1

5 Request: # 2

6 Response:

7 The incremental cost associated with
8 implementing the proposed amendments
9 to Rule 25-1.110, FPC, Customer Billing -
10 ~~Disputed No. 237,515.49~~ is as
11 follows:

12
13
14

TOTAL Non-recurring costs : \$31,624.98

15

Skipped

16

17

18

19

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22

TOTAL Non-Recurring Cost
TOTAL Yearly Recurring Cost

\$31,624.98
237,515.49

000320

3

FRR 0221 PSC 07

Rec'd 2/22/91
3/11/91

4

5

ATT

6

7

MCE/SPRINT

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28,321.90



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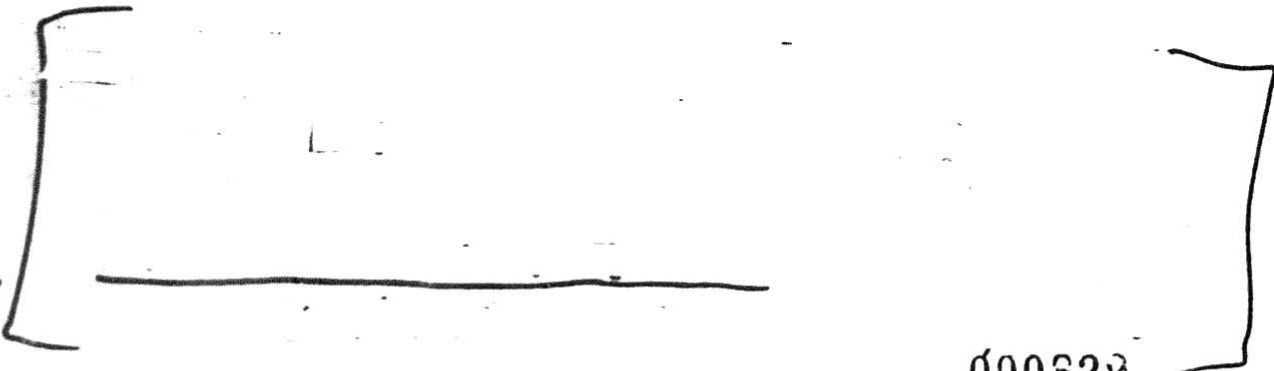
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000523

1 Per Bruce Files 900-976 FRR

2 <10% of bills impacted.

3
4
5
6 36,000,000 900 messages/year (Region) 14 million/month
7 bills

8 (900 messages)
3 million/month

9 (2-3 900 messages/bill estimate per Bruce: his guess.)

10 → Danny Wash

MP 1205

11 → Allan Fugly

Journals Dwayne Gregson
"976 Tracking"

13 > 14 million bills/month

14 > 5% of bills contain 900^{or 976} messages

15 $14,000,000 \times .05 = 700,000$

16

17
18 > $900^{\text{or } 976} \text{ messages/bill/month} = \frac{3,000,000}{700,000} = 4.286$

19 > 976 Incremental Disclaimer lines = 4

20 > 900 " 1 Header & Disclaimer lines = 5

21
22 > Total^{monthly} B.R. Cost = $\left[\left(4 \text{ lines/bill} \times 700,000 + 5 \text{ lines/bill} \times 700,000 \text{ bills} \right) \right] \times$

23 { % of bills that will require } (2.94% x 700,000 x 5 lines/bill) } x " 70,
24 an add'l page if an add'l
25 line is added to the bill.

26 >

27

000830

2/28/91.

Lisa Cauthren:

LS

Eddie Cooper

SBT- Customs Service

(3) 5, 8, 9

They are trying to answer #3 with

Expanded Inventory Costs. I told

that I would not do that!

The answer to #3 should

only refer to the answer to #2.

000831

FLA. Interrogatory - 700 - 110
Pocket # 910060-TP

Travis Mills, SAT-Rep
Eddie

MARK PATTON - 926 Prod. Mgr.
Dae Denton

Richard Cockfield
Rox Tucker

3
5
9

In Florida - yes we are placing the header
and message lines.

Customer
Billing

Joy

Tariff

- "976"

Contract

Information Ser. Provider

.01358
FLORIDA

FRR - Due to Tallahassee 3/11/91.

Response due mid week → 3/6/91. as early as
Review on 3/7 possible

EMAIL

Cheryl Pavlato - as soon as possible,
by 3/6/91.

000632

976 Herding

(Segregated)

→ 2 lines

900 calls - billed on behalf of IXC

→ 2 lines

- 976 Studies never filed.

- 1982-83 folios still current.

000635

INTEROFFICE MEMORANDUM

Date: 28-Feb-1991 08:15am CDT
 From: R. Tucker
 ML009RTVU2 AT A1 AT BHER01
 Dept: VU2
 Tel No:

: GAGLIANO_S @ A1 @ ALIS01

Subject: Fla. Request on 900 Service

Message-Id: <19910228.080927.ML009RTVU2>
 Date: 28 Feb 91 08:09:25 CT
 From: Ron Tucker <ML009RTVU2>
 Sam Gagliano <gagliano_s@alis01>
 Subject: Fla. Request on 900 Service

From: Ron Tucker
 response to the Fla. PSC request on the 900 service proposal,
 estimate that it would require approximately

Ongoing CPU requirements are negligible.
 This is based on sorting and printing the 900 service calls together
 a new section on the bill for each carrier having 900 service
 calls (but not a separate page). We are also assuming that the
 payment statement would be printed on each page containing 900
 service calls. There would be additional postage, paper, and bill
 preparation costs (Sam, I am assuming that you will supply this).

FL 976/900 Calls

Elements, Assumptions, Questions:

The new section header will be created by CRIS-MP and will be
 "900 or 976 NONREGULATED CHARGES"

The disclaimer will be a footnote created by CRIS-Accounts and
 will be something similar to the following:

"Nonpayment of 900 or 976 service charges will not result in
 discontinuance of service. The customer can obtain blocking
 of 900 or 976 service from the (local exchange company)."

The new disclaimer will require at least 4 lines on the bill,
 and if it has to be printed on each page of 976 or 900 calls
 and for each carrier, this will mean extra bill pages and
 extra postage.

This will add to the ongoing cost of producing/mailling the
 bill.

All invoice ready billing (MCI/Sprint) be aware that they
 will need to be sensitive to this new requirement of printing
 900 calls first.

Charges Summary -

→ Subtotaling in difference

000334

4-6763 6
 7
 Amy Eichen 8
 9

Books Received 1
 8-7290 11

- 15
- 15
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28

one line/line
 IXC 30
 31

4 lines/900-976
 pages 33
 34
 35

→ Tonne files
 36
 37
 38
 39

- 40
- 41
- 42
- 43
- 44
- 45
- 46
- 47
- 48
- 49
- 50

100% Discount
 100% Discount
 100% Discount

Subtotaling in difference

interlata.

This new format will need to be approved by the regional bill committee.

This project will impact multiple divisions, and multiple PG5 groups in CRIS Accounts and CRIS MP. This change will have to be Release tested and scheduled for the September timeframe or the December timeframe.

Development impact on Billing:

L DEVELOPMENT COST

110
112
120
125

Already disaggregate
the 976 messager on
bill per Jay.

- 1
- 2
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I N T E R O F F I C E M E M O R A N D U M

Date: 08-Mar-1991 04:20pm CDT
From: Sue Whittle
ML009SW!VU2 AT A1 AT BH5R01
Dept: VU2
Tel No:

GAGLIANO_S @ A1 @ ALIS01

Subject: F1 900/976

Message-Id: <19910308.161744.ML009SW@VU2>
Date: 08 Mar 91 16:17:44 CT
From: SUE WHITTLE <ML009SW@VU2>
To: Sam Gagliano <Gagliano_S@ALIS01>
Tucker, Ron <ML009RT AT VU2>,
Bennett, Tim <ML00939 AT VU2>
Subject: F1 900/976

From: Sue Whittle

Sam, this is the additional assumption that you wanted. Bob Bush is calling you with the info regarding the number of lines for the disclaimer (large print vs small print).

The development costs we provided for the implementation of the Florida PSC ruling for 900/976 billing was based on the following assumption:

900/976 phraseology could appear on each carrier's page of the bill. (i.e., 976 calls will be sorted first and segregated on the LEC page of the bill; and, 900 calls will be sorted first and segregated on each carrier's page of the bill).

Thanks, Sue
88-7157

000636

INTEROFFICE MEMORANDUM

Date: 13-Mar-1991 01:40pm CDT
From: SANDRA J. LUCAS
LUCAS_SJ AT A1 AT MOMSB
Dept: BSS MARKETING
Tel No: 205-977-0452

O: GAGLIANO, SAM E

(GAGLIANO_S @ A1 @ ALIS01)

Subject: 900/976 interr

Sorry, I meant to send this to you yesterday.

Joy

000337

3/11: According to Mark Patton, approximately 3 percent of customers have a 976 service charge appear on their telephone bill.

Also, 57 percent of total 976 (regional) messages are Florida 976 msgs. The specific numbers are:

Florida 976 msgs: 3,066,059
Regional 976 msgs: 5,361,616

These are billage msgs.

3/11: Passed this information along to Sam Gagliano for his study.

Also, according to Mark, the answer re: msgs that are adjusted in the data request are correct. There were 117,000 msgs that were adjusted. We do not track the number of adjustments.

000338

Bob.

After reviewing with the FRA team, Marketing provided more accurate inputs for 900 and 976 message volumes. The cost on the first iteration was \$240,492.22 ^{per year.} by the cost per year decreased \$2,000 per year.

The last paragraph was added per Information Systems and Pricing-Rates suggestion.

This response was due today so I submitted to SBT-Regulatory with the notation that you had not received the final version.

000833

Moms To

> Cheryl Parlato

> Bruce Liler

> Sue Whittle

> Ann Pierce

> Joy Lucas

Samson L.

← Sam can
find her.

Bob Sarge's
approval.

000840

Per Bob Bush -

- Small print is not an option -

- Not cost effective - ^{reserve the space} have to ^{on each} print ^{page of} on each page. Has to be printed ^{the bill.} in the same spot on each page.

- blank line needs to be printed ~~on~~ before the disclaimer. } Regional Std. B:M Format.

- Use four lines -

4 lines $\left[\begin{array}{l} \text{blank} \\ \text{3 lines} \end{array} \right. \star$

- We recommend 4 lines.

000S41

$$\cancel{\left((1,600,000 + (1,600,000 \times 0)) \times .002 \right) \times (1,152.5)}$$

976 is currently segregated on the
calling party's telephone bill as a
result of a previous commission
order.

①

N.C.

alla

[blank]
[4 lines 3 lines]

000842

Non-recurring

1	1. Labor:	BSS-IS-R BSS-Pricing	
5	2.	BSS-IS-R BSS-Pricing	
8	3. Total Non-recurring in Florida	L1+L2	\$ 31,624.98

Recurring

12	4. Program Maint. Labor:	BSS-IS-R BSS-Pricing	
13	5. Number of 900 Messages in Region / yr.	BSS-CAS	36,000,000
14	5A " " " " " "		7,000,000
15	6. Number of Bills per month in Region	BSS-CAS	14,000,000
16	7. % of bills that contain 900 messages	BSS-CAS	5%
17	8. Number of monthly bills containing 900 mess.	L6X L7	700,000
18	9. Number of incremental lines for 976 disclaimer.	BSS-IS-R	4 lines
20	10. " " " " " " 900 header & disclaimer		5 lines
22	11. % of bills that will require an add'l page if add'l line is added to bill	BSS-IS-R	2.9%
25	12. Total Number of 976 incremental lines	(L8 * L9) + (L8 * L9 * L11)	2,882
27	13. Total Number of 900 " "	(L8 * L10) + (L8 * L10 * L11)	3,602,900
28	14. Total Number of 9XX incremental lines	000S45 L12 + L13	6,485,200

1
2 15.

3 16.

4
5 17.

6
7 18. FLORIDA % of 9XX messages

25A ÷ L5
BSS-CAS

21.
27.

8
9 19.

10
11 20. Total FLORIDA Yearly Recurring Costs

L4 + L19

\$ 240,4

000S4:

BellSouth Services

MAR 08 1991

PRICING AND ECONOMICS
3RD FLOOR
3535 Colonnade Parkway
Birmingham, AL 35243

Mrs. Etheridge *EE (Far)*
Mr. Gagliano

FAX NUMBERS

EAST WING
205-977-0757

SOUTH WING
205-977-0758

TO:
TELEPHONE:
ADDRESS:

Bob Savage ^{RA}

FROM:
TELEPHONE:
ADDRESS:

Sam Gagliano

SPECIAL
INSTRUCTIONS:

*Please review as soon as you
have time. Thanks.*

SENT BY:
TELEPHONE:
DATE SENT:

SG

205-977-0385

3/5/91

TIME SENT:

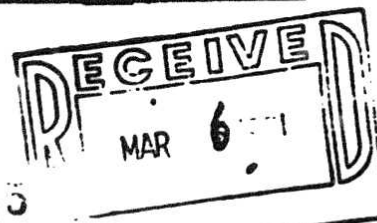
NUMBER OF PAGES (INCLUDING COVER)

6

SENDING TO FAX NUMBER

404-529-8469

A BELL SOUTH Company



000845

U.S. GO. 91-08-44 AM

1117

SV
ST

Southern Bell Tel. & Tel. Co.
FPSC Staff's Data Request
Docket No. 910060-TP - Petition of
the Attorney General and the Public
Counsel to Initiate Rulemaking
Proceedings Governing 900 Service
DATE DUE, March 11, 1991
Page 1 of 1

Item No. 2

Request: Please identify and estimate the amounts of any additional billing costs or savings associated with the proposed rule changes.

Response: The billing resources which will be expended in order to satisfy this rule change are additional postage, bill paper, computer processing and operations, labor for computer program development, accounting and business office activities. The incremental costs associated with these expenditures were estimated as follows:

Total Non-Recurring Cost
Total Yearly Recurring Cost

\$ 31,624.98
~~\$ 340,492.22~~
~~\$ 128,045.11~~
\$ 238,030.09

Note: 976 is currently segregated on the calling party's Telephone bill as a result of a previous commission order. 976 calls will be sorted first

000546

PROPRIETARY
NOT FOR USE OR DISCLOSURE OUTSIDE OF BELL SOUTH SERVICES OR
ITS AFFILIATED COMPANIES EXCEPT UNDER WRITTEN AGREEMENT.

Note: 976 calls will be sorted and segregated on the LE page of the bill as a result of previous commission order. 90 will be sorted first and seg 1

08:44 AM 44

03.06.91 10:09 AM

P01

DATE: 3/6/91



BellSouth Services

BellSouth Services
Southern Bell Center
375 West Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-0711

PRICING & ECONOMICS
675 WEST PEACHTREE STREET, N. E.
ATLANTA, GEORGIA 30375

FACSIMILE NUMBER (404) 529-9469

MESSAGE TRANSMITTED BY: R.L. Savage
TELEPHONE NUMBER (404) 529-_____

PLEASE DELIVER THIS SHEET WITH MESSAGE

COVER SHEET PLUS 2 PAGE(S)

TO:

ADDRESS:

Sharon Ethridge / Sam Gagliano

CONTACT NUMBER:

FAX NUMBER:

FROM:

ADDRESS:

TELEPHONE:

IF MESSAGE NOT CLEAR, PLEASE CALL:

TELEPHONE: _____

COMMENTS:

A BELL SOUTH Company

03.06.91 09:15 AM P01

000347

03.06.91 10:09 AM

P02



BellSouth Services

PRICING AND ECONOMICS
3RD FLOOR
3333 Colonnade Parkway
Birmingham, AL 35243

Mrs. Ethridge
Mr. Gagliano

EAST WING
205-977-0787

FAX NUMBERS

SOUTH WING
205-977-0788

TO:
TELEPHONE:
ADDRESS:

~~Bob Savage~~

FROM:
TELEPHONE:
ADDRESS:

Sam Gagliano

SPECIAL
INSTRUCTIONS:

Please review as soon as you
have time. Thanks.

SENT BY:
TELEPHONE:
DATE SENT:

SG

205-977-0305

3/5/91

TIME SENT:

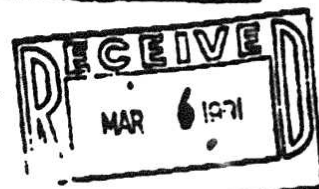
NUMBER OF PAGES (INCLUDING COVER)

6

SENDING TO FAX NUMBER

404-529-8469

A BELL SOUTH Company



P01

03.06.91 10:04 AM

000543

Southern Bell Tel. & Tel. Co.
FPSC Staff's Data Request
Docket No. 910060-TP - Petition of
the Attorney General and the Public
Counsel to Initiate Rulemaking
Proceedings Governing 900 Service
DATE DUE, March 11, 1991
Page 1 of 1

Item No. 2

Request:

Please identify and estimate the amounts of any additional billing costs or savings associated with the proposed rule changes.

Response:

The billing resources which will be expended in order to satisfy this rule change are additional postage, bill paper, computer processing and operations, labor for computer program development, accounting and business office activities. The incremental costs associated with these expenditures were estimated as follows:

Total Non-Recurring Cost	\$ 31,624.98
Total Yearly Recurring Cost	240,492.22

PROPRIETARY
NOT FOR USE OR DISCLOSURE OUTSIDE OF BELLSOUTH SERVICES OR
ITS AFFILIATED COMPANIES EXCEPT UNDER WRITTEN AGREEMENT.

000343

91 08:44 AM
03.00.91 09:15

P02

03/11/91

NON-RECURRING

9 TOTAL NON-RECURRING IN FLORIDA

BSS-IS-R & BSS PRICING
BSS-IS-R & BSS PRICING
L1+L2

\$1624.98

RECURRING

10A NUMBER OF 976 MESSAGES IN REGION/YR.
10B NUMBER OF 976 MESSAGES IN FLORIDA/YR.
11 NUMBER OF 900 MESSAGES IN REGION/YR.
11A NUMBER OF 900 MESSAGES IN FLORIDA/YR.
12 NUMBER OF BILLS PER MONTH IN REGION
12A % OF BILLS THAT CONTAIN 976 MESSAGES
12B % OF BILLS THAT CONTAIN 900 MESSAGES
13A NUMBER OF MONTHLY BILLS CONTAINING 976 MESSAGES
13B NUMBER OF MONTHLY BILLS CONTAINING 900 MESS.
14 NUMBER OF INCREMENTAL LINES FOR 976 DISCLAIMER
14A % OF INCREMENTAL LINES FOR 900 DISCLAIMER & REA
15 TOTAL NUMBER OF 976 INCREMENTAL LINES
15A FLORIDA % OF 976 MESSAGES
15B FLORIDA NUMBER OF 976 MESSAGES
16 FLORIDA % OF 900 MESSAGES
16A FLORIDA NUMBER OF 900 MESSAGES
17 TOTAL NUMBER OF 900 INCREMENTAL LINES
18 TOTAL FLORIDA YEARLY RECURRING COSTS

BSS-MKT 34,000,000
BSS-MKT 2,630,000
BSS-CAS 36,000,000
BSS-CAS 7,630,000
BSS-CAS 14,000,000
BSS-MARKETING 9,000
BSS-MARKETING 5,800
L6X1A4 700000
L6X1A7 700000
BSS-IS-R 4
BSS-IS-R 5
(L7A*L9) 2,800,000
L8B/L4 21.19%
L12*L12A 593,444
(L8*L10) 3,500,000
L5A/L5 21.19%
L13*L13A 741,836
L12B+L13B 1,335,250

L4+L17 \$182,845.37

5,361,616
3,066,059

3%

57

000355

1	DATE	NAME	DOC	CASE/HMI/INQUIRY/FCI
2	1-91			Case
3				Inquiry
4	2-91			Inquiry
5				Inquiry
6				Inquiry
7				Inquiry
8				Inquiry
9	3-91			Case
10				Case
11				Case
12				Inquiry
13				Inquiry
14	4-91			Case
15				Inquiry
16				Inquiry
17				Inquiry
18				Inquiry
19				Case
20	5-91			Case
21				HMC
22				Inquiry
23				Inquiry
24				FCI
25				Inquiry
26				Inquiry
27				FCI
28				HMI

100000



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

December 3, 1990

MEMORANDUM TO: Paula Isler

FROM: Pat Shields

RE:

CASE NO. 34032 - P

Our investigation reveals there are no notations on the account to indicate the customer had called to discuss this matter prior to the receipt of the appeal.

On November 27, 1990, Ms. Mickie Hurd, Assistant Manager, called the customer and acknowledged the receipt of the appeal. She apologized for any inconvenience and agreed to adjust the charges for the 976 calls. The customer was advised the amount of the adjustment would be \$32.63. Mrs. Hurd also added the 976 block on the customer's line.

The customer is satisfied.

00000~

- 1 REPRODUCE FORMS LOCALLY
2 ALL FORMS MUST BE TYPED.
3 FAX COMPLETED FORM TO 305-264-1734

12/4.

GENERAL

NAME _____ CASE NUMBER _____ NO. _____

ADDRESS _____

CITY _____

1. COMPLAINT _____ Customer's beeper was activated and when he called the number
back, it was 976-3825, which was a sex line. He was then billed \$29. Wants
charge removed.

DATE RECVD 11-27-90 TIME RECVD 2:30 PM

2. OPERATIONS MANAGER ANSWERING COMPLAINT _____ Larry Nixon ✓

DISTRICT MANAGER ANSWERING COMPLAINT _____

DEPARTMENT AND GROUP _____ Customer Services/Treasure Palm Dist. (CSSCL)

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR
SERVICE ORDER ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND
JOB ORDER INFORMATION IS REQUIRED. PLEASE INCLUDE DATES.

Customer's father called the business office to check a listing for a call on
the September 1990 bill. Since the account is not noted, no way to determine
what was discussed. The customer called the PSC without having contacted
the business office.

PG 01

100001

1 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
2 INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE
3 CUSTOMER.

4 On 11-27-90, Mickie Hurd, Assistant Manager - WPB CSSCI, called the
5 customer and agreed to adjust charges for the 976 call and applicable late
6 charges. Also, added 976 block on the line.

7 5. INTERIM-YES NO X DATE OF NEXT OR FINAL REPORT

8 6. NAME AND TITLE OF PERSON PREPARING ANSWER Mickie Hurd, Asst. Mgr.

9 TELEPHONE NUMBER 407-439-9712

10 7. ADJUSTMENT-YES X NO AMOUNT * DAYS & REASON FOR ADJUSTMENT

11 \$12.63 for 976 call.

12
13 8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS
14 INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT
15 MANAGER/SF #, TELEPHONE # AND PERSON NOTIFIED. N/A

16
17 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS
18 CASE? YES NO X IF YES, INDICATE NAME OF OM/DM ACCEPTING
19 RESPONSIBILITY.

20 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS
21 APPEAL? YES NO X WHY? There is no record that the customer called
22 the business office prior to his appeal.

23 10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
24 SPECIFIC) N/A

25 PG 021
26

000005

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO. 34032-P

DATE RECVD. 11-27-90 DATE CLOSED _____

AREA: (2) SE (SO: SE: NO: OT:)

TYPE: (1) R (F: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) LEM

DOCA: (3) PBC (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO: P-2636-90

CAUSE CODE 25E00 (SEE CAUSE CODE LIST)

16	RSC - RES. SVC. CENTER	BSC - BUS. SVC. CENTER
17	RSC - PUB. SVC. CENTER	HDO - HELD ORDER
18	BIL - BILLING	DEP - DEPOSITS
19	TRA - TREATMENT ACTIVITY	INS - INSTALLATION
20	CON - CONSTRUCTION	SWT - SWITCHED SERVICES
21	OPS - OPERATOR SERVICES	COMP - COMPTROLLERS
22	ANC - ANNOYANCE CALLS	DIF - DIRECTORY
23	MKT - MARKETING	976 - DIAL IT CALLS
24	OTH - OTHER	CML - COMPLIMENTARY
25	MNT - MAINTENANCE	

000005



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

December 5, 1990

MEMORANDUM TO: Rachel Robles

FROM: Pat Shields

RE:

CASE NO. INQUIRY 34075 - I

Our investigation reveals that on September 10, 1990, the customer's daughter, called to add the long distance vendor AT&T and remove the toll restriction from the service. The order was taken after verifying the social security number with the daughter. The order was issued with a due date of September 13.

On November 28, the customer called to question the 900 calls. The calls were sustained. The customer called back on the same day and denied all the 900 calls. The representative again sustained the calls, but made a commitment to call the customer back the same day with further information.

On receipt of the appeal on November 28, Mrs. Adele Wheeler, Assistant Manager, called the customer and spoke with Mrs. Wheeler asked to speak with and was advised that she spoke only Spanish. Mrs. Mary Salgueiro, Assistant Manager, called and her daughter, and acknowledged the receipt of the appeal. She apologized for any inconvenience and advised that the 900 calls had originated from her number and provided the listings for the numbers. The customer was also advised that her long distance carrier is AT&T, but the 900 calls were placed through MCI. Mrs. Salgueiro agreed to add the 900 and 976 call restriction and issued an order with a due date of November 29.

The customer is satisfied.

00000?



Southern Bell
A BELL SOUTH Company

PSC CASE # 34075-I INQUIRY

MW
TAKEN BY:

X
(TEL)

(MAIL)

12:45
(TIME)

(LOGGED)

(CARD)

RR
(FROM)

11-28
(DATE)

12-3
12-5
(DUE BY)

IBOSS

CUSTOMER'S NAME:

ADDRESS:

APT.:

CITY:

TEL. #:

REFERRED TO:

CBR. #:

AREA: SO

8 SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint:

CALLED SB. BILLS ARE USUALLY AROUND \$20 to \$30 A MO. JUST RECEIVED
BILL FOR \$155.83. FOR L.D. CALLS SHE NEVER MADE. (900 ds)

NOT FAMILIAR WITH THE CITY AND NO ONE MADE THEM. ALSO BILL SAID
CARRIER WAS CHANGED FROM AT&T TO US SPRINT AND MCE. SHE DOES NOT KNOW
HOW THIS HAPPENED.

Reason for Inq is because she has
a broken English PSC could
not understand her too well

REP'S. INITIALS & DEPT.

0-22 1255

263-2146

INTERIM REPORT SENT

CLOSED DATE

SF1580D91 (10 88)

1 ALL FORMS MUST BE TYPED.

2 FAX COMPLETED FORM TO 305-264-1734

3 GENERAL

4 NAME _____ CASE NUMBER _____ TEL. NO. _____

5 ADDRESS _____

6 CITY _____

7 1. COMPLAINT _____ and daughter _____ received bill for ..

8 \$155.83, including long distance calls. She says never made those calls. She

9 also found out her carrier was changed from ATT to U S Sprint and MCI without her
10 authorization.

11 DATE RECVD 11-28-90 TIME RECVD 1:30PM

12 2. OPERATIONS MANAGER ANSWERING COMPLAINT _____ Don Bednar ✓

13 DISTRICT MANAGER ANSWERING COMPLAINT _____

14 DEPARTMENT AND GROUP _____ Customer Services - Residence

15 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
16 APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR
17 SERVICE ORDER ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND
18 JOB ORDER INFORMATION IS REQUIRED. PLEASE INCLUDE DATES.

19 On September 10, 1990, _____ daughter, _____, called the Business
20 Office to add long distance vendor AT&T and remove the toll restriction; we
21 took the order after verifying the social security number on the records, as
22 _____ had requested before. We issued CQPMN624 due September 13,
23 1990. On November 28, 1990, 900 calls were sustained by Christine Pedersen,
24 Assistant Manager in Customer Service. On November 28, 1990 customer called
25 the Business Office again, denying making the 900 calls and spoke with Pedro
26 Rodriguez, Service Representative, who sustained those calls again. He also
27 made a commitment to call customer back by 5:00PM that day.

000000

11.03.90 03:30 PM

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE
CUSTOMER.

On November 28, Mrs. Adele Wheeler, Relieving Assistant Manager called the
residence, spoke with daughter asked for and was told
she only spoke Spanish. Mrs. Mary Salgueiro, Relieving Assistant Manager.
(Continued)

5. INTERIM-YES ___ NO ___ DATE OF NEXT OR FINAL REPORT _____

6. NAME AND TITLE OF PERSON PREPARING ANSWER Mary Salgueiro _____

TELEPHONE NUMBER 305-263-5230 _____

7. ADJUSTMENT-YES ___ NO ☒ AMOUNT _____ * DAYS & REASON FOR ADJUSTMENT

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS
INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT
MANAGER/SF #, TELEPHONE # AND PERSON NOTIFIED. N/A _____

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS
CASE? YES ☒ NO ☐ IF YES, INDICATE NAME OF OM/DM ACCEPTING
RESPONSIBILITY. _____

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS
APPEAL? YES ___ NO ☒ WHY? _____

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC) N/A _____

PG 03L

000010

1 4. Continued

2 Mrs. Mary Salgueiro, Relieving Assistant Manager, called at
3 2:30. She spoke in Spanish with the customer, and daughter was also
4 on the line. Mrs. Salgueiro explained 900 calls were originated from Mrs.
5 line, and gave them the listing of those numbers. Also explained
6 the responsibility towards the bill and tolls made from her house. Mrs.
7 Salgueiro asked why was the toll restriction removed in
8 September, and said her daughter called to place
9 the order but she had instructed her to do so. Mrs. Salgueiro offered
10 the customer a restriction on 900 and 976 calls, explained is \$10.00 to
11 install but no monthly charge. said she wanted to have
12 that type of restriction. After getting the listings of the 900 numbers
13 called, said couldn't pay bill in one payment. Mrs. Salgueiro
14 referred her to the Billing Department to make payment arrangements and
15 issued CQJ28024 due November 29, 1990 to add CREX4.

16 Customer was advised had long distance carrier AT&T and dialed 900
17 numbers through MCI.

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO. 34075-I

DATE RECVD. 11-28-90 DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) DLB

DOCA: (3) DAD (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) (YES ONLY)

STATE APPEALS NO: P-2646-90

CAUSE CODE 25H00 (SEE CAUSE CODE LIST)

RSC - RES. SVC. CENTER
RSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - MAINTENANCE

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000012



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 25, 1991

Memorandum to: Mike Dvmek

From: Marie Forbes

Re:

Case No. 39439-Inquiry

Our investigation reveals that on 1-17, we sent the customer a toll interim bill in the amount of \$801.02, with a pay by date of 1-24. There is no record of the customer responding to this bill.

On 1-22, Ms. Donna Hinson, Assistant Manager, contacted the customer to acknowledge the appeal. The said that he suspected that his daughter made the calls while she was home during the holidays.

Ms. Hinson explained Southern Bell's policy regarding 976 calls (the customer had 2 976 calls for \$65.66 and the remained were 900 calls billed by TNI Services).

The said that he was unaware of the calls being made and objected to them on moral grounds, saying they were everything he stood against. Ms. Hinson offered the 976/900 block to protect against any further abuses by his daughter and offered to adjust the 976 charges as this was the first time such calls were billed to him.

Ms. Hinson attempted to secure payment arrangements on the balance of the 900 calls. The agreed to add the block to his line and the order was issued with a due date of 1-24.

The appreciated the 976 adjustment, but, stated that he would not pay for the 900 calls either. Ms. Hinson explained that we would adjust those calls also, however, the carrier, TNI Operator Services, could pursue independent collection action. The said that he understood and was satisfied with the resolution of his appeal.

000013

1 Ms. Hinson explained that since the calls were on a toll credit
2 limit bill, he would also see the same calls on his regular bill
3 of 1-22, but, not to worry, we would adjust them from the bill and
4 he would pay the difference. Ms. Hinson made arrangements for the
5 to call her as soon as he received his January bill, so
6 she could provide him with the correct amount to pay.

7 As information an adjustment was prepared in the amount of \$65.66
8 for the 976 calls and \$609.62 for the TNI calls which the customer
9 refused to pay.

000012



Southern Bell

TAKEN BY: DLB

(TEL.) ✓

(MAIL) ✓

(TIME) 1:13

(LOGGED) ✓

(CARD) ✓

(FROM) DLB

(DATE) 1/22

(DUE BY) 1/22

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: _____

SO

Customer's complaint: _____

RECEIVED A \$600 BILL FOR 900 NUMBER CALLS HE DID NOT MAKE
WANTS TO DISCUSS THIS FURTHER AND HAVE A BLOCK PLACE ON THE LINE.

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
FIELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

263-2146

Becky

2:00

DLB
DAD

INTERIM REPORT SENT _____

CLOSED DATE _____

GENERAL

NAME: -- CASE NUMBER: G177-91 TEL. #

ADDRESS:

CITY:

1. COMPLAINT - CLAIMS RECEIVED \$600.00 BILL FOR 900 # CALLS. HE DIDN'T
MAKE AND WANTS TO DISCUSS FURTHER AND HAVE BLOCK PLACED ON LINE.

DATE RECEIVED: 1-22-91 TIME RECEIVED: 1:57PM

2. OPERATIONS MANAGER ANSWERING COMPLAINT - DON BEDNAR

DISTRICT MANAGER ANSWERING COMPLAINT

DEPARTMENT OR GROUP - CSSC V

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME
FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS,
APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

OUR RECORDS INDICATE A TOLL CREDIT LIMIT STATEMENT TOTALING \$801.02 WAS
SENT TO THE CUSTOMER ON JANUARY 17 REQUESTING PAYMENT BY JANUARY 24. THERE
IS NO RECORD OF THE CUSTOMER CONTACTING THE BUSINESS OFFICE AT ALL REGARDING
THIS BILL.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE
DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO
ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW
FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER.
DO NOT USE ACRONYMS.

ON JANUARY 22, 1991 MRS. DONNA HINSON, ASSISTANT MANAGER, CONTACTED
TO DISCUSS HIS COMPLAINT. SAID HE SUSPECTED HIS
DAUGHTER HAD MADE THESE CALLS WHILE SHE WAS HOME DURING THE HOLIDAYS.
MRS. HINSON EXPLAINED SOUTHERN BELLS POLICY REGARDING 976 CALLS (THE
CUSTOMER HAD 2 976 CALLS TOTALING \$65.66 THE REMAINDER WERE 900 CALLS
BILLED BY TNI OPERATOR SERVICES). (CONTINUED)

PG 01

000018

4. CONTINUED

SAID THAT HE WAS UNAWARE OF THE CALLS BEING MADE AND OBJECTED TO THEM ON MORAL GROUNDS SAYING THEY WERE EVERYTHING HE STOOD AGAINST. MRS. HINSON OFFERED THE 976/900 BLOCK TO PROTECT AGAINST ANY FUTURE ABUSES BY DAUGHTER AND OFFERED TO ADJUST THE 976 CHARGES AS THIS WAS THE FIRST TIME SUCH CALLS HAD APPEARED ON HIS BILL. MRS. HINSON ATTEMPTED TO SECURE PAYMENT ARRANGEMENTS ON THE BALANCE OF THE 900 # CALLS. AGREED TO ADD THE BLOCK TO HIS LINE AND THE ORDER WAS ISSUED DUE FOR JANUARY 24. WAS APPRECIATIVE OF THE 976 ADJUSTMENT BUT STATED HE WOULD NOT PAY FOR THE 900 CALLS EITHER. MRS. HINSON EXPLAINED WE WOULD ADJUST THESE CALLS FROM HIS BILL ALSO, HOWEVER, THE CARRIER, TNI OPERATOR SERVICES, COULD PURSUE INDEPENDENT COLLECTION ACTION. SAID HE UNDERSTOOD AND WAS SATISFIED WITH THE RESOLUTION OF HIS COMPLAINT. MRS. HINSON EXPLAINED THAT SINCE THESE CALLS WERE ON A TOLL CREDIT LIMIT BILL HE WOULD ALSO SEE THE SAME CALLS ON THE REGULAR JANUARY 22 STATEMENT BUT NOT TO WORRY, WE WOULD ADJUST FROM THE BILL AND HE WOULD PAY THE DIFFERENCE. MRS. HINSON MADE ARRANGEMENTS FOR TO CALL HER AS SOON AS HE RECEIVED HIS JANUARY STATEMENT SO SHE COULD PROVIDE HIM WITH THE CORRECTED AMOUNT TO PAY.

5. INTERIM YES NO X DATE OF NEXT OR FINAL REPORT

6. NAME AND TITLE OF PERSON PREPARING ANSWER - DONNA HINSON, ASST. MGR.
TELEPHONE NUMBER 305-263-5263

7. ADJUSTMENT YES X NO AMOUNT DAYS AND REASON FOR ADJUSTMENT.

UNCOLLECTIBLE/ADJUST TO SATISFY 976 CALLS \$65.66 1ST TIME OFFENDER.

UNCOLLECTIBLE/ADJUST TO SATISFY 900 CALLS \$609.62 REFUSAL TO PAY.

1 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
2 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER,
3 THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU
4 ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE
5 OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE
6 PERSON ACCEPTING THE CASE.

7 OM/DM

TELEPHONE ()

FAX ()

10 NAME

TELEPHONE ()

12 TITLE

ACCEPTED YES NO

13 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
14 YES NO X WHY?

15 THE CUSTOMER NEVER CONTACTED US.

16 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT
17 FUTURE APPEALS OF THIS TYPE.

18 NONE APPLICABLE

19 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC.

20 NO OPPORTUNITY.

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 39439-Inquiry

DATE RECVD. DATE CLOSED

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: G-177-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000019



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 10, 1991

Memorandum to: Lark Daughtry
Department of Agriculture
and Consumer Services

From: Marie Forbes

Re:

Case No. Inquiry

Our investigation reveals that the customer was billed for two calls to 976-8000 on her April bill. This number is listed for

On 9-25, the customer called to advise that she had not received credit for one of the calls as promised by

On 11-26, the customer called again to advise that she had still not received the adjustment on one of the calls as promised by the vendor. We adjusted the late payment charges in the amount of \$.90 and explained that we had not received the notice from the vendor to make the adjustment either.

On 12-26, Ms. Linda Dawkins, Assistant Manager, contacted the customer to acknowledge the appeal. The customer advised that back in March she called the 976-800 number to get information for one of her friends. She said that at the time she did not see the \$29.00 per call charge.

About one week later she called the number again as a reminder to get the Federal Job information. When the first booklet came, she reviewed it but there were no local jobs in the Pembroke Pines area so she returned it by mail.

said she contacted the vendor when her bill arrived to request credit on her bill. She said that she was promised a credit for one call, however, she never received that credit. After several calls to the vendor which were to no avail she decided to write her letter of complaint.

000049

1 Ms. Dawkins contacted _____ and spoke with Kelli Hinz.
2 Representative, who advised that her company spoke with
3 on 3-27 and 4-13 in an attempt to resolve her problem. They offered
4 credit for one call, but, she refused and became irate
5 and cited a channel 10 news report where credit had been given by
6 a company of Sports Trivia ad and that customer was issued a
7 \$229.00 adjustment due to a child calling the number. They
8 attempted to explain that this was not the same situation but she
9 insisted on taking her complaint higher. Because of this the
10 company never issued the credit.

11 On 12-27, Ms. Dawkins spoke with _____
12 at _____ and discussed the contents of his ad.
13 _____ authorized credit in the amount of \$58.00, the full amount of
14 both calls. Ms. Dawkins called _____ and notified her of the
15 adjustment and she was satisfied.

000021

BUSINESS REPLY FORMReference No. 90-12-21149/LD

Complaint of:

Complete Name of Firm or Individual: SOUTHERN BELL TELEPHONE COMPANYAddress: 666 NW 79 AVE., ROOM 604MIAMI, FL 33126Telephone: 305-263-4816

Name of President or General Manager: _____

Name of Owner: _____

Name, address, and telephone number of person to contact for additional information, if necessary:

Please state your position, giving action taken or planned:

PLEASE SEE ATTACHED

Please return completed form to:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32301

(Signature)

(Title)

(Date)

000022



Southern Bell

PSC CASE #

IBOSS

TAKEN BY:

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

CUSTOMER'S NAME:

ADDRESS:

CITY:

TEL. #:

REFERRED TO:

CBR. #:

AREA:

Customer's complaint:

See attached

1-7-68. Port. ...

REP'S. INITIALS & DEPT.

Pat Jackson
492-3605
3:45

INTI-RIM REPORT SENT

CLOSED DATE

Log + pers
FCT

1
2
3 STATE OF FLORIDA



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES

4 DOYLE CONNER COMMISSIONER

*

MAYO BUILDING

TALLAHASSEE 32399-0800

5 December 28, 1990

6 In Reply Refer To:
7 90-12-21149/LD

8 Southern Bell Telephone Co.
9 Attention: Marie Murray
10 666 Northwest 79 Avenue, #604
11 Miami, Florida 33126

12 Subject:

13 The Division of Consumer Services has received a complaint involving
14 your business and is required by law to review it for possible
15 violations of state consumer protection laws.

16 After reading the complaint, please state your position by completing
17 and returning the enclosed Business Reply Form. Additional pages may
18 be attached if needed.

19 It is the policy of this office to protect consumers from unfair and
20 deceptive trade practices as well as to protect businesses from
21 groundless complaints.

22 Your cooperation will be appreciated.

23 Sincerely,

24

25 (Mr.) Lark Daughtry
26 Senior Consumer Complaint Analyst
27 Division of Consumer Services
28 904-488-2221/1-800-342-2176 (Florida only)

29 LD/kki

30 Enclosure

31 cc:
32
33

34 Public Service Commission
35 Fletcher Building
36 101 East Gaines Street
37 Tallahassee, Florida 32399-0850

000024

1
2 **Information Services**

3 **December 17, 1990**

4 **Mr. Lark Daughtry**
5 **Senior Consumer Complaint Analyst**
6 **Division of Consumer Services**
7 **Ref: 90-12-21149 /LD**

8 **Dear Sirs,**

9 **Intervest Capital is a company which provides useful information to the**
10 **public. Our most popular program is our Federal jobs. A consumer will call 976-**
11 **8000 after seeing one of our advertisements on television which clearly states that**
12 **there will be a charge of \$29.00 for the call (which appears on their phone bill). It is**
13 **not only shown on the screen, but stated verbally so it can also be heard.**

14 **As to the complaint you received from** she had seen the
15 **\$29.00 charge on the final screen. The charge is also stated verbally allowing**
16 **to hear that there was a charge.**

17 **When** called our office about the charges that appeared on her
18 **phone bill, we offered to give her credit for one of the two calls made to our service.**
19 **She was not satisfied. She was irate about the charges and was determined to get**
20 **full credit making it very hard to speak to her (she would not listen to what we were**
21 **saying or even give us a the chance to talk to her). She then called Southern Bell and**
22 **told them that it was okay to give her the two credits. Southern Bell called us to**
23 **confirm the action and found that it was not true. When this had happened, we nor**
24 **did Southern Bell give her any credit.**

25 **Intervest works together with Southern Bell in the billing process. If the**
26 **customer is a first time offender of a 976 #, they will get credited as what might have**
27 **been the case for the boy and the Sports Trivia Ad mentioned in Ms. Santos' letter.**
27 **Due to** actions we do not feel that she should not receive credit. She saw
28 **the charge and she did in fact call our service.**

29 **Sincerely,**
30
31
32
33



DOYLE CONNER, COMMISSIONER

*

MAYO BUILDING

TALLAHASSEE 32399-0800

December 13, 1990

In Reply Refer To:
90-12-21149/LD

Subject:

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws.

After reading the complaint, please state your position by completing and returning the enclosed Business Reply Form. Additional pages may be attached if needed.

It is the policy of this office to protect consumers from unfair and deceptive trade practices as well as to protect businesses from groundless complaints.

Your cooperation will be appreciated.

Sincerely,

(Mr.) Lark Daughtry
Senior Consumer Complaint Analyst
Division of Consumer Services
904-488-2221/1-800-342-2176 (Florida only)

LD/kki

Enclosure

cc:

Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

000026

40-12-2149



OFFICE OF THE ATTORNEY GENERAL

DEPARTMENT OF LEGAL AFFAIRS

THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1000

60 DEC -3 AM 2:11

PLEASE REPLY TO:

ROBERT A. BUTTERWORTH
Attorney General
State of Florida

Suite N 921
401 NW Second Avenue
Miami, Florida 33128
(305) 377-5619

November 28, 1990

Frank Cleveland, Director
Division of Consumer Services
Department of Agriculture and
Consumer Services
Mayo Building
Tallahassee, FL 32399-0800

Dear Mr. Cleveland:

Enclosed is correspondence from concerned consumers, the subject matter of which falls within the jurisdiction of your agency pursuant to 570.544 Florida Statutes. Please process these complaints.

Thank you for your cooperation.

Sincerely,

A handwritten signature in cursive script, reading "Richard F. Scott".

Richard F. Scott, Bureau Chief
Miami Branch Office

RFS:dl

Enclosure(s)

000024

1
2
3
4 Mark-Burnett
5 Department of Legal Affairs

6 Robert A. Butterworth
7 Attorney General
8 Room N-921
9 401 NW 2nd Avenue
10 Miami, Florida 33128

SUBJECT:

11
12 S i r s :
13

14 I have the honor to inform your Office about a situation
15 that has created a problem during the early part of this year with
16 the above-mentioned subject.

17 Said company has an advertisement on television that can easily
18 mislead and which is ridiculously overboard. It advertised for
19 Federal Jobs, flashing on the TV screen several times like:

20 FEDERAL JOBS!

- 1st Screen

21 NOW HIRING! NOW HIRING!

- 2nd Screen

22 CALL THIS NUMBER!

- 3rd Screen

23 976-8000 (in big numbers) occupying the whole length of the screen

- 4th Screen

24 \$29.00 per phone call!(as the final screen show) 5th Screen I lost

25 I had stood up and left the room before the last part was
26 flashed and the most I can remember vividly was the 976-8000. Only
27 one morning when I was seated at my meal table that the same ad
28 flashed again and I found to my horror that one call costs \$29.00. I
29 had called the number twice in the hope of helping some friends inte-
30 rested in Federal jobs (previously to my discovery). The bill appeared in
31 my phone account after that. I talked with the Manager of said Office
32 citing a similar example of a boy dialing a Sports Trivia Ad 87 times
33 at \$2.25 per call during an "EYE ON CRIME" commercial. The \$229.00 was
34 fully credited in this case, as shown on Channel 10 last April 14/90.
35 Said company, cited above, Intervest - billed me \$58.00 for the two
36 \$29.00/call since April 2, 1990 and the charges are still in my bill up
37 to now.- in spite of my explanation and my request for credit.

38 I am therefore asking your kind assistance in this matter. I will
39 deeply appreciate your intervention in settling this situation which
40 had dogged my times since April and I do not see any termination and solu-
41 tion. I have keen hopes you can help me a great deal here.

42 Very respectfully.
43
44
45

000028

DIVISION OF
CONSUMER SERVICES

90-12-21149/LD

90 DEC 24 11:11:49

BUSINESS REPLY FORM

Reference No. 90-12-21149 /LD

Complaint of:

Complete Name of Firm or Individual:

Address:

Telephone

Name of President or General Manager:

Name of Owner

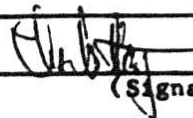
Name, address, and telephone number of person to contact for additional information, if necessary:

Please state your position, giving action taken or planned:

Please see attached

Please return completed form to:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32301


(Signature)

Vice-president

(Title)

December 17, 1990

(Date)

000029

90-12-21149/LD

BUSINESS REPLY FORM

Reference No. 90-12-21149/LD

Complaint of: Has been billed \$58.00 for making 2 calls at \$29.00 each
to request information on Federal Jobs. HAS requested credit but was
never received.

Complete Name of Firm or Individual: Southern Bell

Address: _____

Telephone: _____

Name of President or General Manager: L.E. Spradlin - General Mgr.

Name of Owner: _____

Name, address, and telephone number of person to contact for additional information, if necessary:

LINDA DAWKINS - 305-492-3995

Please state your position, giving action taken or planned:

SEE ATTACHED SHEET

Please return completed form to:

Florida Department of Agriculture
 and Consumer Services
 Division of Consumer Services
 The Mayo Building
 Tallahassee, Florida 32301

Linda Dawkins
 (Signature)

West Mgr.

(Title)

1/5/91

(Date)

100030

1 January 7, 1990

2 On 12/26/90 Linda Dawkins. Asst. Mgr., contacted
3 regarding her complaint. advised that back in
4 March she called 976-8000 to get Federal Jobs Information for
5 one of her friends. She said that at the time she did not see
6 the \$29.00 per call charge.

7 About one week later she called the number again as a
8 reminder to get the Federal Job Information.

9 When the first booklet came, she reviewed it but there were
10 no local jobs in the Pembroke Pines area so she returned it
11 to the vendor. The second book came and she also returned it
12 by mail. Ms. Santos said she contacted the vendor when her
13 bill arrived to request credit. She said she was promised
14 credit for one call but it was never received. After several
15 calls to the vendor which were to no avail she decided to
16 write her letter of complaint.

17 Mrs. Dawkins contacted Intervest Capital on 12-26-90 and
18 spoke to Kelli Hinz, Representative. Ms. Hinz stated that her
19 company spoke to on 3-27 and 4-23 in an attempt
20 to resolve her complaint. They offered credit for
21 one call but she refused. became irate, she cited
22 a Channel 10 News Report where credit had been given by a
23 company of a Sports Trivia ad and that customer was issued a
24 \$229.00 adjustment due to a child calling the number. They
25 explained that this was not the same situation but she
26 insisted on taking her complaint higher. Because of this, the
27 Company never issued a credit of \$29.00.

28 12-27-90 Mrs. Dawkins spoke to
29 and discussed contents of his ad.
30 authorized credit of \$58.00 the full amount to
31

32 was notified and the adjustment issued. Customer
33 is satisfied.

000031

COMPLAINT INPUT SHEET

1
2 CUSTOMER'S NAME: 1 FLA DEPT OF 752-311-1000
3 CASE NO Inquiry
4 DATE RECVD. DATE CLOSED
5 AREA: (2) SE (SO: SE: NO: OT:)
6 TYPE: (1) R (R: B; P:)
7 AREA CODE = TEL. NO. (B-305: F-407: P-904)
8 LATE: (1) (YES ONLY)
9 OPER. MGR.S INITIALS: (3) MBB?
10 DOCA: (3) BWD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)
11 CLASS (3) 976 (SEE BOTTOM FOR CODE)
12 ADJ. AFTER: (1) (YES ONLY)
13 STATE APPEALS NO.: P-26-91
14 JUST: (1) (N - NO ONLY)
15 CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)
16

17 RSC- RES SVC.CENTER
18 PSC- PUB. SVC. CENTER
19 BIL - BILLING
20 TRA - TREATMENT ACTIVITY
21 CON - CONSTRUCTION
22 OPS - OPERATOR SERVICES
23 ANC - ANNOYANCE CALLS
24 MKT - MARKETING
25 OTH - OTHER
26 MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000032

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 15, 1991

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

Case No. 38421-Inquiry

On 1-11, Ms. Debbie Foran, Assistant Manager, made arrangements to have the 900 calls adjusted from the bill in the amount of \$344.45.

Ms. Foran then called the customer to acknowledge the appeal. Ms. Foran advised the customer that we had adjusted the 900 calls in question and questioned if the customer was still experiencing any problems on his line. The customer advised that he was and arrangements were made to have the line tested.

The line tested clear and a service technician was dispatched to the premise to check further. The technician reported the line tested perfect, no cross talk, no one on the line, no cross battery and no tap on the line.

On 1-14, Ms. Foran called the customer to advise him of our findings. It was also agreed to place a block on the line. The customer accepted the information and the adjustment.



Southern Bell

IBOSS

38421-I

PSC CASE #

SERVICE MATTERS

RES. BUS. PUBLIC

- RES. SERV. CENTER
- BUS. SERV. CENTER
- PUB. SERV. CENTER
- HELD ORDERS/ENGR.
- BILLING
- DEPOSITS
- TREATMENT ACTIVITY
- INSTALLATION
- MISSED APPT. INS.
- MAINTENANCE
- MISSED APPT. MNT.
- CONSTRUCTION
- SWITCHED SERVICES
- OPERATOR SVC.
- COMPTROLLERS
- ANNOYANCE CALLS
- DIRECTORY
- ADVANCE SYSTEMS
- MARKETING
- DIAL-IT-SVC.
- OTHER
- COMPL. LETTERS

REP'S. INITIALS & DEPT.

ASP (Deborah Phillips - Tax Collection)

Time 4:36

1-904-350-3736

INTERIM REPORT SENT

CLOSED DATE

M-87-91

4:30

KB

1/10

1/17

TAKEN BY:

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

CUSTOMER'S NAME:

ADDRESS:

APT.:

CITY:

TEL. #:

REFERRED TO:

CBR. #: SAME

AREA: NO

Customer's complaint:

DENIES 900# CALLS AND DENIED INTER STATE CALLS.
COMMISSION REQUEST THAT WE CHECK THE LINE FOR ANY PROBLEMS.
CUSTOMER DENIES ALL KNOWLEDGE OF CALLS AND SAYS HAS CROSS
TALK ON THE LINE. COMMISSION REFERRED TO AT&T AND MCI
FOR ADJUSTMENT OF THE 900# CALLS.

000034

BILLING INQUIRY

NAME:

CASE NO: M29-91 TEL NO:

**ADDRESS:
CITY:**

**1. COMPLAINT: DENIED 900 AND INTERSTATE CALLS - PSC WANTS
CHECK ON LINES FOR ANY PROBLEMS. HE DENIES ALL KNOWLEDGE AND
HAS CROSS-TALK ON LINES. CUSTOMER REQUESTS REFER TO AT&T AND
MCI FOR ADJUSTMENT.**

DATE RECEIVED: 01/10

TIME RECEIVED: 4:42 P.M.

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER

DISTRICT MANAGER ANSWERING COMPLAINT: SAME

DEPARTMENT AND GROUP - CUST. SVCS. - JAX. REVENUE RECOVERY CTR

3. DATE SERVICE ESTABLISHED: 07/90 CREDIT CLASS: D

DEPOSIT: 150 NUMBER OF TREATMENTS PAST NINE MONTHS: 5

NUMBER OF DENIALS: 2 NUMBER OF DCK: 0

AMOUNT DEPOSIT REQUESTED: N/A DATE OF NOTICE:

DUE DATE:

4. TOLL USAGE 1. 13 2. 45 3. 382 AVERAGE TOLL USE: 330

LOCAL SERVICE: 19.75 DATE OF BILL: 01/04/91 AMOUNT: 658.71

PAY BY DATE: 01/29/91 DATE OF NOTICE: 01/29/91

**DUE DATE: 01/29/91 DENIED: NO RESTORED: DATE:
TIME:**

**5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE
APPEAL IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND OR
TREATMENT ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES:**

N/A

000035

1 6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
2 INCLUDE DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH
3 THE CUSTOMER:

4 1/11 9:15 DEBBIE FORAN, ASSISTANT MANAGER-REVENUE RECOVERY
5 CENTER, CALLED MARGARET STALLINGS, ASSISTANT MANAGER-
6 BUSINESS, TO GET ALL 900 CALLS ADJUSTED. SHE WILL CALL BACK AND
7 GIVE ME THE AMOUNT TO ADJUST. TOTAL AMOUNT OF ADJUSTMENT IS
8 \$344.45.

9 1/11 9:35 ASSISTANT MANAGER CALLED AND ADVISED
10 HIM WE WOULD ADJUST THE 900 CALLS. D. FORAN ASKED CUSTOMER IF
11 HE WAS STILL HAVING THE CROSS-TALK. HE ADVISED, "YES".

12 1/11 9:40 DEBBIE FORAN, ASSISTANT MANAGER, CALLED
13 MAINTENANCE AND SPOKE TO FRANCIS CLARK. SHE WAS ASKED TO
14 HAVE LINE TESTED AND TO SEND SOMEONE OUT TO CHECK THE LINE.

15 1/11 10:30 FRANCIS CLARK TESTED THE LINE AND IT TESTED CLEAR.
16 BYRON DAVIDSON, TECHNICIAN, WAS SENT OUT TO CHECK OUT
17 LINE.

18 1/11 2:30 FRANCIS CLARK CALLED D. FORAN, ASSISTANT MANAGER,
19 AND ADVISED BYRON DAVIDSON WENT OUT AND CHECKED CUSTOMER'S
20 LINE. HE REPORTED IT TESTED PERFECT. HE REPORTED NO CROSS-
21 TALK, NO ONE ON-LINE, NO CROSS BATTERY AND NO TAP ON LINE.

22 1/14 D. FORAN CALLED CUSTOMER AND TOLD HIM WE WOULD
23 ADJUST \$344.45 OF THE 900 CALLS AND PUT A BLOCK ON THE LINE.
24 CUSTOMER WAS ALSO ADVISED THE LINE TESTED CLEAR.
25

26 7. INTERIM: NO DATE OF NEXT OR FINAL REPORT:

27 8. NAME AND TITLE OF PERSON PREPARING ANSWER:

28 DEBORAH T. FORAN, ASSISTANT MANAGER
29 TELEPHONE NO: 904-350-8462

30 9. ADJUSTMENT: YES AMOUNT: 344.45 # DAYS & REASON FOR ADJ.:

31 10. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS
32 THAT MAY HAVE BEEN INVOLVED IN THIS COMPLAINT. INDICATE
33 OPERATIONS MANAGER/DISTRICT MANAGER/SF #/TELEPHONE # AND
34 PERSON NOTIFIED:

000036

1 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH
2 THIS CASE? NO

3 11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS
4 APPEAL? NO WHY? AFTER THE MAINTENANCE INVESTIGATION,
5 THE LINES WERE TESTED CLEAR.

6 12. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
7 CASH? (BE SPECIFIC) NONE, CUSTOMER DIDN'T CALL IN AND GIVE US
8 AN OPPORTUNITY TO HELP HIM.

000037

RECEIVED 12-31-71

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE. NO 38421-Inquiry

DATE RECVD. _____

DATE CLOSED _____

AREA: (2) NF

(SO: SE: NO: OT:)

TYPE: (1) B

(R: B: P:)

AREA CODE = TEL. NO. _____

(B-305: F-407: P-904)

LATE: (1) _____

(YES ONLY)

OPER. MGR.S INITIALS: (3) _____

JRC

DOCA: (3) WFL

(DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976

(SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y

(YES ONLY)

STATE APPEALS NO.: M-89-91

JUST: (1) _____

(N - NO ONLY)

CAUSE CODE: (5) 25H00

(SEE CAUSE CODE LIST)

RSC- RES SVC. CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000038

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 17, 1991

Memorandum to: Shirley Stokes

From: Marie Forbes

Re:

Case No. 38583-Inquiry

Our investigation reveals that on 12-28, the customer called to question the 976 calls on her bill. The customer denied all knowledge and we agreed to adjust the calls and offered the 976 block and quoted the charge. The customer agreed to add the block.

On 1-7, the customer called and denied all knowledge of the 976 calls on the bill. We agreed to adjust and offered the block and quoted the charge. She agreed to check with her boss and call back. Since the customer was upset the matter was escalated to an Assistant Manager, Diane DeSimone. Ms. DeSimone spoke with the customer and discovered that four separate businesses in the Kings Creek Village Plaza had 976 calls placed on 12-4 between 11:00 and 11:30 AM.

Ms. DeSimone advised that she would contact the security department to see if anything could be done. she also agreed to waive the non recurring charge to place the 976 block on all of the businesses involved. The customer was satisfied.

The security department advised to have the cross box checked to see if it had been tampered with and to see if the meter room has a lock. if not, the customer may want to have this done and retain the key on the premise.

Arrangements were made to dispatch a technician to check the premise on 1-8. Ms. DeSimone called the customer to advise that a technician would be dispatched and explained why. When questioned if the meter room is locked the customer advised that it was, however, the lock is flimsy. We suggested that they may want to place a stronger lock on the room, but, to be sure that the key is kept on the premise at all times.

1 On 1-8. the technician was dispatched and checked out both the
2 cross box and the meter room and advised that both were locked and
3 did not appear to be tampered with.

4 On 1-8. Ms. DeSimone called the customer to advise her of our
5 findings and also advised her that we were adjusting the 976 block
6 charge due to suspected fraud. Ms. DeSimone also contacted the
7 other businesses involved and advised them of our findings

8 On 1-14. Ms. Diane DeSimone, Assistant Manager, contacted the
9 customer to acknowledge the appeal. apologized and
10 said that he had mailed the letter to the commission before she had
11 known that the problem had already been handled. Everything was
12 okay now.

13 As information the adjustment was prepared in the amount of \$23.85.

000049

1 Name _____
2 Address _____
3 _____
4 City/State _____
5 Account Number _____
6 Has consumer contacted company? Yes ☒ No _____
7 1. Nature of Request 2. Report of Action
8

Company SOUTHERN BELL
Attn. MARIE MURRAY
Consumer's Telephone _____
Can Be Reached _____

Request No 385831
By SAS Time 3:31 PM Date 01/11/
To CO Time fax Date 01/14/
Complaint Type is-02
Justification _____
Closed By _____ Date _____
Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Shirley Stokes

01/29/1991

By _____

9 PLEASE INVESTIGATE THE INFORMATION IN THE ATTACHED CORRESPONDENCE AND
10 PROVIDE A REPORT BY THE DATE SHOWN BELOW--PERHAPS A CHECK OF THE
11 COMPANY'S FACILITIES IN SHOPPING CENTER FOR PROBLEMS WILL BE HELPFUL.
12



January 7, 1990

Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399

385831
IS-02

Atl: Consumer Affairs
Telephone

Gentlemen:

Please find enclosed a copy of my telephone bill which itemized calls made to different companies the same day at the same time for exhorbitant charges. Southern Bell has been notified and they doleted the charges, however, many of my neighbors in this shopping center have been charged likewise. We respectfully request an immediate investigation, as we feel, the companies which charge \$40.00 per minute etc. should be questioned, especially since those calls are from a business phone. like mine, during working hours. Moreover, a Southern Bell internal investigation should be initiated to find the culprit; because, as you can see by the copy of the bill enclosed, the time and date of these calls are not feasible.

We would hardly appreciate your prompt attention to this matter and I also feel why should I have to pay \$10.00 to be protected for such an illegal procedure, such as these calls.

Yours truly,

Encl.



000043



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Dec 19, 1990

Page 2

Monthly Service Charges (continued)

4. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Dade Co county
5. Emergency 911 Installation Charge. This charge has been placed on your bill by Dade Co county
- Subtotal

Other Charges and Credits

- Dec 19 90 50 MANHOLE
6. Cost of Dade county manhole ordinance #83-3
- Subtotal

976 Service Calls Billed for Sponsor(s)

Date	Place Called	Number Called	*Rate	Time	Min.	
7. DEC	4 NUCONEX	305 976-9627		1109AM	1	37.33
8. DEC	4 HAPPY SITTER	305 976-7487		1109AM	1	29.95
9. DEC	4 NUCONEX	305 976-9627		1116AM	1	37.33
10. DEC	4 RIOTTI COMM	305 976-7877		1117AM	1	40.00
11. DEC	4 RTI COMM	305 976-2223		1117AM	1	35.00
Subtotal						

Total Charge For Itemized Calls 179.61

Taxes

12. Federal Tax 1.12
13. State Tax 2.24
14. County Tax 2.35
15. Florida Gross Receipts Surchargo .23
- Subtotal

Southern Bell Current Charges

Messages

A Braille telephone bill is now available to our customers who read Braille. If you know someone who would benefit from this service, please have that person contact our Special Assistance Bureau at 780-2273.

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

*Rate Applied - See Back of Page

CP 015412

000041

1
GENERAL

2 NAME _____ CASE NUMBER M108-91

3 TEL. NO. _____

4 ADDRESS _____

5 CITY _____ DOC _____

6 1. COMPLAINT

7 Customer upset with the amount charged for 976 calls and also
8 does feel he should have to pay to have 976 service blocked
9 from his lines.

10 DATE RECVD 01-14-91 TIME RCVD 3:00

11 2. OPERATIONS MANAGER ANSWERING COMPLAINT Helen Prieto

12 DISTRICT MANAGER ANSWERING COMPLAINT Helen Prieto

13 DEPARTMENT AND GROUP Customer Services.

000045

14 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR
15 CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL

1 TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL.
2 ADVISE SERVICE ORDER NUMBERS. JOB ORDER NUMBERS. APPLICATION
3 AND DUE DATES. DO NOT USE ACRONYMS.

4 12-28-90 Customer called in to business office to deny
5 knowledge of 976 calls on her 12-29-90 bill. She spoke with
6 Service Representative Julio Figueroa, who agreed to adjust
7 the 976 calls and offered the 976 block and advised of the
8 charges to add. agreed to have the 976 block put on the
9 line.

10 01-07-91 Customer with and
11 called in to the business
12 office and spoke to Service Representative Patti Buckhanon.
13 was denying all knowledge of the 976 calls on her
14 12-28-90 bill. The representative agreed to adjust the calls
15 and explained the 976 block and its charges. The customer
16 agreed to check with her boss and call back. Patti Buckhanon
17 referred this customer to Diane DeSimone, Assistant Manager,
18 because she felt the customer was upset. Diane DeSimone
19 spoke to and discovered that four separate businesses
20 in the Kings Creek Village Plaza had 976 calls placed on
21 December 4th between 11:00AM and 11:30AM. The other
22 businesses were

23
24 Mrs DeSimone advised she would contact the security
25 department to see if anything could be done, she also agreed

000045

1 to waive the non-recurring charge to have 976 block put on
2 number and also adjust the non-recurring charges
3 putting 976 block on the above mentioned accounts. Customer
4 was satisfied.

5 Mrs DeSimone called the Security Department 220-0900 at
6 1:30PM and spoke to Anne StJohn. She advised Mrs DeSimone to
7 refer to the Maintenance Department to have the cross box
8 checked to see if it had been tampered with, and to see if it
9 could be locked. She also advised Mrs DeSimone to check with
10 the customer to see if the meter room has a lock on it, and
11 if not, the customer may want to have a lock put on, and keep
12 the key on the premis.

13 At 2:00PM Mrs DeSimone called to Repair to place a report to
14 have a repairman go out to check the crossbox to see if it
15 has been tampered with, and to see if it is locked. Spoke to
16 Shirley in Maintenance, she will send a repairman out before
17 12:00 on 01-08-91 to check the crossbox for the customer.

18 At 2:10PM Mrs DeSimone called back to the customer and spoke
19 to Soraya. Mrs DeSimone advised her what was being done.
20 Also questioned her if meter room was locked, she advised yes
21 but lock is flimsy. Mrs DeSimone suggested they may want to
22 get a stronger lock on the door, but key would have to be
23 kept on the premises at all times.

24 01-08-91 Mrs DeSimone spoke to Kathy Graveline, 599-8271,
25 Service Consultant at the Vendor Marketing Center, who
26 handles 976 vendors. Advised her what was happening and
27 questioned if anything more could be done. She advised to
28 have maintenance check the meter room also, to see if it has
29 been tampered with.

000047

01-08-91 Repairman Gregory called in to Mrs DeSimone to advise her that the he had checked the cross box. It is locked with master key, and it does not seem to be tampered with. He also checked the meter room and it checked out O.K. He advised that anyone can get a Test Sets and plug in and make calls off lines and the meter room would not look to be tampered with.

01-08-91 Mrs DeSimone called _____ and spoke to the Manager _____ Mrs DeSimone advised her what had been done to check out the problem and also advised her we would be adjusting the 976 block non-recurring charge off of the next bill on the accounts _____ and on _____ because of suspected fraud. _____ is for

_____ which is operated out of the same office as the travel agency; _____ thanked her for looking into it and taking care of charges. Mrs DeSimone also contacted _____ at _____, to advise him what had been done to check on the problem, and also that the non-recurring charge to add 976 block would be adjusted on his next bill because of suspected fraud. Customer was satisfied.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF

000048

11-18-91 10:45 AM
MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER.
DO NOT USE ACRONYMS.

01-14-91 Diane DeSimone, Assistant Manager, received the
appeal. At 3:20 PM Mrs DeSimone spoke to .. Mrs
DeSimone advised her we had received the PSC case.
apologized and said she had mailed the PSC before she
had known that the problem had been taken care of. But
everything is fine now.

5. INTERIM YES___ NO X DATE OF NEXT OR FINAL REPORT _____

6. NAME AND TITLE OF PERSON PREPARING ANSWER Diane
DeSimone, Assistant Manager.

TELEPHONE NUMBER 1

7. ADJUSTMENT-YES X NO___ AMOUNT \$23.85 # DAYS & REASON
FOR ADJUSTMENT

Agreed to adjust non-recurring charges for putting 976 block
on 1 line, since there is fraud of 976 calls at this office
complex.

8. SEND THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR
DISTRICT MANAGER. THEIR FAX NUMBER ANT THE NAME OF THE
MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER
OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE

000049

1 OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE
2 NUMBER OF THE PERSON ACCEPTING THE CASE.

3 OM/DM _____ TELEPHONE _____
4 FAX _____

5 NAME _____ TELEPHONE _____

6 TITLE _____ ACCEPTED YES _____ NO _____

7 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING
8 THIS APPEAL? YES _____ NO X

9 WHY?

10 The problem had been investigated and resolved prior to
11 Southern Bell receiving the appeal. This customer had never
12 called back into Southern Bell after contact on 12-28-91 when
13 the 976 calls were adjusted.

14 10. WHAT HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
15 APPEALS OF THIS TYPE.

16 N/A

000059

1 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
2 CASE? BE SPECIFIC.

3 N/A

000031

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE. NO 38583-Inquiry

DATE RECVD. _____ DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) B (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) HGP

DOCA: (3) DAD (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: M-108-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC. CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000052



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 14, 1991

MEMORANDUM TO: Mike Dvnek

FROM: Pat Shields

RE:

CASE NO. Inquiry 37606 - I

Our investigation reveals that the customer called on January 4, 1991, and advised she had been billed incorrectly for an MCI 900 call. The customer was advised that the call was billed correctly and that we would not adjust the call. The customer was offered the 900 call block, which she accepted.

On receipt of the appeal on January 7, Mrs. G. Nelson, Assistant Manager, called the customer and left several messages on a recorder. Mrs. Nelson investigated and determined that the call in question had been billed \$3.98 per minute for five minutes for a total of \$19.90.

The customer called on January 9, and Mrs. Nelson acknowledged the appeal. She apologized for any inconvenience. The customer advised that she had a card that stated the call was \$3.98. The advertisement apparently did not state that the charge is \$3.98 per minute. The customer stated that she resented the fact that she could not deal directly with MCI, but had to go through Southern Bell. Mrs. Nelson agreed to adjust the call and noted the records that the call was adjusted due to the fact the customer felt the carrier misrepresented the facts through their advertising.

The customer is satisfied.

000050



Southern Bell

TAKEN BY: MW

(TEL.)

X
(MAIL)

12:30
(TIME)

(LOGGED)

(CARD)

MD
(FROM)

1-7
(DATE)

1-14
(DUE BY)

IROSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: _____

NO

PSC CASE # 37606-1 INQUIRY

SERVICE MATTERS

RES.

BUS.

PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSSED APPT. INS.

MAINTENANCE

MISSSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

Customer's complaint: _____

(SEE ATTACHED REPORT FROM PSC)

25D

1-11- Cld Carol Brinkley

Mr. Vase

is ready to go

REP'S. INITIALS & DEPT.

INTERIM REPORT SENT

CLOSED DATE

Company SOUTHERN BELL
Attn. MARIE MURRAY
Consumer's Telephone _____
Can Be Reached _____

Request No. 376061
By MCD Time 11:43 AM Date 01/04/
To CO Time fax Date 01/07/
Complaint Type is-03
Justification _____
Closed By _____ Date _____
Reply received _____

150011

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Mike Dymek

By _____ / /

1
2
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23. _____

2. Report of Action

Customer called 900-329-3009, as the advertisement stated that the charge would be only \$3.98 for the call. Customer was billed \$3.98 per minute instead and had to pay \$19.90 for the call. Customer has already paid bill but feels she should be credited for the overcharge.

114

3 NAME: _____ CASE #: P42-91 TEL #: _____ 3
4
5

6 1. COMPLAINT:

7 _____ placed a 900 call to 900-329-3009. The advertisement
8 stated the cost was \$3.98 per call. She was billed \$19.90. She paid
9 the bill but now wants a credit.

10 DATE RECVD: 1-07-91 TIME RECVD: 12:45

11 2. OPERATIONS MANAGER ANSWERING COMPLAINT: Judy Sawyer

12 DEPARTMENT OR GROUP: Customer Services-Residence

13 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR
14 TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING
15 THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER
16 NUMBERS, APPLICATION AND DUE-DATES. DO NOT USE ACRONYMS.

17
18 1-4-91 Mrs. called the business office and spoke with Clint Combs,
19
20 Service Rep. She advised him she had been billed incorrectly for an
21
22 MCI 900 call. Mr. Combs advised her the call was billed correctly and
23
24 that we would not adjust the call. He offered her the 900 block, which
25
26 she accepted.

27
28 1-7-91 _____ called the PSC to lodge a complaint.
29
30
31

32 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
33 THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER
34 TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS).
35 SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE
36 CUSTOMER. DO NOT USE ACRONYMS.

37
38 1-7-91 Mrs. Nelson, Assistant Manager, called _____ at home
39
40 and left word on the recorder several times. She was unable to call her
41
42 at work. The call in question was billed \$3.98 per minute for 5 minutes
43
44 for a total of \$19.90
45

000050

1 1-9-91 called and spoke to Mrs. Nelson. She said she
2 has a card that states the call is \$3.98. The advertisement does not
3 state it's \$3.98 per minute. She said she resents the fact that she
4 cannot deal directly with MCI but has to go through Southern Bell.
5 I said that MCI misrepresented themselves in their advertisement.
6 5. INTERIM: No
7 6. NAME AND TITLE OF PERSON PREPARING ANSWER: Gerry Nelson, Asst. Mgr.
8 (904) 350-3041
9 7. ADJUSTMENT: Yes AMOUNT: \$20.31
10 REASON: Mrs. Nelson agreed to adjust the call and also note the
11 adjustment the reason the call was taken off was due to the fact that
12 felt the carrier had misrepresented the facts through
13 advertising.
14 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
15 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT
16 MANAGER. THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON
17 NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE
18 PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND
19 TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE. N/A
20
21 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
22
23 No. Her real complaint was with MCI and not with Southern Bell. Southern
24 Bell followed proper procedures in handling the inquiry.
25
26

000054

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO. 37606-I

DATE RECVD. 01-07-91 DATE CLOSED _____

AREA: (2) NO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) JMS

DOCA: (3) JAX (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO: P-42-91

CAUSE CODE 25D00 (SEE CAUSE CODE LIST)

RSC - RES. SVC. CENTER
RSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - MAINTENANCE

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000053



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

February 6, 1991

Memorandum to: Stella Maloy

From: Marie Forbes

Re:

Case No. 40906-P

Our investigation reveals that on 10-26-90 we sent the customer an interim toll bill in the amount of \$274.51, along with a request to pay by 11-2.

On 10-29, the customer called and advised that she never made the calls on the interim toll bill. The customer was advised to call our office when she received her regular bill to have the calls investigated. (At this time the current bill was \$115.11).

On 10-29, the customer called and we provided the listings on 976 calls on the interim bill and offered a toll block. The customer advised that she would discuss the matter with her husband and call back.

Later that day the customer called back and we again provided the listings on the 976 calls. At this time the customer advised that her son and his friend made the 976 calls. Her son is 11 years old. The calls were sustained and we again offered the toll block. The customer advised that he needed to speak to her husband and would call back.

On 10-29, the records are noted of an adjustment by AT&T in the amount of \$115.11, from 10-22.

On 11-2, the customer called and asked if payment arrangements were available and was advised yes. She again stated that she would discuss the matter with her husband and call back. The customer called again and was provided with listings and said that she would discuss the matter with her husband and call back.

On 11-20 we received a payment in the amount of \$145.53.

A final notice was sent to pay \$225.96 by 12-10. The 976 calls were in the amount of \$248.98. On 12-17, the service was interrupted for the balance of \$125.96.

1 On 12-20, we sent the customer a letter advising of complete
2 disconnect on 1-8. On 12-24, the customer called and advised that
3 her son made the calls and she wanted to make payment arrangements.
4 The customer was advised that once the service is interrupted, full
5 payment is needed to restore the service. The customer advised
6 that she would pay the full amount on 12-24.
7

8 On 1-7, the customer called to advise of a payment in the amount of
9 \$156.60. The customer was advised that the balance was \$191.56,
10 however, we agreed to restore the service for the amount that she
11 had paid. The service was ordered restored and a deposit letter was
12 sent for \$250.00 to be paid by 1-23. We quoted the restore charge
13 and the customer said that she would discuss the matter with her
14 husband.
15

16 On 1-8, the customer called regarding the deposit request. We
17 agreed to lower the deposit to take into consideration the AT&T
18 adjustment in the amount of \$115.11 and the 976 calls. A commitment
19 was made to call the customer back.
20

21 On 1-9, Ms. Mary Lou Sanchez, Assistant Manager, called the
22 customer and agreed to waive the deposit for now, however, she
23 explained if tolls and late payments continue, a deposit would be
24 required.
25

26 On 1-30, the customer called requesting a three week local service
27 adjustment for the time his service was denied. He spoke with a
28 manager, who explained that we do not make local service
29 adjustments for this reason, as his line and number are held in
30 reserve while the service is interrupted.
31

32 On 2-5, Ms. Kathy Locke, Assistant Manager, contacted to
33 acknowledge the appeal. Ms. Locke explained that we would have been
34 happy to make arrangements on the 976 calls, however he never
35 called back to make arrangements. The customer was advised that we
36 will adjust the 976 calls as a first time offender, however, he
37 will be responsible for future calls. We will also adjust the time
38 out of service and the restoration charge. Ms. Locke apologized for
39 the confusion and misunderstanding regarding the 976 calls and the
40 customer was satisfied.
41

42 As information the adjustment totaled, \$281.57.

000030

M-301-91

2/1



Southern Bell

~~MW~~
TAKEN BY:

(TEL.)

X
(MAIL)

2:45
(TIME)

(LOGGED)

(CARD)

SM
(FROM)

2-4
(DATE)

2-11
(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: _____

SO

10000

PSC CASE # 40906-P

SERVICE MATTERS

RPS. BUS. PUB/TC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HOLD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

John E.

Customer's complaint: _____

(SEE ATTACHED CORRESPONDENCE FROM PSC)

INTERIM REPORT SENT _____

CLOSED DATE _____

001500001 1101

1 Name _____
2 Address _____
3 _____
4 City/State _____ County _____
5 Account Number _____
6 Has consumer contacted company? Yes ☒ No _____ Who _____

Company **SOUTHERN BELL**
Attn **MARIE MURRAY**
Consumer's Telephone _____
Can Be Reached _____

Request No. **40906P**
By **SMM** Time **2:34 PM** Date **02/01/**
To **CO** Time **fax** Date **02/04/**
Complaint Type **ts-06**
Justification _____
Closed By _____ Date _____
Reply received _____

1 1. Nature of Request 2. Report of Action
2
3
4
5
6
7
8
9 See attached. Please investigate & provide me with a report.
10
11 NOTE: Did co. interrupt service for nonpay of 976 numbers?
12
13
14
15
16
17
18
19
20
21
22
23

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

St _____ y _____
By _____

1/30/91

RE:

Dear Sirs:

I write this letter in hopes of advising your Agency how the (Pamof company) does not respond adequately to consumers needs.

My account was billed for a monthly service from December 1, 1990 through January 10, 1991 the amount of \$11.65. However for a three week period of that period I was without the same service due to an interruption of my non-payment of the bill charges.

The reason for the unpaid charges were due to several calls to different 976 numbers in a thirteen minute period. These calls were made by a MINOR NOT AN ADULT and Southern Bell insisted that I pay for those calls.

I insisted to pay for those charges as, after three weeks of same service interruption, I had no choice but to pay. Mrs. Conda Lead, a Supervisor at 780-2200 insist that she is not willing on a/c to make an adjustment on my account for the time period that my service was discontinued.

- OVER -

000063

BILLING

NAME: _____ CASE NUMBER: M301-91 TEL. #

ADDRESS: _____

CITY: _____

1. COMPLAINT - HAD TO PAY FOR 976 CALLS SON 11 YEARS OLD MADE NO LOCAL
SERVICE ADJUSTMENT FOR 21 DAYS DENIED FOR CALLS.

DATE RECEIVED: 2-4-91 TIME RECEIVED: 3:15 PM

2. OPERATIONS MANAGER ANSWERING COMPLAINT - FLORA MITCHELL

DISTRICT MANAGER ANSWERING COMPLAINT

DEPARTMENT OR GROUP - CUSTOMER SERVICES - COLLECTIONS

3. DATE SERVICE ESTABLISHED 10-77 CREDIT CLASS D DEPOSIT 105

NUMBER OF TREATMENT STEPS TAKEN LAST 9 MONTHS 5

NUMBER DTS 1 NUMBER DCK 0

AMOUNT OF DEPOSIT REQUESTED 250 DATE OF NOTICE 1-7-91

DUE DATE 1-23-91

4. TOLL USAGE 1. 351 2. 42 3. 22 AVERAGE TOLL USE 276

LOCAL SERVICE 11.65 DATE OF BILL 11-11-90 AMOUNT 371.49

PAY BY DATE 12-5-90 DATE OF NOTICE 12-5-90

DUE DATE 12-11-90 DENIED 12-17-90 RESTORED 1-7-91 TIME 3:24 PM

PG 01

000065

1 5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE APPEAL.
2 INCLUDE ALL BILLING CLAIMS AND OR TREATMENT ACTIVITY IF APPLICABLE.
3 PLEASE INCLUDE ALL DATES. DO NOT USE ACRONYMS.

4 ON 10-25-90, \$141.78 PAYMENT WAS RECEIVED.

5 ON 10-26-90, RACHAEL PICKERING, COLLECTION REPRESENTATIVE, SENT AN INTERIM
6 TOLL BILL FOR \$274.51 TO THE CUSTOMER ALONG WITH A REQUEST TO PAY HIS
7 CURRENT BILL OF \$256.89 BY 11-2-90. ON 10-29-90 . CALLED OUR
8 OFFICE AND SPOKE WITH ILEANA CORDOVA, COLLECTION REPRESENTATIVE, AND
9 ADVISED SHE NEVER MADE THE CALLS ON THE INTERIM BILL. SHE WAS ADVISED
10 TO CALL CUSTOMER SERVICE WHEN SHE RECEIVED HER 11-90 BILL TO HAVE THE
11 CALLS INVESTIGATED. (AT THIS TIME BALANCE ON CURRENT BILL WAS \$115.11).

12 ON 10-29-90 SPOKE WITH PAULA WILLIAMS, IN OUR CUSTOMER SERVICE
13 DEPARTMENT, WHO GAVE LISTINGS ON THE 976 CALLS ON HER INTERIM
14 BILL AND OFFERED HER A TOLL BLOCK. SHE SAID SHE WOULD DISCUSS IT WITH
15 AND CALL BACK. LATER THAT SAME DAY SHE CALLED CUSTOMER
16 SERVICES BACK AND SPOKE TO MILAGROS HORDAY, SERVICE REPRESENTATIVE WHO
17 GAVE HER LISTINGS ON 976 CALLS AGAIN. AT THIS TIME ADVISED HER
18 SON AND HIS FRIEND MADE THE CALLS. HER SON IS 11 YEARS OLD. THE CALLS
19 WERE SUSTAINED, A TOLL BLOCK WAS OFFERED AGAIN. ADVISED SHE
20 NEEDED TO SPEAK WITH HER HUSBAND AND CALL BACK TOMORROW.

21 ON 10-22-90, \$115.11 ADJUSTMENT WAS MADE BY AT&T BUT ENTERED ON CUSTOMER
22 RECORDS AFTER NOTES ABOVE.

23 ON 11-2-90, CALLED AND ASKED IF PAYMENT ARRANGEMENTS WERE
24 AVAILABLE. DWLYA D'AMICO, COLLECTION REPRESENTATIVE, ADVISED
25 YES. SHE AGAIN SAID WOULD DISCUSS WITH AND CALL BACK.
26 (CONTINUED)

27 PG 02

000066

1 5. CONTINUED

2 LATER THAT SAME DAY SHE SPOKE TO LUISA RIVERO, CUSTOMER SERVICES, AND WAS
3 GIVEN 976 LISTINGS, OFFERED TOLL BLOCK, SAID WOULD TALK TO . AND
4 CALL BACK.

5 ON 11-20-90, WE RECEIVED \$145.53.

6 . WAS SENT A FINAL NOTICE TO PAY \$225.96 BY 12-10-90. THE
7 AMOUNT OF THE 976 CALLS WERE \$248.98. ON 12-17-90 THE SERVICE WAS
8 DENIED. WE RECEIVED A PAYMENT OF \$100.00 12-17-90. THE SERVICE WAS
9 LEFT OFF FOR THE BALANCE OF \$125.96.

10 ON 12-20-90, CUSTOMER WAS SENT A LETTER ADVISED COMPLETE DISCONNECT ON
11 1-8-91. ON 12-24 . SPOKE TO PAULA BYLAND, COLLECTION REPRESENTATIVE.
12 SHE ADVISED MS. BYLAND THAT HER SON MADE THE CALLS AND SHE WANTED TO MAKE
13 PAYMENT ARRANGEMENTS. SHE WAS ADVISED ONCE SERVICE IS DENIED, WE NEED
14 THE FULL AMOUNT TO RESTORE SERVICE. SHE SAID SHE WOULD PAY THE FULL
15 AMOUNT ON 12-24-90 AND REPORT THE PAYMENT.

16 ON 1-7-91, CALLED IN A REPORT OF A PAYMENT IN THE AMOUNT OF
17 \$156.60. SHE WAS ADVISED SHE OWED \$191.56 BUT WE WOULD RESTORE SERVICE
18 FOR THE AMOUNT SHE HAD PAID. SHE SPOKE WITH DIANE DUBE, COLLECTION
19 REPRESENTATIVE, AT THIS TIME. DIANE RESTORED HER SERVICE AND SENT HER A
20 DEPOSIT LETTER FOR \$250.00 TO BE PAID BY 1-23-91. SHE SAID SHE WOULD
21 DISCUSS WITH . AND CALL BACK. WE ALSO BILLED CUSTOMER \$20.50
22 TO RESTORE HER SERVICE. (CONTINUED)
23

24 PG 03

00003

1 5. CONTINUED

2 ON 1-8-91, CALLED THE OFFICE AND SPOKE TO TERI SIDDIQ, COLLECTION
3 REPRESENTATIVE REGARDING OUR DEPOSIT REQUEST. MS. SIDDIQ AGREED TO LOWER
4 DEPOSIT TO TAKE INTO CONSIDERATION THE AT&T ADJUSTMENT AND ALSO THE 976
5 CALLS. SHE TOOK A COMMITMENT FOR A SUPERVISOR TO CALL HER BACK. ON 1-9-91
6 MARY LOU SANCHEZ, ASSISTANT MANAGER, CALLED BACK. SHE AGREED TO
7 WAIVE THE DEPOSIT FOR NOW. BUT EXPLAINED IF TOLLS AND LATE PAYMENTS
8 CONTINUE A DEPOSIT WOULD BE REQUIRED.

9 ON 1-30-91, CALLED SUSIE JOHNSON, COLLECTION REPRESENTATIVE,
10 REQUESTING A 3 WEEK LOCAL SERVICE ADJUSTMENT FOR THE TIME HIS SERVICE
11 WAS DENIED. HE WAS DENIED THE REQUEST FOR THE ADJUSTMENT. HE THEN
12 REQUESTED TO SPEAK TO A MANAGER, HE THEN SPOKE TO EVELYN CABALLERO,
13 RELIEVING ASSISTANT MANAGER, WHO ADVISED THAT HE WASN'T
14 GETTING ANY LOCAL SERVICE ADJUSTMENT AS HIS NUMBER AND LINE WERE
15 RESERVED FOR HIM WHILE HE WAS DENIED. THE SERVICE WAS ONLY TEMPORARILY
16 INTERRUPTED.

17 6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
18 THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER
19 TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS).
20 SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER.
21 DO NOT USE ACRONYMS.

22 ON 2-5-91, KATHY LOCKE, RELIEVING ASSISTANT MANAGER, CONTACTED
23 SHE EXPLAINED TO HIM THAT WE WOULD HAVE BEEN HAPPY TO MAKE ARRANGEMENTS
24 WITH HIM ON THE 976 CALLS, BUT HE NEVER CALLED BACK AND MADE ANY. HE IS
25 RESPONSIBLE FOR THE CALLS HIS SON MADE. MR. VIDAL SAID HE UNDERSTANDS. SHE
26 ALSO SUGGESTED HE PUT A BLOCK ON THE LINE FOR 976 AND 900 CALLS. HE SAID
27 HE WILL DISCUSS THIS WITH HIS WIFE AND CALL BACK IF HE WANTS A BLOCK.

28 (CONTINUED)

29 PG 04

000066

BILLING

NAME: CASE NUMBER: M301-91 TEL. #

ADDRESS:

CITY:

6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

ON 2-5-91, KATHY LOCKE, RELIEVING ASSISTANT MANAGER, CONTACTED SHE EXPLAINED TO HIM THAT WE WOULD HAVE BEEN HAPPY TO MAKE ARRANGEMENTS WITH HIM ON THE 976 CALLS, BUT HE NEVER CALLED BACK AND MADE ANY. HE IS RESPONSIBLE FOR THE CALLS HIS SON MADE, BUT AS A FIRST TIME OFFENDER WE WILL ADJUST THE 976 CALLS. SHE ALSO ADVISED HE IS RESPONSIBLE FOR ALL FUTURE CALLS. SHE SUGGESTED HE PUT A BLOCK ON THE LINE FOR 976 AND 900 CALLS. HE SAID HE WILL DISCUSS THIS WITH HIS WIFE AND CALL BACK IF HE WANTS A BLOCK. SHE AGREED TO HAVE THE \$20.50 RESTORATION CHARGE AND THE LOCAL SERVICE CHARGE FOR THE TIME HE WAS DENIED ADJUSTED. THESE ADJUSTMENTS WERE MADE 2-5-91.

\$20.50 TO RESTORE SERVICE - \$12.09 FOR LOCAL SERVICE

\$248.98 976 CALLS

8. ADJUSTMENT YES X NO AMOUNT \$281.57 # DAYS 21 & REASON FOR ADJUSTMENT.

DENIED FOR 976 CALLS. LOCAL SERVICE \$12.09 + \$20.50 CHARGE TO RESTORE SERVICE AND TOTAL AMOUNT OF 976 CALLS.

PG 011

248.98
12.09
261.07

000069

02.07.91 10:28 AM

101

6. CONTINUED

SHE AGREED TO HAVE THE \$20.50 RESTORATION CHARGE AND THE LOCAL SERVICE CHARGE FOR THE TIME HE WAS DENIED ADJUSTED. THESE ADJUSTMENTS WERE MADE 2-5-91.

\$20.50 TO RESTORE SERVICE - \$12.09 FOR LOCAL SERVICE

7. INTERIM YES NO X DATE OF NEXT OR FINAL RESPONSE

8. ADJUSTMENT YES X NO AMOUNT \$32.59 & DAYS 21 & REASON FOR ADJUSTMENT.

DENIED FOR 976 CALLS. LOCAL SERVICE \$12.09 + \$20.50 CHARGE TO RESTORE SERVICE.

9. NAME AND TITLE AND TELEPHONE NUMBER OF MANAGEMENT PERSON PREPARING ANSWER.

NAME - KATHLEEN LOCKE, REL. ASST. MGR. TEL. # 305-263-5167

10. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS MANAGER, AND THE NAME, TITLE, AND TELEPHONE NUMBER, OF THE PERSON ACCEPTING THE CASE.

ON/DM

TELEPHONE ()

FAX ()

NAME

TELEPHONE ()

TITLE

ACCEPTED YES NO

11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL. YES X NO WHY?

12. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

I SPOKE TO ALL PARTIES INVOLVED AND EXPLAINED 976 PROCEDURES.

13. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC. CUSTOMER FIRST. WE SHOULD HAVE LISTENED TO THE CUSTOMER AND RESPONDED TO HER PROBLEM. WE SHOULD HAVE REVIEWED OUR RECORDS BEFORE DENIAL.

PG 05L

000079

COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____

CASE. NO 40906-P _____

DATE RECVD. _____ DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B; P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) L (YES ONLY)

OPER. MGR.S INITIALS: (3) FBM ✓

DOCA: (3) DAD ✓ (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 ✓ (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: M-301-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

00007



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 20, 1991

MEMORANDUM TO: Mike Dymek

FROM: Pat Shields

RE:

CASE NO. 42220 - P

Our investigation reveals the customer called the business office on October 26, 1990, to add the restriction for 976 and 900 numbers.

An adjustment of \$773.36 was given on the December 8, bill for 976 calls on the October and November 1990, bills.

On December 27, the customer called to advise there were 976 calls billed on the December bill. An adjustment for \$49.00 was issued. At that time our Network Department confirmed the block was on the service and was working properly.

On January 16, 1991, the customer called regarding additional 976 calls billed on the January bill. At this time the customer also questioned calls which were billed prior to the restriction being added. The customer insisted the restriction should have been on the service since 1988 and wanted an adjustment in the amount of \$981.45 for calls from 1989 and 1990. The customer was advised that the records do not substantiate any further adjustments.

The customer requested to speak with a supervisor, who verified the line was programmed for the 976 restriction. We advised the customer, but agreed to check the past records to determine if the restriction showed on the records.

On January 21, the customer was advised we were still trying to obtain the copies of the past records and would call back.

On February 11, the records were verified and it was determined the customer did not have the restrictions prior to October 1990.

000075

2

1 On February 13, we called the customer and advised there were no
2 restrictions on the line prior to them being added in October 1990.
3 We advised there would be no further adjustments on the account. It
4 was suggested the customer check his equipment vendor to see if
5 there was a problem with the switchboard.
6

7 On February 14, Mrs. Judy Lamont, Assistant Manager, called the
8 customer and acknowledged the receipt of the appeal. The customer
9 insisted the restriction was added to the line, or should have been
10 added, in 1988. Mrs. Lamont apologized for any inconvenience and
11 agreed to do some further investigation and call the customer back.
12

13 Mrs. Lamont verified with the Switching Control Center that the
14 block was in place. She reviewed the past records and determined
15 the block was not shown on the service prior to October 1990.
16

17 Mrs. Lamont called the customer on February 15, and said the
18 results of her investigation were the same as those previously
19 advised. Mrs. Lamont again suggested the customer contact his
20 equipment vendor to explore the possibility of having his equipment
21 restricted to further insure that 976 calls could not be dialed.
22 Ms. Lamont also agreed to refer the matter to the installation
23 office to perform further tests on the line.
24

25 On February 18, Mr. Dean Barrett, Foreman, went to the premise and
26 tested the line in the customer's presence. The block was
27 functioning as the 976 calls could not be dialed.
28

29 On February 19, Mrs. Lamont called the customer and advised the
30 investigation was continuing and she would call back.
31

32 On February 20, Ms. Lisa Colacurcio, Assistant Manager, and advised
33 the 976 calls on the January bill would be adjusted for an amount
34 of \$362.90. Ms. Colacurcio apologized for any inconvenience and
35 advised the problem was due to a failure of the feature on the
36 line, which was detected by the switching control office.
37

38 The customer is satisfied.

000073

CASE REFERRAL

3C CASE NUMBER 42220-P SAO CASE NUMBER P-374-91
 4 TAKEN BY MW TEL T TIME 4:25 LOGGED X CARD X
 5 FROM MD DATE 2-13-91 DUE BY 2/20 IBOSS X FIELD DD 2/18

6 CUSTOMER'S NAME _____
 7 COMPLAINTANT _____ APT. # _____
 8 ADDRESS _____
 9 CITY _____ TEL # _____
 10 CBR # _____ AREA SE
 11 COMPLAINT:

12 HAD A 976 BLOCK PUT ON 3 YEARS AGO. HE KEEPS GETTING CHARGE FOR
 13 976 CALLS. SB HAS NO RECORD OF THIS. WAS CHARGED \$10 FOR
 14 ANOTHER BLOCK IN OCTOBER. DEC AND JAN BILLS CONTINUE TO SHOW 976
 15 CALLS. HAS NOT GOTTEN A STRAIGHT ANSWER AS TO WHY. SPOKE WITH
 16 LISA COLACURCIO AT SB.

17 REF'D TO: Peggy TEL# 492-3018
 18 FAX # _____ ON GAB DATE 2-13 TIME 445
 19 REDIRECT TO _____ FROM _____ DATE _____
 20 TEL # _____ FAX _____ ON _____ DOC BUD
 21 INTERIM DATE DUE _____ FIELD DD _____

22 2-18- for judy LaMont 492.2209 000074
 23 2-20- cld judy - Peggy first tuping coac

NAME CASE #P374-91

TELEPHONE #

ADDRESS

1. COMPLAINT:

Had block put on 976 calls three years ago. Keeps getting charged. S. Bell has no record of this. Was charged for another 976 block in October (\$10.00). December and January bills still showing 976 numbers. Has not gotten a straight answer as to why. Spoke to Lisa Colacurcio.

2. DATE RECEIVED 2/13/91 TIME RECEIVED 4:35 pm

OPERATIONS MANAGER ANSWERING COMPLAINT Anne Sadler

DEPARTMENT OR GROUP Customer Services/Business

3. NARRATIVE OF ALL ACTION OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

On 10/26/90 the customer called in to the business office to add the restriction for 976 & 900 numbers. An adjustment was given on 12/8/90 bill for 976 calls billed on October & November 1990 bills. The adjustment was issued by Lee Wilson for a total of \$773.36.

On 12/27/90 called in to advise that they were still getting billed for 976 calls on the December bill. Sharon Young, Service Rep, issued another adjustment that totaled \$49.00. Network confirmed that block was working. January 16, 1991 called after receiving his 1/8/91 bill with more 976 calls. He not only questioned the calls on his current bill but also calls that were billed prior to the restriction being added. insisted

000075

1
2 they should have had the restriction back in 1988 and wanted an
3 adjustment in the amount of \$981.45 for calls from 1989 and 1990.
4 Tina Wilson, Service Rep, sent for copies of his bills and customer
5 records back to 4/8/88. Tina advised that our records do
6 not substantiate any further adjustment. requested her
7 boss; Tina referred him to Asst. Mgr. Lisa Colacurcio, who checked
8 with Sara in RCMAC, Sam in SCC and Lydia in EBAC. All three assured
9 Lisa that the line was programmed for the 976 restriction. Lisa
10 advised Steve we show currently programmed and that she wanted to
11 wait to see the past months records to explore the possibility of
12 restricted equipment. On 1/21/91 Lisa spoke to Steve and advised still
13 haven't received copies of past records. On 2/1/91 Lisa checked with
14 Miami to see when would be receiving microfiche. They said would
15 be sent February 8. On 2/11/91 Tina Wilson checked microfiche and
16 showed customer did not have restriction in 1988. Lisa Colacurcio
17 called on 2/13/91 and advised him there was not any
18 restriction on the line prior to adding on 10/26/90. Lisa advised
19 him at this time we would not be adjusting any more and that he is
20 responsible for his employees. Lisa suggested also to check with
21 his equipment vendor to see if there was a way they could restart
22 it in the switchboard. Customer advised not satisfied and would
23 take matters to PSC.

000078

2 FINAL REPLY

3 NAME CASE #P374-91
4 TELEPHONE #
5 ADDRESS

6 1. COMPLAINT:

7 2. DATE RECEIVED 2/13/91 TIME RECEIVED 4:35 pm

8 OPERATIONS MANAGER ANSWERING COMPLAINT Anne Sadler

9 DEPARTMENT OR GROUP Customer Services/Business

10 3. NARRATIVE OF ALL ACTION OR CONTACT PRIOR TO THE APPEAL IN
11 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME
12 FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS,
13 APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

14 4. NARRATIVE OF ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE
15 AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER
16 TO ACKNOWLEDGE THE RECEIPT OF APPEAL.(SHOULD BE WITHIN 24 HOURS).
17 SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH
18 THE CUSTOMER. DO NOT USE ACRONYMS.

19 On 2/19 Mrs. Lamont advised the customer that we would continue to
20 investigate and call back. On February 20, 1991, Ms. Colacurcio
21 contacted client and advised would adjust 976 calls on January
22 bill. Ms. Colacurcio advised problem created due to failure of
23 feature on line as verified by switching control. Customer was
24 satisfied.

000074

1
2 4. NARRATIVE OF ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE
3 AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER
4 TO ACKNOWLEDGE THE RECEIPT OF APPEAL. (SHOULD BE WITHIN 24 HOURS).
5 SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH
6 THE CUSTOMER. DO NOT USE ACRONYMS.

7 On 2/14/91 Judy Lamont, Relieving Asst. Mgr., contacted
8 to acknowledge receipt of the PSC complaint. insisted
9 the restriction was added to his line, or should have been, in
10 1988. Mrs. Lamont agreed to check and call back. On 2/15/91
11 Mrs. Lamont checked with Miami Switching Control Center who
12 verified that the block was in place. Mrs. Lamont contacted
13 and advised outcome of her investigation. It was suggested
14 to him at that time, as it had been in January by Ms. Colacurico,
15 that he contact his vendor to explore the possibility of having
16 his equipment restricted to further insure that 976 calls could
17 not be dialed. It was agreed that a foreman would be dispatched
18 to test the line on location.

19 On 2/18/91 Dean Barrett, Foreman, met with on premise
20 and tested the line in the customer's presence. The block was
21 functioning as the 976 calls could not be dialed. On 2/19 Mrs.
22 Lamont advised the customer that there would be no further
23 adjustment. It was again recommended that the client contact
24 his vendor to ensure total blockage of 976 calls. The BSC
25 is continuing to investigate how calls were made. Followup
26 for 2/21/91. See other mask

27 5. INTERIM YES ~~YES~~ NO DATE OF NEXT OR FINAL REPORT

28 6. NAME AND TITLE OF PERSON PREPARING ANSWER

29 Lisa Colacurico, Asst. Mgr.

30 PHONE # 305-492-2209

31 7. ADJUSTMENT YES NO X AMOUNT
32 DAYS OR REASON FOR ADJUSTMENT.

000073

1 5. INTERIM YES _____ NO X DATE OF NEXT OR FINAL REPORT

2 6. NAME AND TITLE OF PERSON PREPARING ANSWER

2 Lisa Colacurico, Asst. Mgr.

3 PHONE # 305-492-2209

4 7. ADJUSTMENT YES X NO _____ AMOUNT \$362.90
5 DAYS OR REASON FOR ADJUSTMENT.

6 Adjust 976 calls on January bill

7 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN
8 THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR
9 DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT
10 PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER
11 WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER
12 AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

13 N/A

14 9. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING
15 THIS APPEAL?

16 Yes

17 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO
18 PREVENT FUTURE APPEALS OF THIS TYPE.

19 All employees have ben recovered on handling 976 blockage and
20 adjustments.

21 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE?

22 Further investigation would have indicated calls billed after
23 976 block was SBT error.

000079

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC BWD AREA SE DATE 2-21-91 CASE P-374-91 CLS 976
HIL

4 CUSTOMER'S NAME _____

5 TELEPHONE # _____ CITY _____

6 OPERATIONS MANAGER G. A. SADLER

7 ANALYSIS:

8 CUSTOMER CLAIMED HAD A 976 BLOCK ADDED ON THE LINE IN 1988. RECORDS
9 SHOW BLOCK WAS ADDED IN OCTOBER 1990. CUSTOMER WAS BILLED FOR 976
10 CALLS AFTER THE BLOCK WAS ADDED. THE 976 CALLS WERE ADJUSTED FROM
11 THE OCT., NOV., AND DEC. BILLS. CUSTOMER CALLED REGARDING JANUARY
12 976 CHARGES. WE ADVISED NO FURTHER ADJUSTMENTS AND VERIFIED THE
13 BLOCK WAS WORKING.

14 AFTER THE RECEIPT OF THE PSC CASE THE CUSTOMER WAS AGAIN ADVISED NO
15 ADJUSTMENT OF 976 CALLS MADE PRIOR TO OCTOBER 1990. AS THE RECORDS
16 HAVE NO INDICATION OF THE BLOCK PRIOR TO THAT.

17 THE 976 BLOCK WAS CHECKED AND IT WAS DETERMINED BY THE SWITCHING
18 CONTROL OFFICE. THERE WAS A FAILURE OF THE FEATURE ON THE LINE.

19 AN ADJUSTMENT FOR THE 976 CALLS BILLED IN JANUARY AND FEBRUARY WAS
20 MADE.

21 THE CUSTOMER IS SATISFIED.

22 RECOMMENDATION:

23 COVER ALL EMPLOYEES IN HANDLING 976 BLOCK ADJUSTMENTS

24 IN THE OPINION OF THE STATE APPEALS OFFICE WAS THE CUSTOMER
25 JUSTIFIED IN GOING TO THE PSC? YES
26

27 CUSTOMER COMMENTS: DATE _____ SPOKE WITH 000080

28 ACKNOWLEDGED APPEAL WITHIN 24 HOURS _____ TREATED WELL _____

29 PROBLEM RESOLVED _____ CUSTOMER SATISFIED _____

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO. 42220 - P

DATE RECVD. 02-13-91 DATE CLOSED _____

AREA: (2) SE (SO: SE: NO: OT:)

TYPE: (1) B (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.'S INITIALS: (3) GAS ✓

DOCA: (3) BWD ✓ (DAD: BWD: : PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) ~~976~~ 976 ✓
(SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO: P-374-91

CAUSE CODE 25E00 CAUSE CODE LIST)

RSC - RES. SVC. CENTER	BSC - BUS. SVC. CENTER
RSC - PUB. SVC. CENTER	HDO - HELD ORDER
BIL - BILLING	DEP - DEPOSITS
TRA - TREATMENT ACTIVITY	INS - INSTALLATION
CON - CONSTRUCTION	SWT - SWITCHED SERVICES
OPS - OPERATOR SERVICES	COMP - COMPTROLLERS
ANC - ANNOYANCE CALLS	DIR - DIRECTORY
MKT - MARKETING	976 - DIAL IT CALLS
OTH - OTHER	CML - COMPLIMENTARY
MNT - MAINTENANCE	

00008:



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 15, 1991

Memorandum to: Shirley Stokes

From: Marie Forbes

Re:

3

Case No. 41955-P

Our investigation reveals that on 1-11 the customer's daughter called our office and requested information on the bill. We provided the listing for the local interrupt and verify busy calls as belonging to Dade County (inmate line-jail). The customer said that the calls were not familiar and she would have her Mother call. These calls were on the 12-29 bill and totaled \$6.30.

The customer called our office on 2-12 and requested information on the 900 calls on her 1-29 bill and 5 interrupt busy calls. We provided the listings as Health Care for 900-226-9399, (\$12.95) and the inmate line at Dade County Jail (\$3.75). The customer requested that we change her number free of charge to correct the problem of the incorrect billing. We attempted to explain that this would not help correct the problem, at which point the customer requested to speak to a supervisor. A commitment was made to have an assistant manager call her back.

Upon receipt of the appeal, Ms. Vanessa McDonald, Assistant Manager, attempted to contact the customer to acknowledge the appeal. Ms. McDonald left several messages on the answering machine as well as with

On 2-14, the customer returned our call. Ms. McDonald agreed to adjust the 900 calls to satisfy the customer. Ms. McDonald explained that we had the line checked and no trouble was found. There was indication of any crossed wires.

The customer added the toll restriction which blocks 976/900 calls. The calls to the inmate line on the December and the January bills were sustained. It was recommended that the customer check with he husband and daughter and anyone that may have used the telephone. Ms. McDonald explained that changing the number would not alleviate the problem. Ms. McDonald apologized for any inconvenience and the customer accepted the adjustment.

As information the adjustment totaled \$13.22.

A BELL SOUTH Company

000082

CASE REFERRAL

PSC CASE NUMBER 41955-P SAO CASE NUMBER N-357-91
TAKEN BY DB TEL T TIME 9:29AM LOGGED X CARD X
FROM SS DATE 2-12-91 DUE BY 2-18 IBOSS ✓ FIELD DD 2/15
CUSTOMER'S NAME _____
COMPLAINANT _____
ADDRESS _____ APT. # _____
CITY _____ TEL # _____
CBR # _____ AREA SO
COMPLAINT:

SPOKE WITH SO. BELL SEVERAL TIMES. ACCOUNT HAS BEEN BILLED FOR
LOCAL DA CALLS AND 900# CALLS. DAK. BELIEVES PROBLEMS ON THE
LINE, THE CALLS WERE NOT MADE FROM THE RESIDENCE. HEARS VOICES
ON THE LINE. WANTS THIS INVESTIGATED.

REFD TO: Sherr TEL# 263-2146
FAX # 262-2677 OM DLB DATE 2-12 TIME 737
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC DAD
INTERIM DATE DUE _____ FIELD DD _____

000081

GENERAL

NAME: CASE NUMBER: M357-91 TEL. NO.

ADDRESS:

CITY

DOC:

1. COMPLAINT: CUSTOMER SPOKE WITH SOUTHERN BELL SEVERAL TIMES. HIS ACCOUNT HAS BEEN BILLED FOR LOCAL DIRECTORY ASSISTANCE CALLS AND 900 NUMBER CALLS. DAK BELIEVES PROBLEM IS WITH LINES. CALLS NOT MADE FROM HIS PHONE. HEARS VOICES ON LINE. WANTS INVESTIGATED.

DATE RECVD 02-12-91

TIME RECVD 9:40

2. OPERATIONS MANAGER ANSWERING COMPLAINT D. L. BEDNAR

DISTRICT MANAGER ANSWERING COMPLAINT D. L. BEDNAR

DEPARTMENT OR GROUP CUSTOMER SERVICE-RESIDENCE

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

ON JANUARY 11, 1991 THE DAUGHTER OF S CALLED THE BUSINESS OFFICE AND SPOKE WITH HAL RHINESMITH, SERVICE REP. MR. RHINESMITH GAVE THE LISTING FOR LOCAL INTERRUPT AND VERIFY BUSY CALLS AS BELONGING TO DADE COUNTY (INMATE LINE-JAIL). SHE SAID THE CALLS WERE NOT FAMILIAR AND SHE WOULD HAVE HER MOTHER CALL. THESE CALLS WERE ON THE 12/29 BILL AND TOTALLED \$6.30.

UPON RECEIPT OF THE 1/29 BILL, S CALLED THE BUSINESS OFFICE ON FEBRUARY 12TH, AND SPOKE WITH ALEIDA MADAN, SERVICE REPRESENTATIVE.

WANTED INFORMATION CONCERNING A "900" CALL AND 5 INTERRUPT CALLS. (CONTINUED)

PG 01

000085

1 3. CONTINUED

2 MS. MADAN GAVE HER THE LISTINGS AS HEALTHCARE FOR 900-226-9399, (\$12.95)
3 AND INMATE LINE FOR 545-4497 (\$3.75). REQUESTED THAT HER
4 TELEPHONE NUMBER BE CHANGED FREE OF CHARGE TO CORRECT THE PROBLEM.
5 MRS. MADAN TRIED TO EXPLAIN THAT THIS WOULD NOT RESOLVE THE PROBLEM,
6 AT WHICH POINT REQUESTED A SUPERVISOR. MRS. MADAN MADE A
7 COMMITMENT AT 9:15 A.M. TO HAVE AN ASSISTANT MANAGER CALL HER BACK.

8 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
9 THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER
10 TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS).
11 SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE
12 CUSTOMER. DO NOT USE ACRONYMS.

13 UPON RECEIPT OF THE PSC COMPLAINT, VANESSA McDONALD, ASSISTANT MANAGER,
14 MADE SEVERAL ATTEMPTS TO CONTACT SHE LEFT MESSAGES ON THE
15 ANSWERING MACHINE AS WELL AS WITH ON FEBRUARY 14TH AT 9:00

16 CALLED MRS. McDONALD AND RESOLVED HER COMPLAINT. MRS.
17 McDONALD AGREED TO ADJUST THE "900" CALL FOR CUSTOMER SATISFACTION.
18 SHE EXPLAINED THAT SHE ALSO HAD THE LINE CHECKED FOR ANY POSSIBLE
19 TROUBLE AND IT TESTED FINE. THERE WAS NO INDICATION OF CROSSED LINES.

20 ALSO ADDED THE TOLL RESTRICTION WHICH BLOCKS 900/976 CALLS.
21 MRS. McDONALD SUSTAINED ALL CALLS ON THE DECEMBER AND JANUARY BILLS
22 TO THE INMATE LINE. SHE RECOMMENDED THAT CHECK WITH HER
23 HUSBAND AND DAUGHTER AS WELL AS ANY FRIENDS THAT MAY HAVE USED THE
24 PHONE. MRS. McDONALD ALSO EXPLAINED THAT CHANGING THE TELEPHONE NUMBER
25 WOULD NOT HAVE ALLEVIATED THE SITUATION. MRS. McDONALD APOLOGIZED
26 FOR ANY INCONVENIENCE AND WAS SATISFIED.

27 PG 02

000085

02. 15. 91 04:28 PM

1 5. INTERIM YES NO X DATE OF NEXT OR FINAL REPORT

2 6. NAME AND TITLE OF PERSON PREPARING ANSWER - VANESSA G. McDONALD, ASST. MGR.
3 TELEPHONE NUMBER 305-263-5172.

4 7. ADJUSTMENT YES X NO AMOUNT 13.22 DAYS AND REASON FOR ADJUSTMENT.

5 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
6 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER,
7 THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU
8 ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE, PROVIDE THE NAME
9 OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER
10 OF THE PERSON ACCEPTING THE CASE.

11 OM/DM N/A

TELEPHONE ()
FAX ()

12 NAME N/A

TELEPHONE ()

13 TITLE N/A

ACCEPTED YES NO

14 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
15 YES NO X WHY?

16 THE TIME INTERVAL BETWEEN THE COMMITMENT AND RECEIPT OF THE COMPLAINT
17 DID NOT ALLOW FOR A REASONABLE OPPORTUNITY TO RESOLVE THE CUSTOMER'S
18 REQUEST.

19 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT
20 FUTURE APPEALS OF THIS TYPE?

21 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE?
22 BE SPECIFIC.

23 N/A

24 PG 03L

000087

1

2

3

4

5

6

7

9

11

12

000085

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 41955-P

DATE RECVD.

DATE CLOSED

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: M-357-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000085



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 1, 1991

Memorandum to: Melinda Guess

From: Marie Forbes

Re:

Case No. 38535-Inquiry

This is with final reference to our interim reply of 1-17.

On 1-17, a duplicate bill was mailed to the customer. The account has been withdrawn from the outside collection agency. Another letter was sent to the customer on 1-18, requesting that she call our office by 1-28 to discuss the adjustment of the 900 calls. Should the customer request new service, all connection charges will be waived.

As of 2-1, the customer has not responded to our letter, so another letter was sent advising the customer of the adjustment in the amount of \$570.40 for the 900 calls, which will clear the final bill.

000099



Southern Bell

PSC CASE # 385-351

Edie
TAKEN BY:

X
(TEL.)

(MAIL)

4:07
(TIME)

(LOGGED)

(CARD)

Helinda
(FROM)

1-11-91
(DATE)

(DUE BY)

IBOSS



CUSTOMER'S NAME:

ADDRESS:

J.

APT.:

CITY:

TEL. #:

REFERRED TO:

CBR. #:

AREA:

160009

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

Has had \$570.00 worth of 900 calls turned over to a
customer's company. Asked for a copy of bills from So. Bell so she could
call the carriers but So. Bell just sent her the total charges. Needs the
information because the collection agency is threatening court action and
she denies the calls. She said they have a cordless phone and thinks the
problem is with that and how they were billed to her number. Please call
customer and provide her with a copy of the bills.

INTERIM REPORT SENT

CLOSED DATE



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 17. 1991

Memorandum to: Melinda Guess

From: Marie Forbes

Re:

Case No. 38535-Inquiry

Our investigation reveals that on 8-28. the customer called our office to make payment arrangements on his bill of \$858.14. The customer said that he did not know who made the calls and we explained that they were direct distance dialed.

On 8-29. the customer called to confirm his arrangements to pay \$200.00 beginning 9-14 and we recommended that he add toll restriction to his line. The customer placed an order to add the 900/976 block to his line.

On 9-19. we called the customer regarding the \$200.00 payment not received and left word on his recorder for him to call. The customer returned our call and agreed to pay \$100.00 that day and \$200.00 each Friday beginning 9-21 until the bill was cleared.

On 9-25. we sent a denial notice for the amount of \$139.90. current charges only. to be paid by 10-1. We received the \$200.00 payment on 9-27.

called on 10-1 and stated that she did not owe this bill and that Southern Bell had told her husband not to pay the full bill. We explained that the only conversation with her husband was when he made payment arrangements on the bill. The payment arrangements were for the 900 calls and they were not adjusted.

On 10-1. the customer called to advise that she would pay \$100.00 that day and \$100.00 each Friday until the bill wa paid in full.

00009



Southern Bell

PSC CASE # 385-351

Edie
TAKEN BY:

X
(TEL.)

(MAIL)

4:07
(TIME)

(LOGGED)

(CARD)

Melinda
(FROM)

1-11-91
(DATE)

1-18
(DUE BY)

IBOSS

CUSTOMER'S NAME:)Lisa cld)

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: ND

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSED APPT. INS.

MAINTENANCE

MISSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

REP'S. INITIALS & DEPT.

SKT

Ann Marie Graham

SUB 4:00

1-10-91-10-3/36

Customer's complaint: Has had \$570.00 worth of 900 calls turned over to a collection agency. Asked for a copy of bills from So. Bell so she could call the carriers but So. Bell just sent her the total charges. Needs the information because the collection agency is threatening court action and she denies the calls. She said they have a cordless phone and thinks the problem is with that and how they were billed to her number. Please call customer and provide her with a copy of the bills.

INTERIM REPORT SENT

CLOSED DATE

CORRECTION

BILLING

NAME:

CASE NO: M-104-91

TEL NO

ADDRESS:

CITY:

1 COMPLAINT: CUSTOMER HAS \$570.00 IN 900 CALLS. THE ACCOUNT HAS BEEN REFERRED TO A COLLECTION AGENCY. THE AGENCY IS THREATENING COURT ACTION. THE CUSTOMER IS DENYING ALL KNOWLEDGE OF CALLS AND NEEDS COPY OF BILL.

DATE RECEIVED: 01/11/91

TIME RECEIVED: 4:30 P.M.

2 OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER

DEPARTMENT AND GROUP: CUSTOMER SERVICES, REVENUE RECOVERY CENTER

3. DATE SERVICE ESTABLISHED: 02/87 CREDIT CLASS: D

DEPOSIT: \$170.00 NUMBER OF TREATMENTS PAST NINE MONTHS: 9

NUMBER OF DENIALS: 4 NUMBER OF DCK: 2

AMOUNT DEPOSIT REQUIRED: NA DATE OF NOTICE: NA

DUE DATE: 10/17/90

4. TOLL USAGE: 1 \$33.00 2 \$124.00 3 \$73.00

AVERAGE TOLL USE: \$150.00 LOCAL SERVICE: \$23.55

DATE OF BILL: FINAL 11/28/90 AMOUNT: \$570.40

PAY BY DATE: 12/19/90 DATE OF NOTICE: N/A

DUE DATE: NA DENIED: YES RESTORED DATE: NA

TIME: NA

000094

1 & PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE
2 APPEAL IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND OR
3 TREATMENT ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES:

4 08/28/90 CALLED COLLECTIONS REPRESENTATIVE, STACEY
5 LEDFORD TO MAKE PAYMENT ARRANGEMENTS ON HIS PHONE BILL OF
6 \$858.14. ----- SAID THAT HE DID NOT KNOW WHO MADE THE
7 CALLS. HE WAS ADVISED THAT THE CALLS WERE DIRECT DIALED.

8 AGREED TO PAY \$120.00 08/31, \$120.00 09/07 AND CALL BACK
9 LATER IN THE DAY TO MAKE ARRANGEMENTS ON THE BALANCE.

10 CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER,
11 TO CONFIRM HIS PREVIOUS ARRANGEMENTS AND TO MAKE
12 ARRANGEMENTS ON THE BALANCE OF THE BILL. HE AGREED TO PAY
13 \$200.00 09/14/90 AND EACH FRIDAY THEREAFTER UNTIL THE BILL WAS
14 PAID. MS. WALKER RECOMMENDED THAT THE CUSTOMER ADD A TOLL
15 RESTRICTION TO THIS LINE. ----- PLACED AN ORDER WITH
16 SCOTT YANCEY, SERVICE REPRESENTATIVE, TO ADD A 900/878 BLOCK TO
17 HIS LINE.

18 09/05/90 \$120.00 PAYMENT RECEIVED.

19 09/12/90 \$120.00 PAYMENT RECEIVED.

20 09/19/90 COLLECTIONS REPRESENTATIVE, DEBRA VOLZ, LEFT WORD TO
21 CALL ON ----- RECORDER. SHE HAD CALLED TO FOLLOW-UP A
22 \$200.00 PAYMENT WHICH WAS DUE ON 09/14/90. ----- CALLED
23 COLLECTIONS REPRESENTATIVE, KAREN REKAU, WITH MORE
24 ARRANGEMENTS. HE WOULD PAY \$100.00 THAT DAY AND \$200.00 EACH
25 FRIDAY BEGINNING 09/21/90 UNTIL THE BILL WAS PAID IN FULL.

26 09/20/90 \$120.00 PAYMENT RECEIVED.

000090

1 A DENIAL NOTICE WAS MAILED TO THE CUSTOMER ON 09/26/90 IN THE
2 AMOUNT OF \$199.90 FOR CURRENT CHARGES ONLY. THE NOTICE WAS
3 SENT BY COLLECTION REPRESENTATIVE, CATHY MULTARI. THE PAY BY
4 DATE ON THE NOTICE WAS 10/01/90. A \$200.00 PAYMENT WAS
5 RECEIVED ON 09/27/90.

6 CALLED ON 10/01/90 AND SPOKE WITH COLLECTIONS
7 REPRESENTATIVE, HOPE WHITTENTON. STATED THAT
8 SHE DID NOT OWE THIS BILL AND THAT SOUTHERN BELL HAD TOLD HER
9 HUSBAND NOT TO PAY THE FULL BILL. MRS. WHITTENTON ADVISED
10 THAT THE ONLY CONVERSATION NOTED WAS THE ONE IN WHICH
11 PAYMENT ARRANGEMENTS WERE MADE WITH MR. BRISSON ON THE FULL
12 AMOUNT OF THE BILL. SINCE HE MADE ARRANGEMENTS ON THE 900
13 CALLS, THEY WERE NOT ADJUSTED.

14 ICALLED COLLECTIONS REPRESENTATIVE, JOYCE BORNACK
15 ON 10/02/90 AND ADVISED THAT HE WOULD MAKE A \$100.00 PAYMENT
16 THAT DAY AND \$100 EACH FRIDAY UNTIL THE BILL WAS PAID IN FULL.

17 10/04/90 \$100.00 PAYMENT WAS RECEIVED.

18 A DENIAL NOTICE WAS SENT ON 10/12/90 IN THE AMOUNT OF \$200.00
19 FOR A RETURNED CHECK WHICH WAS RECEIVED ON 10/11/90. THE
20 NOTICE WAS SENT BY COLLECTIONS REPRESENTATIVE, MARCIA
21 WILLIAMS. THE PAY BY DATE ON THE NOTICE WAS 10/17/90. MS.
22 WILLIAMS ALSO LEFT WORD TO CALL ON THE CUSTOMER'S ANSWERING
23 MACHINE REQUESTING THE CUSTOMER CALL SOUTHERN BELL.

24 THE CUSTOMER'S TELEPHONE SERVICE WAS DENIED ON 10/22/90. A
25 MECHANIZED DISCONNECT LETTER WITH A PAY-BY-DATE OF 11/13/90
26 WAS MAILED TO THE CUSTOMER ON 10/25/90. A \$200.00 PAYMENT WAS
27 RECEIVED ON 11/14/90. COLLECTIONS REPRESENTATIVE, CATHY
28 MULTARI, REVIEWED THE ACCOUNT BUT DID NOT RESTORE TELEPHONE
29 SERVICE. THE DISCONNECT ORDER WAS PROCESSED ON 11/28/90. THE
30 CUSTOMER'S ACCOUNT WAS REVIEWED ON 11/28/90 BY COLLECTIONS
31 REPRESENTATIVE, DEBRA VOLZ.

000096

1 CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER,
2 ON 11/28/90. HE STATED THAT HIS PHONE SERVICE WAS NOT TURNED
3 OFF UNTIL 11/28/90 AND THAT HE IGNORED THE LETTER ADVISING
4 DISCONNECT SINCE HE HAD WORKING PHONE SERVICE. MS. WALKER
5 ADVISED THAT THE PHONE SERVICE WAS COMPLETELY DISCONNECTED
6 AND THAT THE FINAL BILL WOULD NEED TO BE PAID IN FULL.

7 SAID THAT HE WOULD CALL SOUTHERN BELL WHEN HE
8 RECEIVED THE FINAL BILL.

9 11/29/90 COLLECTIONS REPRESENTATIVE, JULIE AMMATURO, CALLED
10 AT WORK TO MAKE ARRANGEMENTS ON THE PHONE BILL.
11 SAID THAT SHE WOULD HAVE CALL SOUTHERN
12 BELL IN THE NEXT FEW DAYS. ALSO REQUESTED A
13 DUPLICATE BILL. THE DUPLICATE BILL WAS MAILED.

14 12/08/90 WITH NO CALL FROM COLLECTIONS
15 REPRESENTATIVE, CAROL DZIEGORWSKI, REFERRED THE ACCOUNT TO
16 AN OUTSIDE COLLECTION AGENCY.

17 FATHER CALLED COLLECTIONS REPRESENTATIVE, ANN-
18 MARIE GRAHAM, ON 12/28/90. HE SAID THAT HIS SON DID NOT MAKE
19 THESE CALLS AND THAT HE HAD TOLD HIS SON NOT TO PAY THE BILL.
20 MS. GRAHAM ADVISED THE ACCOUNT WAS NOW BEING HANDLED BY AN
21 OUTSIDE COLLECTION AGENCY.

22 8. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
23 INCLUDE DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH
24 THE CUSTOMER.

000097

01/11/91 LAURA PESCH, RELIEVING ASSISTANT MANAGER, LEFT WORD
TO CALL WITH THE CUSTOMER'S MOTHER AT THE CONTACT NUMBER OF
407-289-9188. THE CUSTOMER'S MOTHER REQUESTED THAT WE CALL

AT WORK BETWEEN 8:30 A.M. AND 5:00 P.M. ON 01/14/91
SALLY MICHEL, RELIEVING ASSISTANT MANAGER, CONTACTED
AT HER PLACE OF EMPLOYMENT. N SAID THAT SHE

COULD NOT DISCUSS HER TELEPHONE ACCOUNT WHILE SHE WAS AT
WORK AND THAT SHE WOULD CALL MS. MICHEL BEFORE 8:30 P.M. THE
CUSTOMER DID NOT RETURN THE CALL, SO ON 01/15/91 MS. MICHEL
AGAIN CALLED AT HER PLACE OF EMPLOYMENT TO
ARRANGE A SUITABLE TIME TO DISCUSS THE PHONE BILL.
SAID THAT IT WOULD BE BEST FOR HER TO CONTACT SOUTHERN BELL.
SHE WAS GIVEN MS. MICHEL'S NAME, TELEPHONE NUMBER AND HOURS
OF ACCESSIBILITY FROM 08:00 A.M. - 8:30 P.M.

AS OF 01/16/91, THE CUSTOMER HAS NOT RETURNED THE PHONE CALL.

A DUPLICATE FINAL BILL WAS MAILED TO THE CUSTOMER 01/17/91. THE
ACCOUNT HAS BEEN WITHDRAWN FROM THE OCA. A LETTER WILL BE
MAILED TO THE CUSTOMER 01/18/91 REQUESTING A CALL BACK BY
01/28/91 TO DISCUSS AN ADJUSTMENT OF THE 900 CALLS. SHOULD THE
CUSTOMER REQUEST NEW SERVICE, ALL CONNECTION CHARGES WILL BE
WAIVED.

AS OF 02/01/91, THE CUSTOMER HAS NOT RETURNED OUR PHONE CALL
OR RESPONDED TO THE LETTER WHICH WAS MAILED 01/18/91.
ANOTHER LETTER WAS MAILED TODAY, 02/01/91, ADVISING THE
CUSTOMER THAT AN ADJUSTMENT IN THE AMOUNT OF \$570.40 IS
BEING ISSUED FOR 900 CALLS WHICH WILL CLEAR OUT THE CUSTOMER'S
FINAL BILL. WITH THIS, WE ARE CLOSING THE CASE.

7. INTERIM: NO DATE OF NEXT OR FINAL REPORT:

8. NAME AND TITLE OF PERSON PREPARING ANSWER: EDNA B. DEAN
ASSIST. MGR.

TELEPHONE NUMBER: 904-350-8405

9. ADJUSTMENT: YES AMOUNT: \$570.40

000095

1 #DAYSANDREASONFORADJUSTMENT: TOADJUST900CALLS

2 10. SEND THIS MASK TOALL OTHERDISTRICTS/DEPARTMENTS/GROUPS
3 THAT MAY HAVE BEEN INVOLVED IN THIS COMPLAINT. INDICATE
4 OPERATIONS MANAGER DISTRICT/MANAGER/SF #/TELEPHONE # AND
5 PERSONNOTIFIED:

6 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH
7 THIS CASE? NO

8 11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS
9 APPEAL?YES

10 WHY? THE900CALLS SHOULD HAVE BEEN ADJUSTED.

11 12. GIVEN THE OPPORTUNITY, DO YOU FEEL THAT A 'COUNT ON ME'
12 ATTITUDE COULD HAVE HELPED AVOID THIS CASE? YES

13 WHY? THE CALLS COULD HAVE BEEN ADJUSTED WHEN THE CUSTOMER
14 INITIALLYBEGANDISPUTINGTHEM.

000099



Southern Bell

12JK1 Southern Bell Tower
301 West Bay Street
Jacksonville, Florida 32202-0380

February 1, 1991

Re: _____

Dear _____

This is to advise you that Southern Bell will be crediting your final bill in the amount of \$570.40 for 900 calls. This will leave you with a zero balance and clear out your final bill.

Please call either Edna Dean or Sally Michal at 904-350-8409 if you have any questions or need further assistance.

Sincerely,

Edna B. Dean
Assistant Manager

000109

2 R BILLING
3 NAME: ----- CASE NO. M-104-91 TEL NO:

4 ADDRESS: -----
5 CITY: -----

6 1. COMPLAINT: CUSTOMER HAS \$570.00 IN 900 CALLS. THE ACCOUNT HAS BEEN
7 REFERRED TO A COLLECTION AGENCY. THE AGENCY IS THREATENING COURT
8 ACTION. THE CUSTOMER IS DENYING ALL KNOWLEDGE OF CALLS AND NEEDS
9 COPY OF BILL.

10 DATE RECEIVED: 01-11-91 TIME RECEIVED: 4:30 PM

11 2. OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER
12 DEPARTMENT AND GROUP: CUSTOMER SERVICES, REVENUE RECOVERY CENTER

13 3. DATE SERVICE ESTABLISHED: 02-87 CREDIT CLASS: D DEPOSIT: \$170.00
14 NUMBER OF TREATMENTS PAST NINE MONTHS: 9 NUMBER OF DENIALS: 4
15 NUMBER OF DCK: 2 AMOUNT DEPOSIT REQUIRED: NA DATE OF NOTICE: NA
16 DUE DATE: 10-17-90.

17 4. TOLL USAGE: 1. \$33.00 2. \$124.00 3. \$73.00 AVERAGE TOLL USE: \$150.00
18 LOCCAL SERVICE: \$23.55 DATE OF BILL: FINAL 11-28-90 AMOUNT: \$570.40
19 PAY BY DATE: 12-19-90 DATE OF NOTICE: NA DUE DATE: NA
20 DENIED: YES RESTORED DATE: NA TIME: NA

21 5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE APPEAL
22 IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND OR TREATMENT
23 ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES:
24 08-28-90, N CALLED COLLECTIONS REPRESENTATIVE, STACEY LEDFORD
25 TO MAKE PAYMENT ARRANGEMENTS ON HIS PHONE BILL OF \$858.14.
26 N SAID THAT HE DID NOT KNOW WHO MADE THE CALLS. HE WAS ADVISED
27 THAT HE CALLS WERE DIRECT DIALED.

28 08-29-90 CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER TO
29 CONFIRM HIS ARRANGEMENTS TO PAY \$200.00 BEGINNING 09-14-90 MS. WALKER
30 RECOMMENDED THAT THE CUSTOMER ADD A TOLL RESTRICTION TO THIS LINE.
31 PLACED AN ORDER WITH SCOTT YANCY, SERVICE REPRESENTATIVE
32 TO ADD A 900/976 BLOCK TO HIS LINE.

33 09-19-90, COLLECTIONS REPRESENTATIVE, DEBRA VOLY (VOLZ) KEPT WORD TO
34 CALL ON 3 RECORDER. SHE HAD CALLED TO FOLLOW-UP A \$200.00
35 PAYMENT WHICH WAS DUE ON 09-14-90. CALLED COLLECTIONS
36 REPRESENTATIVE, KAREN REKAU WITH MORE ARRANGEMENTS. HE WOULD PAY
37 \$100.00 THAT DAY AND \$200.00 EACH FRIDAY BEGINNING 09-21-90, UNTIL THE
38 BILL WAS PAID IN FULL.

39 A DENIAL NOTICE WAS MAILED TO THE CUSTOMER ON 09-25-90, IN THE AMOUNT
40 OF \$159.90 FOR CURRENT CHARGES ONLY. THE NOTICE WAS SENT BY COLLECTION
41 REPRESENTATIVE, CATHY MULTARI. THE PAY BY DATE ON THE NOTICE WAS
42 10-01-90. A \$200.00 PAYMENT WAS RECEIVED ON 09-27-90.

43 CALLED ON 10-01-90 AND SPOKE WITH COLLECTIONS

000101

1
2 OWE THIS BILL AND THAT SOUTHERN BELL HAD TOLD HER HUSBAND NOT TO PAY
3 THE FULL BILL. MRS. WHITTENTON ADVISED THAT THE ONLY CONVERSATION
4 NOTED WAS THE ONE IN WHICH PAYMENT ARRANGEMENTS WERE MADE WITH
5 [] ON THE FULL AMOUNT OF THE BILL. SINCE HE MADE ARRANGEMENTS
6 ON THE 900 CALLS THEY WERE NOT ADJUSTED.

7 [] CALLED COLLECTIONS REPRESENTATIVE, JOYCE BORNACK ON
8 10-02-90, AND ADVISED THAT HE WOULD MAKE A \$100.00 PAYMENT THAT DAY AND
9 \$100.00 EACH FRIDAY UNTIL THE BILL WAS PAID IN FULL.

10 A DENIAL NOTICE WAS SENT ON 10-12-90, IN THE AMOUNT OF \$200.00 FOR A
11 RETURNED CHECK WHICH WAS RECEIVED ON 10-11-90. THE NOTICE WAS SENT
12 BY COLLECTIONS REPRESENTATIVE, MARCIA WILLIAMS. THE PAY BY DATE ON THE
13 NOTICE WAS 10-17-90.

14 THE CUSTOMERS TELEPHONE SERVICE WAS INTERRUPTED ON 10-22-90. A
15 MECHANIZED DISCONNECT LETTER WITH A PAY-BY-DATE OF 11-13-90 WAS MAILED
16 TO THE CUSTOMER ON 10-25-90. A \$200.00 P/ YMENT WAS RECEIVED ON 11-14-90.
17 THE DISCONNECT ORDER WAS PROCESSED ON 11-23-90, DUE TO PRIOR
18 ARRANGEMENTS NOT BEING KEPT.

19 [] CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER ON 11-26-
20 90. HE STATED THAT HIS PHONE SERVICE WAS NOT TURNED OFF UNTIL 11-23-90
21 AND THAT HE IGNORED THE LETTER ADVISING DISCONNECT SINCE HE HAD
22 WORKING PHONE SERVICE. MS. WALKER ADVISED THAT THE PHONE SERVICE WAS
23 COMPLETELY DISCONNECTED AND THAT THE FINAL BILL WOULD NEED TO BE
24 PAID IN FULL. [] SAID THAT HE WOULD CALL SOUTHERN BELL WHEN
25 HE RECEIVED THE FINAL BILL.

26 11-29-90 COLLECTIONS REPRESENTATIVE, JULIE AVRMATUARO CALLED
27 AT WORK TO MAKE ARRANGEMENTS ON THE PHONE BILL. []
28 SAID THAT SHE WOULD HAVE [] CALL SOUTHERN BELL IN THE NEXT
29 FEW DAYS. [] ALSO REQUESTED A DUPLICATE PHONE. THE DUPLICATE
30 BILL WAS MAILED.

31 12-06-90, WITH NO CALL FROM [] COLLECTIONS REPRESENTATIVE,
32 CAROL DRZIEGORWSKI, REFERRED THE ACCOUNT TO AN OUTSIDE COLLECTION
33 AGENCY.

34 [] FATHER CALLED COLLECTIONS REPRESENTATIVE, ANN-MARIE
35 GRAHAM ON 12-26-90. HE SAID THAT HIS SON DID NOT MAKE THESE CALLS AND
36 THAT HE HAD TOLD HIS SON NOT TO PAY THE BILL. MS. GRAHAM ADVISED THE
37 ACCOUNT WAS NOW BEING HANDLED BY AN OUTSIDE COLLECTION AGENCY.

38 6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
39 DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER:

40 01-11-91 LAURA PESCH, RELIEVING ASSISTANT MANAGER, LEFT WORD TO CALL
41 WITH THE CUSTOMER'S MOTHER AT THE CONTACT NUMBER OF 407-299-9188. THE
42 CUSTOMER'S MOTHER REQUESTED THAT WE CALL [] AT WORK BETWEEN
43 8:30AM AND 5:00PM. ON 01-14-91, SALLY MICHEL, RELIEVING ASSISTANT MANAGER,
44 CONTACTED [] AT HER PLACE OF EMPLOYMENT. [] SAID
45 THAT SHE COULD NOT DISCUSS HER TELEPHONE ACCOUNT WHILE SHE WAS AT
WORK.

000102

2 DID NOT RETURN THE CALL, SO ON 01-15-91 MS. MICHEL AGAIN CALLED
3 (AT HER PLACE OF EMPLOYMENT TO ARRANGE A SUITABLE TIME IN WHICH
4 SAID THAT IT WOULD BE BEST FOR HER TO CONTACT SOUTHERN
5 BELL. SHE WAS GIVEN MS. MICHEL'S NAME, TELEPHONE NUMBER AND HOURS OF
6 ACCESSIBILITY FROM 08:00 AM - 6:30PM.
7 AS OF 01-16-91 THE CUSTOMER HAS NOT RETURNED THE PHONE CALL.
8

9 7. INTERIM: YES DATE OF NEXT OR FINAL REPORT: 02-15-91 2/1
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11 8. NAME AND TITLE OF PERSON PREPARING ANSWER: SALLY MICHEL, ASST. MGR
12 (RELIEF)
13

14 TELEPHONE NUMBER: 904-350-8409

15 9. ADJUSTMENT: NA
16

17 10. ARE YOU CHARGING ANOTHER OPERATIONS MANAGER WITH THIS CASE? NO
18

19 11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL? NO.
20

21 12. GIVEN THE OPPORTUNITY, DO YOU FEEL THAT A COUNT ON ME ATTITUDE
22 COULD HAVE HELPED AVOID THIS CASE? NO WHY? I FEEL THAT EACH
23 REPRESENTATIVE THAT THE CUSTOMER SPOKE WITH DID PUT THE "CUSTOMER
24 FIRST" AND MADE PAYMENT ARRANGEMENTS ON SEVERAL OCCASIONS.
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000103

CORRECTION

BILLING

NAME: _ _ _

CASE NO: M-104-91

TEL NO:

ADDRESS:

CITY: _ _ _ _ _

1. COMPLAINT: CUSTOMER HAS \$570.00 IN 900 CALLS. THE ACCOUNT HAS BEEN REFERRED TO A COLLECTION AGENCY. THE AGENCY IS THREATENING COURT ACTION. THE CUSTOMER IS DENYING ALL KNOWLEDGE OF CALLS AND NEEDS COPY OF BILL.

DATE RECEIVED: 01/11/91

TIME RECEIVED: 4:30 P.M.

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER

DEPARTMENT AND GROUP: CUSTOMER SERVICES, REVENUE RECOVERY CENTER

3. DATE SERVICE ESTABLISHED: 02/87 CREDIT CLASS: D

DEPOSIT: \$170.00 NUMBER OF TREATMENTS PAST NINE MONTHS: 9

NUMBER OF DENIALS: 4 NUMBER OF DCK: 2

AMOUNT DEPOSIT REQUIRED: NA DATE OF NOTICE: NA

DUE DATE: 10/17/90

4. TOLL USAGE: 1. \$33.00 2. \$124.00 3. \$73.00

AVERAGE TOLL USE: \$150.00 LOCAL SERVICE: \$23.55

DATE OF BILL: FINAL 11/28/90 AMOUNT: \$570.40

PAY BY DATE: 12/19/90 DATE OF NOTICE: N/A

DUE DATE: NA DENIED: YES RESTORED DATE: NA

TIME: NA

000104

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5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE
APPEAL IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND OR
TREATMENT ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES:

08/28/90 CALLED COLLECTIONS REPRESENTATIVE, STACEY
LEDFORD TO MAKE PAYMENT ARRANGEMENTS ON HIS PHONE BILL OF
\$858.14. SAID THAT HE DID NOT KNOW WHO MADE THE
CALLS. HE WAS ADVISED THAT THE CALLS WERE DIRECT DIALED.
I AGREED TO PAY \$120.00 08/31, \$120.00 09/07 AND CALL BACK
LATER IN THE DAY TO MAKE ARRANGEMENTS ON THE BALANCE.

I CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER,
TO CONFIRM HIS PREVIOUS ARRANGEMENTS AND TO MAKE
ARRANGEMENTS ON THE BALANCE OF THE BILL. HE AGREED TO PAY
\$200.00 09/14/90 AND EACH FRIDAY THEREAFTER UNTIL THE BILL WAS
PAID. MS. WALKER RECOMMENDED THAT THE CUSTOMER ADD A TOLL
RESTRICTION TO THIS LINE. PLACED AN ORDER WITH
SCOTT YANCEY, SERVICE REPRESENTATIVE, TO ADD A 900/978 BLOCK TO
HIS LINE.

09/05/90 \$120.00 PAYMENT RECEIVED.

09/12/90 \$120.00 PAYMENT RECEIVED.

09/19/90 COLLECTIONS REPRESENTATIVE, DEBRA VOLZ, LEFT WORD TO
CALL ON 5 RECORDER. SHE HAD CALLED TO FOLLOW-UP A
\$200.00 PAYMENT WHICH WAS DUE ON 09/14/90. CALLED
COLLECTIONS REPRESENTATIVE, KAREN REKAU, WITH MORE
ARRANGEMENTS. HE WOULD PAY \$100.00 THAT DAY AND \$200.00 EACH
FRIDAY BEGINNING 09/21/90 UNTIL THE BILL WAS PAID IN FULL.

09/20/90 \$120.00 PAYMENT RECEIVED.

000103

1 A DENIAL NOTICE WAS MAILED TO THE CUSTOMER ON 09/28/90 IN THE
2 AMOUNT OF \$189.90 FOR CURRENT CHARGES ONLY. THE NOTICE WAS
3 SENT BY COLLECTION REPRESENTATIVE, CATHY MULTARI. THE PAY BY
4 DATE ON THE NOTICE WAS 10/01/90. A \$200.00 PAYMENT WAS
5 RECEIVED ON 09/27/90.

6 CALLED ON 10/01/90 AND SPOKE WITH COLLECTIONS
7 REPRESENTATIVE, HOPE WHITTENTON. STATED THAT
8 SHE DID NOT OWE THIS BILL AND THAT SOUTHERN BELL HAD TOLD HER
9 HUSBAND NOT TO PAY THE FULL BILL. MRS. WHITTENTON ADVISED
10 THAT THE ONLY CONVERSATION NOTED WAS THE ONE IN WHICH
11 PAYMENT ARRANGEMENTS WERE MADE WITH ON THE FULL
12 AMOUNT OF THE BILL. SINCE HE MADE ARRANGEMENTS ON THE 900
13 CALLS, THEY WERE NOT ADJUSTED.

14 CALLED COLLECTIONS REPRESENTATIVE, JOYCE BORNACK
15 ON 10/02/90 AND ADVISED THAT HE WOULD MAKE A \$100.00 PAYMENT
16 THAT DAY AND \$100 EACH FRIDAY UNTIL THE BILL WAS PAID IN FULL.

17 10/04/90 \$100.00 PAYMENT WAS RECEIVED.

18 A DENIAL NOTICE WAS SENT ON 10/12/90 IN THE AMOUNT OF \$200.00
19 FOR A RETURNED CHECK WHICH WAS RECEIVED ON 10/11/90. THE
20 NOTICE WAS SENT BY COLLECTIONS REPRESENTATIVE, MARCIA
21 WILLIAMS. THE PAY BY DATE ON THE NOTICE WAS 10/17/90. MS.
22 WILLIAMS ALSO LEFT WORD TO CALL ON THE CUSTOMER'S ANSWERING
23 MACHINE REQUESTING THE CUSTOMER CALL SOUTHERN BELL.

24 THE CUSTOMER'S TELEPHONE SERVICE WAS DENIED ON 10/22/90. A
25 MECHANIZED DISCONNECT LETTER WITH A PAY-BY-DATE OF 11/18/90
26 WAS MAILED TO THE CUSTOMER ON 10/25/90. A \$200.00 PAYMENT WAS
27 RECEIVED ON 11/14/90. THE DISCONNECT ORDER WAS PROCESSED ON
28 11/28/90. THE CUSTOMER'S ACCOUNT WAS REVIEWED ON 11/28/90 BY
29 COLLECTIONS REPRESENTATIVE, DEBRA VOLZ.

000105

1 CALLED COLLECTIONS REPRESENTATIVE, NANCY WALKER,
2 ON 11/28/90. HE STATED THAT HIS PHONE SERVICE WAS NOT TURNED
3 OFF UNTIL 11/22/90 AND THAT HE IGNORED THE LETTER ADVISING
4 DISCONNECT SINCE HE HAD WORKING PHONE SERVICE. MS. WALKER
5 ADVISED THAT THE PHONE SERVICE WAS COMPLETELY DISCONNECTED
6 AND THAT THE FINAL BILL WOULD NEED TO BE PAID IN FULL.
7 SAID THAT HE WOULD CALL SOUTHERN BELL WHEN HE
8 RECEIVED THE FINAL BILL.

9 11/28/90 COLLECTIONS REPRESENTATIVE, JULIE AMMATURO, CALLED
10 MRS. BRISSON AT WORK TO MAKE ARRANGEMENTS ON THE PHONE BILL.
11 MS. BRISSON SAID THAT SHE WOULD HAVE CALL SOUTHERN
12 BELL IN THE NEXT FEW DAYS. ALSO REQUESTED A
13 DUPLICATE BILL. THE DUPLICATE BILL WAS MAILED.

14 12/08/90 WITH NO CALL FROM MR. BRISSON, COLLECTIONS
15 REPRESENTATIVE, CAROL DZIEGORSKI, REFERRED THE ACCOUNT TO
16 AN OUTSIDE COLLECTION AGENCY.

17 FATHER CALLED COLLECTIONS REPRESENTATIVE, ANN-
18 MARIE GRAHAM, ON 12/28/90. HE SAID THAT HIS SON DID NOT MAKE
19 THESE CALLS AND THAT HE HAD TOLD HIS SON NOT TO PAY THE BILL.
20 MS. GRAHAM ADVISED THE ACCOUNT WAS NOW BEING HANDLED BY AN
21 OUTSIDE COLLECTION AGENCY.

22 8. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
23 INCLUDE DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH
24 THE CUSTOMER.

000107

01/11/91 LAURA PESCH, RELIEVING ASSISTANT MANAGER, LEFT WORD TO CALL WITH THE CUSTOMER'S MOTHER AT THE CONTACT NUMBER OF 407-288-9188. THE CUSTOMER'S MOTHER REQUESTED THAT WE CALL

AT WORK BETWEEN 8:30 A.M. AND 5:00 P.M. ON 01/14/91 SALLY MICHEL, RELIEVING ASSISTANT MANAGER, CONTACTED MS. BRISSON AT HER PLACE OF EMPLOYMENT. SAID THAT SHE

COULD NOT DISCUSS HER TELEPHONE ACCOUNT WHILE SHE WAS AT WORK AND THAT SHE WOULD CALL MS. MICHEL BEFORE 6:30 P.M. THE CUSTOMER DID NOT RETURN THE CALL, SO ON 01/15/91 MS. MICHEL AGAIN CALLED AT HER PLACE OF EMPLOYMENT TO

ARRANGE A SUITABLE TIME TO DISCUSS THE PHONE BILL.

SAID THAT IT WOULD BE BEST FOR HER TO CONTACT SOUTHERN BELL. SHE WAS GIVEN MS. MICHEL'S NAME, TELEPHONE NUMBER AND HOURS OF ACCESSIBILITY FROM 08:00 A.M. - 6:30 P.M.

AS OF 01/16/91, THE CUSTOMER HAS NOT RETURNED THE PHONE CALL.

A DUPLICATE FINAL BILL WAS MAILED TO THE CUSTOMER 01/17/91. THE ACCOUNT HAS BEEN WITHDRAWN FROM THE OCA. A LETTER WILL BE MAILED TO THE CUSTOMER 01/18/91 REQUESTING A CALL BACK BY 01/28/91 TO DISCUSS AN ADJUSTMENT OF THE 900 CALLS. SHOULD THE CUSTOMER REQUEST NEW SERVICE, ALL CONNECTION CHARGES WILL BE WAIVED.

7. INTERIM: YES DATE OF NEXT OR FINAL REPORT: 02/01/91

8. NAME AND TITLE OF PERSON PREPARING ANSWER: EDNA B. DEAN
ASSIST. MGR.

TELEPHONE NUMBER: 904-350-8405

9. ADJUSTMENT: YES AMOUNT: N/A

DAYS AND REASON FOR ADJUSTMENT: TO ADJUST 900 CALLS

10. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS THAT MAY HAVE BEEN INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER DISTRICT/MANAGER/SF #/TELEPHONE # AND PERSON NOTIFIED:

000103

1 **ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH**
2 **THIS CASE? NO**

3 **11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS**
4 **APPEAL? YES**

5 **WHY? THE 900 CALLS SHOULD HAVE BEEN ADJUSTED.**

6 **12. GIVEN THE OPPORTUNITY, DO YOU FEEL THAT A 'COUNT ON ME'**
7 **ATTITUDE COULD HAVE HELPED AVOID THIS CASE? YES**

8 **WHY? THE CALLS COULD HAVE BEEN ADJUSTED WHEN THE CUSTOMER**
9 **INITIALLY BEGAN DISPUTING THEM.**

000109



Southern Bell

12JK1 Southern Bell Tower
301 West Bay Street
Jacksonville, Florida 32202-0390

January 17, 1991

Re: 407 295-4078-441

Dear :

Please call either Edna Dean or Sally Michel at 904 350-8409 so that we may assist you with your telephone account. Our hours are from 8:00 a.m. to 6:30 p.m.

Your response by January 28, 1991, would be appreciated.

Sincerely,

Edna B. Dean
Assistant Manager

EBD:ljy

000110

COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____
CASE. NO 38535-Inquiry _____
DATE RECVD. _____ DATE CLOSED _____
AREA: (2) NO (SO: SE: NO: OT:)
TYPE: (1) R (R: B; P:)
AREA CODE = TEL. NO. (B-305: F-407: P-904)
LATE: (1) (YES ONLY)
OPER. MGR.S INITIALS: (3) JRC
DOCA: (3) ORL (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)
CLASS (3) 976 (SEE BOTTOM FOR CODE)
ADJ. AFTER: (1) Y (YES ONLY)
STATE APPEALS NO.: M-104-91
JUST: (1) (N - NO ONLY)
CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000111



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 12, 1991

MEMORANDUM TO: Melinda Guess

FROM: Pat Godsil

RE:

CASE NO. 44403-P

Our investigation reveals that on February 23 we called the customer to advise that the amount of the initial deposit requested on his account was \$70.00 and we had only received \$45.00. The customer explained he thought his deposit had been lowered to \$45.00. He also advised his call return feature was not working. It was determined that this feature was not available in his area and the feature was removed by the business office on February 25. This order credited the customer \$4.00. As a result, the installation charge was lowered to \$45.00. This was explained to the customer and he agreed to mail the balance of his deposit on March 7.

On March 5, Debbie Foran, Assistant Manager, attempted to contact the customer at his residence. There was no answer. On March 6, Laura Pesch, Assistant Manager, also attempted to contact the customer to no avail. She then called [redacted], a personal reference on the customer's account. She advised the customer was her brother and claims we contacted her to advise that her brother's deposit would be lowered to \$45.00. Ms. Pesch explained that the reduction was for installation charges, not the deposit. I advised we could call back that afternoon and speak with the customer. When we called back we spoke with the customer and explained the charges. The customer understands what happened and agreed to pay the \$25.00 balance on the deposit on March 21. The customer was satisfied.

BILLING

NAME: I CASE#: G527-91 TEL#:

ADDRESS: —

CITY: —

1. COMPLAINT: LAST REPRESENTATIVE DEBORAH PHILLIPS, CUSTOMER INSTALLED SERVICE IN FEBRUARY. SERVICE REP SOLD CALL WAITING AND CALL RETURN AFTER MANY CALLS TO REPAIR DUE TO FACT THAT STAR 69 (*69) WAS NOT WORKING HE WAS TOLD STAR 69 WAS NOT AVAILABLE IN HIS AREA AND HE WOULD BE ADJUSTED. HE CALLED SOUTHERN BELL AND ASKED ABOUT THE DEPOSIT. WE HAD REQUESTED \$70.00 DEPOSIT AND HE WAS TOLD DEPOSIT WOULD BE DROPPED TO \$45.00 BECAUSE OF ERROR HE THEN GOT CALL FROM SOUTHERN BELL AND WAS TOLD HE WAS GIVEN THE WRONG INFORMATION, HE MAILED MONEY ORDER FOR \$45.00 MARCH 4, AND FEELS HE SHOULDN'T HAVE TO PAY THE OTHER \$25.00 BECAUSE GIVEN THE WRONG INFORMATION TWICE.

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER

DISTRICT MANAGER ANSWERING COMPLAINT: SAME

DEPARTMENT OR GROUP: REVENUE RECOVERY CENTER - CUSTOMER SERVICE

3. DATE SERVICE ESTABLISHED: 02/91 CREDIT CLASS: D DEPOSIT: 0

NUMBER OF TREATMENT STEPS TAKEN LAST 9 MONTHS: 0

NUMBER DTS: 0 NUMBER DCK: 0 AMOUNT OF DEPOSIT REQUESTED: \$70

DATE OF NOTICE: NONE DUE DATE: 03-06-91

4. TOLL USAGE 1: 0 2: 0 3: 0 AVERAGE TOLL USE: \$25

LOCAL SERVICE: \$23.45 DUE DATE OF BILL: N/A AMOUNT: N/A

PAY BY DATE: N/A DATE OF NOTICE: N/A DUE DATE: N/A DENIED: N/A

RESTORED: N/A TIME: N/A

5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE APPEAL.

INCLUDE ALL BILLING CLAIMS AND OR TREATMENT ACTIVITY IF APPLICABLE.

000114

PLEASE INCLUDE ALL DATES. DO NOT USE ACRONYMS.

02-23 THE COLLECTIONS ON-LINE TREATMENT SYSTEM BROUGHT THE ACCOUNT UP IN THE COMPUTER INDICATING CUSTOMER HAD NOT MADE INITIAL DEPOSIT \$70.00.

DEBORAH PHILLIPS, COLLECTION REPRESENTATIVE, JACKSONVILLE REVENUE RECOVERY CENTER, CALLED _____ TO ADVISE HIM THAT THE AMOUNT OF THE INITIAL DEPOSIT REQUESTED ON HIS ACCOUNT WAS \$70.00 AND WE HAD ONLY RECEIVED \$45.00. _____ (THOUGHT HIS DEPOSIT HAD BEEN LOWERED TO \$45.00 INSTEAD, IT WAS THE INSTALLATION CHARGE THAT HAD BEEN LOWERED. HE CALLED IN TO ADVISE HIS CALL RETURN FEATURE WAS NOT WORKING, WHICH WAS REQUESTED ON HIS ORIGINAL ORDER. IT WAS DETERMINED THAT THIS FEATURE WAS NOT AVAILABLE IN HIS AREA AND THE FEATURE WAS REMOVED BY THE BUSINESS OFFICE ON FEBRUARY 25 BY JULIE FRAGALIA, SERVICE REPRESENTATIVE, DAYTONA BEACH BUSINESS OFFICE. THIS ORDER CREDITED THE CUSTOMER \$4.00 SINCE THE FEATURE WAS REMOVED FROM HIS SERVICE. AS A RESULT, THE INSTALLATION CHARGES WERE LOWERED TO \$45.00. JULIE FRAGALIA ADVISED THE CUSTOMER OF THE DECREASE IN HIS INSTALLATION CHARGES. SHE ALSO ADVISED THE CUSTOMER THE CALL WAITING FEATURE IS NOW WORKING. DEBORAH PHILLIPS EXPLAINED TO _____, THAT THERE MAY HAVE BEEN SOME CONFUSION BETWEEN HIS DEPOSIT AMOUNT AND THE AMOUNT OF HIS INSTALLATION CHARGE.

AGREED TO MAIL THE BALANCE OF HIS DEPOSIT \$25.00 ON MARCH 7.

03-05-91 _____ WENT TO THE PUBLIC SERVICE COMMISSION.

6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS) SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT

000110

THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

03-05 4:10 PM - DEBBIE FORAN, ASSISTANT MANAGER REVENUE RECOVERY

CENTER, JACKSONVILLE, CALLED [REDACTED] AT HIS RESIDENCE TO

ACKNOWLEDGE THE PSC COMPLAINT AND RECEIVED NO ANSWER 1:35 PM

03-06 - LAURA PESCH, RELIEVING ASSISTANT MANAGER, REVENUE RECOVERY

CENTER, JACKSONVILLE, CALLED [REDACTED] AT HIS RESIDENCE AND RECEIVED

NO ANSWER. SHE CALLED [REDACTED], A PERSONAL REFERENCE ON

[REDACTED] ACCOUNT. SHE SAID [REDACTED] WAS HER BROTHER AND HE AUTHORIZED

HER TO DISCUSS THE PROBLEM WITH SOUTHERN BELL. [REDACTED] CLAIMS SOUTHERN

BELL CONTACTED HER TO ADVISE [REDACTED] THAT HIS DEPOSIT WOULD BE

LOWERED TO \$45.00. LAURA PESCH, RELIEVING AM, EXPLAINED THE \$45 AMOUNT

WAS FOR INSTALLATION CHARGES, NOT THE DEPOSIT. SHE EXPLAINED THAT THE

REDUCTION IN THE INSTALLATION CHARGES WAS DUE TO THE CALL RETURN

FEATURE NOT BEING AVAILABLE IN HIS AREA.

03-05 - LAURA PESCH ADVISED [REDACTED] HE WOULD CONTACT [REDACTED] AT

3:00 PM PER [REDACTED] INSTRUCTIONS 3:00.

03-06 - LAURA PESCH CONTACTED [REDACTED] AND EXPLAINED THE \$45.00 CHARGE

OF INSTALLATION CHARGES. [REDACTED] UNDERSTANDS WHAT HAPPENED. HE

WILL PAY THE \$25.00 BALANCE ON THE DEPOSIT ON MARCH 21 [REDACTED] WAS

SATISFIED AFTER EXPLANATION.

7. INTERIM: NO

8. ADJUSTMENT: NO

9. NAME AND TITLE AND TELEPHONE NUMBER OF MANAGEMENT PERSON

PREPARING ANSWER.

NAME: DEBBIE T. FORAN, ASSISTANT MANAGER TELEPHONE#: 904-350-8462

10. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS

000116

**PROPRIETARY
INFORMATION**

COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT
MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON
NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER, AND THE
NAME, TITLE, AND TELEPHONE NUMBER, OF THE PERSON ACCEPTING THE CASE.

OM/DM: TELEPHONE #: NAME: TELEPHONE NUMBER:

TITLE: ACCEPTED YES: NO:

11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

NO. WHY? THE CUSTOMER WAS MISINFORMED BY HIS SISTER AS THE DECREASE
IN HIS DEPOSIT DUE TO A MISUNDERSTANDING.

12. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT
FUTURE APPEALS OF THIS TYPE.

13. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE?
BE SPECIFIC. NONE. THE INFORMATION GIVEN TO THE CUSTOMER WAS
CORRECT.

000117

CASE REFERRAL

PSC CASE NUMBER 44403-P SAO CASE NUMBER 6-527-8
 TAKEN BY DB TEL T TIME 1:06PM LOGGED X CARD X
 FROM MG DATE 03-05-91 DUE BY 03-12-91 IBOSS / FIELD DD
 CUSTOMER'S NAME
 COMPLAINANT
 ADDRESS APT. #
 CITY NAVARRE TEL #
 CBR # SAME AREA NO
 COMPLAINT:

2-14
 INSTALLED SERVICE IN FEBRUARY. REP SOLD HIM CALL WAITING AND
 CALL RETURN, AFTER MANY CALLS TO REPAIR DUE TO THE FACT THAT *69
 WAS NOT WORKING, HE WAS TOLD THAT *69 WAS NOT AVAILABLE IN HIS
 AREA, THAT THE BILL WOULD BE ADJUSTED. HE CALLED SO. BELL AND
 ASKED THE DEPOSIT WHICH WE HAD REQUIRED OF \$70.00 AND HE WAS TOLD
 DUE TO THE ERROR THE DEPOSIT WOULD BE DROPPED TO \$45.00, HE NOW
 GOT A CALL FROM SO. BELL AND WAS TOLD HE WAS GIVEN THE WRONG
 INFORMATION. HE MAILED A MONEY ORDER FOR \$45.00 TO SO. BELL
 YESTERDAY. HE FEELS THAT HE SHOULD NOT HAVE TO PAY THE EXTRA
 \$25.00 IF HE WAS GIVEN THE WRONG INFORMATION BY SO. BELL TWICE.

Last rep ASP = Deborah Phillips
 Jan Rev Rec Ctr.

REFD TO: Sue Wilson TEL# 904-350-3736
 FAX # OM JC DATE 3-5 TIME 1:40
 REDIRECT TO FROM DATE
 TEL # FAX OM DOC UFL
 INTERIM DATE DUE FIELD DD
 CUSTOMER CONTACTED WITHIN 24 HOURS yes IF NO, REFERRED TO:
 TEL NO DATE

000118

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC WFL AREA NO DATE 3-12 CASE # G-527-91 CLS TRA
4 CUSTOMER'S NAME _____
5 CITY _____
6 TELEPHONE # _____ OPERATIONS MANAGER JULIE COKER

7 ANALYSIS:

8 THE CUSTOMER COMPLAINED WE ADVISED THE DEPOSIT FOR HIS NEW
9 SERVICE WAS \$70.00 THEN WE SAID \$45.00 THEN WE ADVISED \$70.00
10 AGAIN. HE DIDN'T FEEL HE SHOULD PAY BECAUSE HE WAS GIVEN WRONG
11 INFO. THE REDUCTION WE NOTIFIED HIM ABOUT INVOLVED INSTALLATION
12 CHARGES NOT THE DEPOSIT. THE CUSTOMER AGREED TO PAY THE FULL
13 DEPOSIT REQUIRED.

14 RECOMMENDATION:

15 NONE - CORRECT PROCEDURES FOLLOWED.

16 IN THE OPINION OF THE STATE APPEALS OFFICE, WAS THE CUSTOMER
17 JUSTIFIED IN GOING TO THE PSC? NO

18 CUSTOMER COMMENTS: DATE 3-7 SPOKE WITH DAVID SMITH

19 ACKNOWLEDGED APPEAL WITHIN 24 HOURS? YES X NO _____

20 REFERRED TO _____ DATE _____ COMMENTS (OVER)

000119

1

COMPLAINT INPUT SHEET

2

CUSTOMER'S NAME: -----

3

4

CASE NO: 44403-P

5

6

DATE RECEIVED: 3-5

DATE CLOSED:

7

8

AREA: NO

(SO SE NO OT)

9

10

TYPE: R

(RES BUS PUBLIC)

11

12

TELEPHONE NO.

13

14

LATE:

(Y - YES ONLY)

15

16

OPERATIONS MANAGER: JRC

17

18

DOC: WFL (DAD BWD PBC CST GNV JAX ORL WFL OTH)

19

20

CLASS: ~~DEP~~ TRA

21

22

ADJ AFTER:

(Y - YES ONLY)

23

24

SAO NO: G-527-91

25

26

JUST:

(N - NO ONLY)

27

28

CAUSE CODE (5 CHARACTERS) 1D0163

29

000120



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 21, 1991

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

Case No. 45582-P

Our investigation reveals that on 3-11, the customer called to report trouble on his line. The technician was dispatched on 3-15, and secured the network interface with standard plastic ties.

On 3-15, Mr. Raul Jerez, Assistant Manager, contacted the customer to acknowledge the appeal. A message was left on the customers recorder that we would be investigating the calls.

On 3-18, Mr. Jerez notified security, Mr. Mike Phagan. On 3-19, Mr. Phagan visited the premise and confirmed that the ties on the network interface had been broken. Mr. Phagan called to make arrangements to relocate the network interface to a secure inside location.

On the evening of 3-19, we spoke to the customer and obtained his permission to relocate the network interface on 3-23. All charges are to be waived for the work involved and the customer was satisfied.

As information an adjustment was made by AT&T in the amount of \$70.60 as fraud.

000121

CASE REFERRAL

PSC CASE NUMBER 45582-P SAO CASE NUMBER M-625-91
TAKEN BY BMW TEL TIME 8:40 LOGGED X CARD X
FROM KB DATE 3-15 DUE BY 3-22 IBOS X FIELD DD 3/20
CUSTOMER'S NAME _____
COMPLAINANT _____
ADDRESS _____ APT. # _____
CITY _____ TEL # _____
CBR # AREA SE
COMPLAINT: _____

~~WHEN DIALING THE 800 #, ASK TO LEAVE A MESSAGE WITH PPRD.~~
SOMEBODY WAS MAKING 976 & 900 CALLS FROM HIS JUNCTION BOX OUTSIDE
OF HIS HOUSE. REPORTED IT TO SB AND WE CAME AND PUT PLASTICS
TIES ON JANUARY 21. AT&T HAS BEEN ADJUSTING THE CALLS BUT
PROBLEMS ARE CONTINUING. THEY HAVE CUT THE TIES ALREADY.
CUSTOMER HAS REPORTED TO SB BUT WE ARE NOT RESPONDING. HE IS
VERY CONCERNED BECAUSE HE FOUND SOME PORN MAGAZINES, A KNIFE AND
A TOWEL THERE. MOST OF THE CALLS WERE MADE DURING THE DAYTIME
WHEN HE AND HIS ROOMMATE ARE OUT TO WORK BUT NOW THE CALLS ARE
MADE AT 3 AM. HE REPORTED IT TO THE POLICE BUT THEY ARE NOT
INTERESTED IN THIS CASE. ~~PSC IS ASKING CAN WE GET THE POLICE~~
~~INTERESTED?~~

REFD TO: Pat TEL# 1-492-3605
FAX # _____ OM MDB DATE 3-15 TIME 1118
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM DOC BWD
INTERIM DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
_____ TEL NO _____ DATE _____

1210 recorder

000123

CONFIDENTIAL
PROPRIETARY
INFORMATION

GENERAL

NAME: CASE NUMBER M265-91 TEL NO

ADDRESS

CITY

1. COMPLAINT: Someone making 900 and long distance 976 calls from junction box outside. Southern Bell went out and sealed box with plastic ties but ties were broken by someone and problem continues.

DATE RECVD 03/15/91 TIME RECEVD 11:25

2. OPERATIONS MANAGER ANSWERING COMPLAINT Mark Butterworth

DISTRICT MANAGER ANSWERING COMPLAINT Mark Butterworth

DEPARTMENT AND GROUP Customer Services-Residence

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS. JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

On March 11, 1991, filed a trouble report with repair. On March 15, 1991, a repairman went out and secured the subscriber's network interface with standard plastic ties.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS. SHOW FULL NAME OR MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

A PSC was received and on March 15th, Assistant Manager Raul

Jerez called and left a message on his answering

000123

1 device advising we would be investigating. On March 18, Mr.
2 Jerez sent all information to Security Manager, Mike Phagan.
3 Staff Manager, Paul Johnson, was assigned the case. On March
4 19th, Mr. Johnson made a premise visit and confirmed that the
5 plastic ties on the subscriber's network interface had been broken.
6 Mr. Johnson contacted IMC Assistant Manager, Jack Plant, who
7 agreed to relocate the network interface to a secure inside location.
8 On the evening of March 19th, Mr. Johnson spoke to
9 and gained agreement from him to relocate the network interface.
10 An appointment was set for Saturday, March 23rd. All charges
11 will be waived. ... is satisfied.

12 5. INTERIM YES No X DATE OF NEXT OR FINAL REPORT

13 6. NAME AND TITLE OF PERSON PREPARING ANSWER Raul Jerez, Assistant
Manager

14 TELEPHONE NUMBER 305 492-9890

15 7. ADJUSTMENT YES X NO AMOUNT \$70.60 # DAYS & REASON FOR ADJUSTMENT

16 Adjustments issued by AT&T as fraud.

17 8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENT/GROUPS INVOLVED
18 IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER
19 OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT
20 PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER
21 WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT
22 MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING
23 THE CASE.

24 N/A

25 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS
26 APPEAL? YES NO X WHY?

27 All Southern Bell equipment at the customer's premises was installed
28 within the guidelines and standards of the telephone industry.
29 The company is not responsible for the criminal acts of other
30 people.

000124

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

Methods and Procedures were followed. No corrective action needs to be taken.

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC.

We took the appropriate action prior to the customer contacting the PSC, and even took it one step further by relocating the network interface.

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC: BWD AREA SE DATE 3-21 CASE M-625-91 CLS 976

4 CUSTOMER'S NAME: -----

5 TELEPHONE # ----- CITY -----

6 OPERATIONS MANAGER: M. D. Butterworth -----

7 ANALYSIS: The customer called repair service to report that
8 someone was making unauthorized 976 calls from the terminal. We
9 dispatched a technician to secure the interface with plastic ties.
10 There was no other customer contact until receipt of the appeal.
11 Security was dispatched and found evidence of tampering.
12 Arrangements we made to move the network interface to a more secure
13 location, even though current location met our standards.

14 RECOMMENDATION: NONE

15 IN THE OPINION OF THE STATE APPEALS OFFICE WAS THE CUSTOMER
16 JUSTIFIED IN GOING TO THE PSC? NO

17 CUSTOMER COMMENTS: DATE ----- SPOKE WITH: *

18 ACKNOWLEDGED APPEAL WITHIN 24 HOURS YES NO

19 * Reached the customer's recorder.

000126

WHEN DIALING THE 800 #, ASK TO LEAVE A MESSAGE WITH PPRD. SOMEBODY WAS MAKING 976 & 900 CALLS FROM HIS JUNCTION BOX OUTSIDE OF HIS HOUSE. REPORTED IT TO SB AND WE CAME AND PUT PLASTICS TIES ON JANUARY 21. AT&T HAS BEEN ADJUSTING THE CALLS BUT PROBLEMS ARE CONTINUING. THEY HAVE CUT THE TIES ALREADY. CUSTOMER HAS REPORTED TO SB BUT WE ARE NOT RESPONDING. HE IS VERY CONCERNED BECAUSE HE FOUND SOME PORNO MAGAZINES, A KNIFE AND A TOWEL THERE. MOST OF THE CALLS WERE MADE DURING THE DAYTIME WHEN HE AND HIS ROOMMATE ARE OUT TO WORK BUT NOW THE CALLS ARE MADE AT 3 AM. HE REPORTED IT TO THE POLICE BUT THEY ARE NOT INTERESTED IN THIS CASE. PSC IS ASKING CAN WE GET THE POLICE INTERESTED?

REFD TO: _____ TEL# _____
FAX # _____ OM _____ DATE _____ TIME _____
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC _____
INTERIM DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
_____ TEL NO _____ DATE _____

000127

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 45582-P

DATE RECVD.

DATE CLOSED

AREA: (2)

~~SE~~ OT

(SO: SE: NO: OT:)

TYPE: (1)

R

(R: B: P:)

AREA CODE = TEL. NO.

(B-305: F-407: P-904)

LATE: (1)

(YES ONLY)

OPER. MGR.S INITIALS: (3)

~~MDB~~ OTH

DOCA: (3)

~~BWD~~ OTH

(DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3)

~~976~~ OTH

(SEE BOTTOM FOR CODE)

ADJ. AFTER: (1)

Y

(YES ONLY)

STATE APPEALS NO.:

M-625-91

JUST: (1)

(N - NO ONLY)

CAUSE CODE: (5)

3U0123

(SEE CAUSE CODE LIST)

RSC- RES SVC. CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

513 Rev
M.M. make
call OTH, OTH, has
already in April's Report.
M.M.B.
000123



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 5, 1991

Memorandum to: Paula Isler

From: Marie Forbes

Re:

Case No. 43720-Inquiry

Our investigation reveals that there were no notations on our records concerning the 976 calls in question, as they have aged off the records.

On 3-1, Ms. Vickie Tortora, Assistant Manager, contacted the customer to acknowledge the appeal. Ms. Tortora agreed to adjust the two 976 calls from the October bill and the \$3.63 in late payment charges. Ms. Tortora also explained the service connection charge to add the call blocking. The customer accepted the explanation and the adjustment and was satisfied.

As information an adjustment wa prepared in the amount of \$59.63.



Southern Bell

PSC CASE # _____ INQ. 43720-I

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HOLD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

REFERRED TO: _____

CBR. #: _____

APT. _____

AREA: _____

Customer's complaint: _____

SEE ATTACHED

2/28

MDP
492-3605
Suzanne

492-9888
11/1

900130

1 Name _____
2 Address _____
3 _____
4 City/Zip _____ County _____
5 Account Number _____
6 Has consumer contacted company? Yes _____ No ☒ _____ Who _____

Company SOUTHERN BELL
Attn MARIE MURRAY
Consumer's Telephone _____
Can Be Reached _____

Request No. 437201
By PJI Time 9:55 AM Date 02/27/
To CO. Time FAX Date 02/28/
Complaint Type Is-03
Justification _____
Closed By _____ Date _____
Reply received _____

7 1. Nature of Request 2. Report of Action

8 See attached correspondence. Since the customer has requested a
9 block to prevent future 900 calls being billed to his lines, can you
10 please waive these charges under the circumstances. Please
11 investigate and advise.
12
13
14
15
16
17
18
19
20

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

3/5/91

437201

Public Service Commission
Division of Consumer Affairs
101 E Gaines Street
Tallahassee FL 32399-0867



Gentlemen:

This letter is to register a complaint about the helplessness of the consumer to avoid the abuse of "900" pay numbers that have spread throughout the phone system.

Last September a neighborhood juvenile made 2 calls to a "900" sex-talk line on my phone without our knowledge. I was billed \$60 for these two calls. Southern Bell informed me that if the owner of the line wished to void the charges, I could be credited this amount. After I finally tracked down the owner, he said he would "see what he could do". Needless to say, no credits have come through. I protested these calls by a juvenile to an "over 18" line, but my letter to Southern Bell's Customer Service Manager has been unanswered. A call to Customer Service elicited the position that it is up to the customer to maintain "control" over one's phone. That's fine, so long as one can watch over it 24 hours a day; few people can do so.

I am therefore in a position of being either forced to pay \$60 to a sex-talk owner, or constantly have a past-due balance on my phone bill, and I'm told that I have no recourse other than to the owner of the 900 number. This is a pitiful position in which to place a consumer, and it demands some protection.

I had Southern Bell place a "block" on my two phone lines to prevent future calls. They charged \$20 to do this, further adding insult to injury.

I would appreciate at least an acknowledgement that this letter has been received by someone more than I got from the phone company. Thank you.

Very truly yours, _

cc: So. Bell

000131

1 INQUIRY
2 GENERAL

3 NAME: CASE NUMBER M-497-91 TEL NO

4 ADDRESS

5 CITY

6 1. COMPLAINT: Letter regarding 976 calls made without subscriber's
7 permission.

8 DATE RECVD 2/28/91 TIME RECEVD 4:55PM

- 2. OPERATIONS MANAGER ANSWERING COMPLAINT Mark Butterworth

10 DISTRICT MANAGER ANSWERING COMPLAINT Mark Butterworth

11 DEPARTMENT AND GROUP Customer Services-Residence

12 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT
13 PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE
14 REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE
15 ORDER NUMBERS. JOB ORDER NUMBERS, APPLICATION AND DUE DATES.
16 DO NOT USE ACRONYMS.

17 The earliest notations are an address change on 10/16/90. Due
18 to the September 1990 date of problem, all previous notations
19 have dropped off the records.

20 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
21 INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED
22 THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD
23 BE WITHIN 24 HOURS. SHOW FULL NAME OR MANAGEMENT PERSON CLOSING
24 OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

25 Mrs. V. Tortora, Assistant Manager, spoke to , on March
26 1, 1991 regarding the complaint. Mrs. Tortora agreed to adjust
27 the two 976 calls from the October 13, 1990 bill and \$3.63 in
28 late payment charges. is satisfied. Mrs. Tortora
29 also discussed the service connection charge, explaining the
30 charge is \$10.00 per line to connect call blocking.
31 is satisfied.

000133

CONFIDENTIAL
PROPRIETARY
INFORMATION

5. INTERIM YES NO X DATE OF NEXT OR FINAL REPORT

6. NAME AND TITLE OF PERSON PREPARING ANSWER Betty Thayer, Manager
TELEPHONE NUMBER 305 492-9862

7. ADJUSTMENT YES X NO AMOUNT \$59.52 # DAYS & REASON FOR ADJUSTMENT
Two 976 calls plus \$3.63 LPC for November, December, January
and February

and February

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENT/GROUPS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL? YES X NO WHY? Our procedures dictate to adjust 976 calls the first time, add block and educate the customer.

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

Recover 976 adjustment procedures with all representatives.

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE?
BE SPECIFIC.

Customer First.

000134

COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____
 CASE. NO 43720-Inquiry
 DATE RECVD. _____ DATE CLOSED _____
 AREA: (2) SE (SO: SE: NO: OT:)
 TYPE: (1) R (R: B: P:)
 AREA CODE = TEL. NO. (B-305: F-407: P-904)
 LATE: (1) (YES ONLY)
 OPER. MGR.S INITIALS: (3) MDB
 DOCA: (3) BWD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)
 CLASS (3) 976 (SEE BOTTOM FOR CODE)
 ADJ. AFTER: (1) Y (YES ONLY)
 STATE APPEALS NO.: M-497-91
 JUST: (1) (N - NO ONLY)
 CAUSE CODE: (5) 1U0129 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
 PSC- PUB. SVC. CENTER
 BIL - BILLING
 TRA - TREATMENT ACTIVITY
 CON - CONSTRUCTION
 OPS - OPERATOR SERVICES
 ANC - ANNOYANCE CALLS
 MKT - MARKETING
 OTH - OTHER
 MNT - Maintenance

BSC - BUS. SVC. CENTER
 HDO - HELD ORDER
 DEP - DEPOSITS
 INS - INSTALLATION
 SWT - SWITCHED SERVICES
 COMP - COMPTROLLERS
 DIR - DIRECTORY
 976 - DIAL IT CALLS
 CML - COMPLIMENTARY

000130



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 6, 1991

Mr. Lark Daughtry
Senior Consumer Complaint Analyst
Florida Department of Agriculture
and Consumer Services
Public Service Commission
Fletcher Building
101 East Gains Street
Tallahassee, Florida 32399-0850

Re: Case No. 91-02-02496/LD

Subject:

Ms. Vickie Piazza, Assistant Manager, contacted and
made arrangements to adjust the charges in question. Please see
attached for breakdown.

Attachment:

000130

91-02-02496/LD

BUSINESS REPLY FORM

Miss Eula Andrews
712 Northwest Fourth Ave., #3
Fort Lauderdale, Florida 33311

Reference No. M-493-91

Complaint of:

Complete Name of Firm or Individual: _____

Address: _____

Telephone: _____

Name of President or General Manager: _____

L. E. Spradlin, General ManagerName of Owner: N/A (Residence)

Name, address, and telephone number of person to contact for additional information, if necessary:

Vicki Piazza 305 492-9817

Please state your position, giving action taken or planned:

On March 5, 1991, Vicki Piazza, Assistant Manager, contactedMs. Piazza agreed to adjust 900 and 976 calls on the November and December1990 bills. The total adjustment is for \$4977.34 which includes SouthernBell for \$234.17, NCI for \$51.03, U. S. Sprint for \$1117.96, AT&T for \$3402.69,and Southern Bell late payment charges for \$171.49. Mrs. Piazza issued theadjustments for So. Bell, NCI, and U. S. Sprint. The AT&T adjustment wasreferred to Dixie Cooley, Supervisor at AT&T.is satisfied.

Please return completed form to:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32301

Vicki Piazza
(Signature)Assistant Manager
(Title)3/5/91

(Date)

000137



Southern Bell

PSC CASE # INQUIRY

TAKEN BY: *JP*

(TEL.) *✓*

(MAIL)

(TIME) *2:29*

(LOGGED) *✓*

(CARD)

(FROM)

(DATE) *2/28*

(DUE BY) *3/1*

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: _____

SE _____

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSED APPT. INS.

MAINTENANCE

MISSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

REP'S. INITIALS & DEPT.

Customer's complaint: _____

SEE ATTACHED

INTERIM REPORT SENT _____

CLOSED DATE _____

000132



Florida Department of
Agriculture & Consumer Services

The Capitol
Tallahassee
32399-0810

PLEASE RESPOND TO:

BOB CRAWFORD
COMMISSIONER

Division of Consumer Services
Mayo Building
Tallahassee, FL 32399-0800

February 26, 1991

In Reply Refer To:
91-02-02496/LD

Southern Bell Telephone Co.
Attention: Marie Murray
666 Northwest 79 Avenue, #604
Miami, Florida 33126

Subject:

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws.

After reading the complaint, please state your position by completing and returning the enclosed Business Reply Form. Additional pages may be attached if needed.

It is the policy of this office to protect consumers from unfair and deceptive trade practices as well as to protect businesses from groundless complaints.

Your cooperation will be appreciated.

Sincerely,

BOB CRAWFORD
COMMISSIONER OF AGRICULTURE

(Mr.) Lark Daughtry
Senior Consumer Complaint Analyst
904-488-2221/1-800-342-2176 (Florida only)

Enclosure

cc:

Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

000139



BOB CRAWFORD
COMMISSIONER

Florida Department of
Agriculture & Consumer Services

The Capitol
Tallahassee
32399-0810

PLEASE RESPOND TO:

Division of Consumer Services
Mayo Building
Tallahassee, FL 32399-0800

February 13, 1991

In Reply Refer To:
91-02-02496/LD

Dear _____

Subject: Business Unknown

The Division of Consumer Services has received your complaint. Since additional information is needed before I can assist you, please send:

- ☒ The complete name and mailing address of the business or individual.
- ☐ Proof of purchase (a copy of front and back of cancelled check, money order, credit card charge, receipt, or bill of sale).
- ☐ A copy of any bills received from the business.
- ☐ A copy of any repair estimate.
- ☐ A copy of any letters written to or received from the business.
- ☐ A copy of the advertisement in question.
- ☐ A copy of the warranty.
- ☒ Other: Copy of the phone bill and name of your long distance carrier.

When the requested material is received, I will continue working with your complaint.

Sincerely,

BOB CRAWFORD
COMMISSIONER OF AGRICULTURE

000140

(Mr.) Lark Daughtry
Senior Consumer Complaint Analyst
904-488-2221/1-800-342-2176 (Florida only)

I sent you all off my
Bill.

20- Sir I MAKE payment
pic - pay - And Now I
ave put A Block
acc on my phone.
nic for Answer my
ten.



Account Number: 145 1806
Bill Date: Nov 19, 1990
Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Dec 13	\$76.58	\$76.58	\$0.00	\$2,246.10	\$2,246.10

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply
**** to any unpaid balance as of Dec 20.

Monthly Service Charges

1. Monthly Service-Nov 19 thru Dec 18
(Itemization of local billing available upon request.)
2. FCC Charge for Interstate Toll Access
3. Maintenance Plan(s)

AMOUNT	TOTAL
11.65	
3.50	
2.50	

Helpful Numbers

*** Please Note: Helpful numbers are located following your Southern Bell Current Charges.

(continued)▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Dec 13	\$0.00	\$2,246.10	

145 1806
Nov 19, 1990
CP 0115 R25 019926

Please make check payable to Southern Bell in U.S. funds.

XXCR 34

**P.O. BOX 02-4000
MIAMI FL
33110-0001**

[illegible]

000141



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Nov 19, 1990

Page 2

Monthly Service Charges (continued)

4. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Broward county

5. Emergency 911 Installation Charge. This charge has been placed on your bill by Broward county

Subtotal

Other Charges and Credits

6. Installment payment number 2 of 3

for charges of \$44.50 on Oct 9 90 for plan A

Subtotal

976 Service Calls Billed for Sponsor(s)

Date	Place Called	Number Called	*Rate	Time	Min.
7. OCT 27	976 SERVICE	305 976-2424		724PM	3
8. OCT 27	976 SERVICE	305 976-7442		731PM	3
9. OCT 27	976 SERVICE	305 976-5878		735PM	4
10. OCT 27	NUCONEX	305 976-5472		739PM	4
11. OCT 29	976 SERVICE	305 976-5878		1037PM	3
12. OCT 29	976 SERVICE	305 976-2378		1042PM	3
13. NOV 4	976 SERVICE	305 976-2424		1004PM	3
14. NOV 8	976 INFOTELE	305 976-5878		124AM	3
15. NOV 8	976 INFOTELE	305 976-2378		127AM	3

Subtotal

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
16. OCT 27	NORTHLADE	FL 305 976-2424	KN	724PM	3
17. OCT 27	MIAMI	FL 305 754-6969	KN	728PM	1
18. OCT 27	NORTHLADE	FL 305 976-7442	KN	731PM	3
19. OCT 27	NORTHLADE	FL 305 976-5878	KN	735PM	4
20. OCT 27	NORTHLADE	FL 305 976-5472	KN	739PM	4
21. OCT 29	NORTHLADE	FL 305 976-5878	KE	1037PM	3
22. OCT 29	NORTHLADE	FL 305 976-2378	KE	1042PM	3
23. NOV 4	NORTHLADE	FL 305 976-2424	KE	1004PM	3
24. NOV 6	BOYNTONBCH	FL 407 736-1777	KE	728PM	1
25. NOV 7	BOYNTONBCH	FL 407 736-1777	KE	529PM	2
26. NOV 7	BOYNTONBCH	FL 407 736-1777	KE	531PM	1

AMOUNT	TOTAL
.15	
.02	17.82
14.75	14.75
24.00	
21.00	
27.75	
29.76	
27.75	
25.00	
24.00	
27.75	
25.00	
	232.01
.17	
.12	
.17	
.22	
.22	
.28	
.28	
.28	
.19	
.32	
.19	

*Rate Applied - See Back of Page

CP 019926

(continued)▶

00014:



Account Number

Bill Date:

Nov 19, 1990

Page 5

Direct Dialed Calls for 305-524-2235

Date	Place Called	Number Called	*Rate	Time	Min.
1. OCT 29	900SERVICE	900 446-5555	E	1035PM	1
2. NOV 8	P A L S	900 446-5555	N	115AM	1
TOTAL FOR 305 524-2235			50.00		
(Federal Tax			.03)		

Subtotal

Total Charge For Itemized Calls 50.00

Taxes

3. Federal Tax
4. Florida Gross Receipts Surcharge

Subtotal

MCI Current Charges

AMOUNT	TOTAL
25.00	
25.00	
	50.00
.03	
1.00	
	1.03
	51.03

This portion of your bill is provided as a service to MCI. There is no connection between Southern Bell and MCI.

Rate Applied - See Back of Page

CP 019926

(continued)▶

000144



Account Number:

Bill Date:

Nov 19, 1990

Page 6

Direct Dialed Calls for 305-524-2235

Date	Place Called	Number Called	*Rate	Time	Min.
1. OCT 27	PHILA	PA 215 849-8798	AN @	721PM	1
2. OCT 30	MULTIQUEST	900 250-3000V	D	139AM	11
3. OCT 30	MULTIQUEST	900 250-3000X	D	151AM	1
4. OCT 30	MULTIQUEST	900 250-3000Y	D	152AM	1
5. OCT 30	MULTIQUEST	900 250-3000Y	D	153AM	1
6. OCT 30	MULTIQUEST	900 250-3000X	D	155AM	1
7. OCT 30	MULTIQUEST	900 250-3000Y	D	156AM	3
8. OCT 30	MULTIQUEST	900 250-3000Y	D	159AM	4
9. OCT 30	MULTIQUEST	900 786-7717	D	419PM	7
10. OCT 30	MULTIQUEST	900 884-8882	D	425PM	5
11. OCT 30	MULTIQUEST	900 250-3000	D	837PM	5
12. OCT 31	MULTIQUEST	900 250-3000	D	858PM	1
13. OCT 31	SANTA ROSA	CA 707 579-0577	AN @	1132PM	1
14. OCT 31	ST HELENA	CA 707 963-5224	AN @	1134PM	1
15. OCT 31	NO PHOENIX	AZ 602 867-8821	AN @	1144PM	1
16. NOV 4	MULTIQUEST	900 740-3088	D	443PM	12
17. NOV 4	MULTIQUEST	900 250-3000	D	931PM	10
18. NOV 8	MULTIQUEST	900 250-3000	D	139AM	1
19. NOV 8	MULTIQUEST	900 370-9500	D	147AM	6
20. NOV 11	MULTIQUEST	900 454-0900	D	232AM	4
21. NOV 11	MULTIQUEST	900 420-3050✓	D	239AM	19
22. NOV 11	SOMERS PT	NJ 609 653-9595	AN @	323AM	1
23. NOV 11	SOMERS PT	NJ 609 653-9595	AN @	325AM	54
24. NOV 11	MULTIQUEST	900 420-3050✓	D	806PM	21
25. NOV 11	MULTIQUEST	900 420-3050✓	D	827PM	21
26. NOV 11	CATONSVL	MD 301 747-8809	AE	849PM	1
27. NOV 11	SOMERS PT	NJ 609 653-9595	AE	851PM	14
28. NOV 11	MULTIQUEST	900 420-3050✓	D	906PM	1
29. NOV 11	MULTIQUEST	900 420-3050✓	D	907PM	6
30. NOV 11	MULTIQUEST	900 420-3050✓	D	914PM	1
31. NOV 11	MULTIQUEST	900 420-3050✓	D	921PM	10
32. NOV 11	MULTIQUEST	900 420-3050✓	D	933PM	21
33. NOV 11	MULTIQUEST	900 420-3050✓	D	954PM	2

AMOUNT	TOTAL
.13	
12.00	
2.00	
2.00	
2.00	
2.00	
4.00	
5.00	
14.00	
15.00	
6.00	
2.00	
.13	
.13	
.13	
24.00	
11.00	
2.00	
7.00	
5.00	
38.00	
.13	
7.02	
42.00	
42.00	
.14	
2.09	
2.00	
12.00	
2.00	
20.00	
42.00	
4.00	

*Rate Applied - See Back of Page

CP 019926

(continued)▶

000145



Account Number:

Bill Date:

Nov 19, 1990

Page 7

Direct Dialed Calls for 305-524-2235 (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
34. NOV 11	MULTIQUEST	900 420-3050 ✓ D		956PM	21
35. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1019PM	21
36. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1040PM	21
37. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1101PM	21
38. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1123PM	21
39. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1144PM	11
40. NOV 11	MULTIQUEST	900 420-3050 ✓ D		1155PM	4
41. NOV 12	PHILA	PA 215 925-3213 AN @		1201AM	1
42. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1203AM	21
43. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1225AM	2
44. NOV 12	MULTIQUEST	900 420-3050 ✓ D		853PM	21
45. NOV 12	MULTIQUEST	900 420-3050 ✓ D		916PM	21
46. NOV 12	MULTIQUEST	900 420-3050 ✓ D		936PM	19
47. NOV 12	MULTIQUEST	900 420-3050 ✓ D		956PM	21
48. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1017PM	21
49. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1038PM	19
50. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1057PM	21
51. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1117PM	21
52. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1138PM	13
53. NOV 12	MULTIQUEST	900 420-3050 ✓ D		1151PM	21
54. NOV 13	MULTIQUEST	900 420-3050 ✓ D		1212AM	21
55. NOV 13	MULTIQUEST	900 420-3050 ✓ D		903PM	5
56. NOV 13	MULTIQUEST	900 420-3050 ✓ D		908PM	21
57. NOV 13	MULTIQUEST	900 420-3050 ✓ D		929PM	18
58. NOV 14	FARMESBRCH	TX 214 620-6200 AN @		547AM	4
59. NOV 15	PHILA	PA 215 985-1219 AE		725PM	4

Subtotal

TOTAL FOR
(Federal Tax1142.14
.34)

AMOUNT	TOTAL
42.00	
42.00	
42.00	
42.00	
42.00	
22.00	
8.00	
.13	
42.00	
4.00	
42.00	
42.00	
38.00	
42.00	
42.00	
38.00	
42.00	
42.00	
26.00	
42.00	
42.00	
10.00	
42.00	
36.00	
.52	
.59	
	1,142.14

Rate Applied - See Back of Page

CP 019926

(continued)▶

000146

Page 8

Direct Dialed Calls for 305-792-7267

Date	Place Called	Number Called	*Rate	Time	Min.
60. SEP 29	MULTIQUEST	900 420-8095	D	600PM	1
			Subtotal		

TOTAL FOR 305 792-7267	10.00
------------------------	-------

Total Charge For Itemized Calls 1152.14

Taxes

61. Federal Tax

62. Florida Gross Receipts Surcharge

Subtotal

AT&T Current Charges

Messages

[illegible]

After analyzing your long distance calls this month, we find you could have saved money with the AT&T REACH OUT™ AMERICA Long Distance Calling Plan. For \$7.15 a month you get an hour of weekend and night direct-dialed AT&T out-of-state calling, and additional time costs 11 cents a minute. For further information, call 1-800-REACH OUT, Ext. 2072.

AMOUNT	TOTAL
10.00	10.00
.34	
.22	.56
	1,152.70

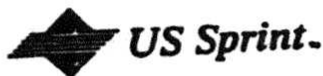
This portion of your bill is provided as a service to AT&T. There is no connection between Southern Bell and AT&T. You may choose another company for your long distance telephone calls while still receiving your local telephone service from Southern Bell.

***Rate Applied - See Back of Page**

CP 019926

(continued) ▶

00014:



Account Number:
Bill Date:

Nov 19, 1990
Page 9

Direct Dialed Calls for 305-524-2235

Date	Place Called	Number Called	*Rate	Time	Min.
1. OCT 29	ENTERTAIN	900 386-5483	D	1044PM	2
2. OCT 29	ENTERTAIN	900 386-5483	D	1047PM	2
3. OCT 29	ENTERTAIN	900 386-5483	D	1049PM	2
4. OCT 29	ENTERTAIN	900 386-5483	D	1051PM	2
5. OCT 29	ENTERTAIN	900 386-5483	D	1057PM	2
6. OCT 29	ENTERTAIN	900 386-5483	D	1059PM	4
7. OCT 29	ENTERTAIN	900 386-5483	D	1105PM	13
8. OCT 29	ENTERTAIN	900 386-5423	D	1116PM	3
9. OCT 29	ENTERTAIN	900 386-5483	D	1120PM	6
10. OCT 29	ENTERTAIN	900 386-5483	D	1126PM	6
11. OCT 29	ENTERTAIN	900 468-4900	D	1133PM	2
12. OCT 29	ENTERTAIN	900 468-4900	D	1135PM	1
13. OCT 29	ENTERTAIN	900 468-4900	D	1136PM	2
14. OCT 29	ENTERTAIN	900 468-4900	D	1139PM	1
15. OCT 29	ENTERTAIN	900 468-4900	D	1140PM	2
16. OCT 29	ENTERTAIN	900 468-4900	D	1142PM	5
17. OCT 29	ENTERTAIN	900 468-4900	D	1147PM	1
18. OCT 29	ENTERTAIN	900 468-4900	D	1149PM	1
19. OCT 29	ENTERTAIN	900 468-4900	D	1150PM	6
20. OCT 29	ENTERTAIN	900 468-4900	D	1156PM	6
21. OCT 30	ENTERTAIN	900 468-4900	D	1202AM	5
22. OCT 30	ENTERTAIN	900 468-4900	D	1207AM	6
23. OCT 30	ENTERTAIN	900 468-4900	D	1213AM	5
24. OCT 30	ENTERTAIN	900 468-4900	D	1219AM	5
25. OCT 30	ENTERTAIN	900 468-4900	D	1224AM	5
26. OCT 30	ENTERTAIN	900 468-4900	D	1230AM	4
27. OCT 30	ENTERTAIN	900 468-4900	D	1234AM	3
28. OCT 30	ENTERTAIN	900 468-4900	D	1236AM	5
29. OCT 30	ENTERTAIN	900 468-4900	D	1241AM	5
30. OCT 30	ENTERTAIN	900 468-4900	D	1250AM	3
31. OCT 30	ENTERTAIN	900 468-4900	D	1253AM	3
32. OCT 30	ENTERTAIN	900 468-4900	D	1256AM	4
33. OCT 30	ENTERTAIN	900 468-4900	D	100AM	5

AMOUNT	TOTAL.
25.00	
25.00	
25.00	
25.00	
25.00	
25.00	
25.00	
25.00	
25.00	
25.00	
4.00	
2.00	
4.00	
2.00	
4.00	
10.00	
2.00	
2.00	
12.00	
12.00	
10.00	
12.00	
10.00	
10.00	
10.00	
8.00	
6.00	
10.00	
10.00	
6.00	
6.00	
8.00	
10.00	

Rate Applied - See Back of Page

CP 019926

(continued)▶

000143



Account Number:
Bill Date:

Nov 19, 1990
Page 10

Direct Dialed Calls for 305-524-2235 (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
34. OCT 30	PERSONALS	900 230-4000	D	106AM	2
35. OCT 30	PERSONALS	900 230-4000	D	109AM	1
36. OCT 30	PERSONALS	900 230-4000	D	110AM	1
37. OCT 30	PERSONALS	900 230-4000	D	111AM	1
38. OCT 30	PERSONALS	900 230-4000	D	113AM	1
39. OCT 30	PERSONALS	900 230-4000	D	114AM	1
40. OCT 30	PERSONALS	900 230-4000	D	115AM	1
41. OCT 30	PERSONALS	900 230-4000	D	116AM	2
42. OCT 30	PERSONALS	900 230-4000	D	118AM	1
43. OCT 30	PERSONALS	900 230-4000	D	119AM	2
44. OCT 30	PERSONALS	900 230-4000	D	123AM	1
45. OCT 30	PERSONALS	900 230-4000	D	124AM	1
46. OCT 30	PERSONALS	900 230-4000	D	125AM	1
47. OCT 30	PERSONALS	900 230-4000	D	126AM	1
48. OCT 30	PERSONALS	900 230-4000	D	129AM	7
49. OCT 30	PERSONALS	900 230-5483	D	200AM	1
50. OCT 30	PERSONALS	900 230-4000	D	840PM	7
51. OCT 30	ENTERTAIN	900 468-4900	D	851PM	5
52. OCT 30	ENTERTAIN	900 386-5483	D	903PM	4
53. OCT 31	ENTERTAIN	900 386-5483	D	856PM	13
54. OCT 31	ENTERTAIN	900 386-5483	D	909PM	6
55. OCT 31	HOTS	900 230-4687	D	915PM	2
56. OCT 31	HOTS	900 230-4687	D	916PM	1
57. OCT 31	HOTS	900 230-4687	D	918PM	1
58. OCT 31	HOTS	900 230-4687	D	919PM	1
59. OCT 31	HOTS	900 230-4687	D	920PM	9
60. OCT 31	PERSONALS	900 230-4000	D	929PM	7
61. OCT 31	ENTERT/IN	900 468-4900	D	938PM	4
62. OCT 31	PERSONALS	900 230-5483	D	942PM	8

Subtotal

AMOUNT	TOTAL
3.00	
2.00	
2.00	
2.00	
2.00	
2.00	
2.00	
3.00	
2.00	
3.00	
2.00	
2.00	
2.00	
2.00	
8.00	
2.00	
8.00	
10.00	
25.00	
25.00	
25.00	
35.00	
35.00	
35.00	
35.00	
8.00	
8.00	
9.00	
	754.00

*Rate Applied - See Back of Page

CP 019926

(continued)▶

000749



Account Number:

Bill Date:

Nov 19, 1990

Page 11

Direct Dialed Calls for 305-524-2235 (continued)
TOTAL FOR 305 524-2235 754.00
(Federal Tax .45)

Total Charge For Itemized Calls 754.00
Taxes

63. Federal Tax

64. Florida Gross Receipts Surcharge

Subtotal

US Sprint Current Charges

AMOUNT	TOTAL
.45	
15.08	15.53
	769.53

This portion of your bill is provided as a service to US Sprint. There is no connection between Southern Bell and US Sprint.

CP 019926

000150



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Jan 15	\$2,246.10	\$300.00	\$0.00	\$2,729.37	\$4,675.47

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Jan 22.

Monthly Service Charges

1. Late Payment Charge (1.5% of Unpaid Balance)
2. Monthly Service-Dec 19 thru Jan 18
(Itemization of local billing available upon request.)
3. FCC Charge for Interstate Toll Access
4. Maintenance Plan(s)

AMOUNT	TOTAL
29.19	
14.15	
3.50	
2.50	

Helpful Numbers

**** Please Note: Helpful numbers are located following your Southern Bell Current Charges.

(continued)▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Jan 15	\$1,946.10	\$4,675.47	

Dec 19, 1990

CP

0115 R25

020235

Please make check payable to Southern Bell in U.S. funds.

**CR 34

P.O. BOX 02-4000
MIAMI FL
33110-0001

3059524223514518001150012510900000000000001946100000467547

000151



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page

2

Monthly Service Charges (continued)

5. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Broward county

6. Emergency 911 Installation Charge. This charge has been placed on your bill by Broward county

Subtotal

49.51

Other Charges and Credits

7. Installment payment number 3 of 3

for charges of \$44.50 on Oct 9 90 for plan A

14.75

Nov 28 90 50 CRH5X070

Charge for service added

from Nov 29 90 thru Dec 18 90

8. Custom Code Restriction option
1 (\$2.50/mo)

1.67

One-time charge for

9. Call screening/restriction

10.00

10. Order processing

9.00

Subtotal

35.42

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
11. NOV 27	MIAMI	FL 305 888-5417	KD	247PM	1

.30

Subtotal

.30

TOTAL FOR 305 524-2235 .30
(Federal Tax .01)

Total Charge For Itemized Calls

.30

Franchise/Taxes

12. Franchise Charges

.16

13. Federal Tax

.60

14. City Tax

1.15

15. Florida Gross Receipts Surcharge

.14

Subtotal

2.05

Southern Bell Current Charges

87.28

*Rate Applied - See Back of Page

CP 020235

(continued)▶

000152



Southern Bell
A BELLSOUTH Company

Account Number :

Bill Date:

Dec 19, 1990

FLDS

Page 3

Helpful Numbers

RightTouch® service 1-800-826-6290

Billing Questions To Place An Order

Southern Bell 780-2355 780-2355

US Sprint 780-2355

AT&T **1-800-222-0300**

Messages

◆◆◆◆◆◆◆◆◆◆

Call RightTouch® service, 1-800-826-6290, from a touch-tone phone to restore, suspend, disconnect, order Custom Calling Services, check bills or other services.

Please protect your access code: 0031.

◆◆◆◆◆ ◆◆◆◆◆

A Braille telephone bill is now available to our customers who read Braille. If you know someone who would benefit from this service, please have that person contact our Special Assistance Bureau at 780-2273.

AMOUNT	TOTAL

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

CP 020235

(continued)▶

000153



Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page 4

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Mfin.
1. NOV 13	MULTIQUEST	900 420-3050	D	1058PM	21
2. NOV 13	MULTIQUEST	900 420-3050	D	1119PM	5
3. NOV 13	MULTIQUEST	900 420-3050	D	1124PM	9
4. NOV 14	MULTIQUEST	900 420-3050	D	851PM	21
5. NOV 14	MULTIQUEST	900 420-3050	D	911PM	21
6. NOV 14	MULTIQUEST	900 420-3050	D	932PM	21
7. NOV 14	MULTIQUEST	900 420-3050	D	953PM	21
8. NOV 14	MULTIQUEST	900 420-3050	D	1014PM	21
9. NOV 14	MULTIQUEST	900 420-3050	D	1034PM	21
10. NOV 14	MULTIQUEST	900 420-3050	D	1055PM	21
11. NOV 14	MULTIQUEST	900 420-3050	D	1116PM	1
12. NOV 14	MULTIQUEST	900 420-3050	D	1117PM	21
13. NOV 14	MULTIQUEST	900 420-3050	D	1137PM	21
14. NOV 14	MULTIQUEST	900 420-3050	D	1158PM	21
15. NOV 15	MULTIQUEST	900 420-3050	D	1219AM	16
16. NOV 15	MULTIQUEST	900 420-3050	D	1234AM	21
17. NOV 15	MULTIQUEST	900 420-3050	D	1255AM	21
18. NOV 15	MULTIQUEST	900 420-3050	D	117AM	1
19. NOV 15	MULTIQUEST	900 420-3050	D	118AM	21
20. NOV 15	MULTIQUEST	900 420-3050	D	139AM	29
21. NOV 15	MULTIQUEST	900 420-3050	D	207AM	6
22. NOV 15	MULTIQUEST	900 420-3050	D	214AM	21
23. NOV 15	MULTIQUEST	900 420-3050	D	635PM	21
24. NOV 15	MULTIQUEST	900 420-3050	D	826PM	17
25. NOV 16	MULTIQUEST	900 420-3050	D	904PM	21
26. NOV 16	MULTIQUEST	900 420-3050	D	926PM	2
27. NOV 16	MULTIQUEST	900 420-3050	D	927PM	21
28. NOV 16	MULTIQUEST	900 420-3050	D	948PM	21
29. NOV 16	MULTIQUEST	900 420-3050	D	1010PM	21
30. NOV 16	MULTIQUEST	900 420-3050	D	1030PM	21
31. NOV 16	MULTIQUEST	900 420-3050	D	1052PM	1
32. NOV 16	MULTIQUEST	900 420-3050	D	1053PM	21
33. NOV 16	MULTIQUEST	900 420-3050	D	1113PM	21

AMOUNT	TOTAL
42.00	
10.00	
18.00	
42.00	
42.00	
42.00	
42.00	
42.00	
42.00	
42.00	
2.00	
42.00	
42.00	
42.00	
32.00	
42.00	
42.00	
2.00	
42.00	
58.00	
12.00	
42.00	
42.00	
34.00	
42.00	
4.00	
42.00	
42.00	
42.00	
2.00	
42.00	
42.00	

*Rate Applied - See Back of Page

CP 020235

(continued)▶

000154



Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page 5

Direct Dialed Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
34. NOV 16	MULTIQUEST	900 420-3050	D	1134PM	26
35. NOV 16	MULTIQUEST	900 420-3050	D	1159PM	3
36. NOV 17	MULTIQUEST	900 420-3050	D	1202AM	19
37. NOV 17	MULTIQUEST	900 420-3050	D	1220AM	21
38. NOV 17	MULTIQUEST	900 420-3050	D	1241AM	21
39. NOV 17	MULTIQUEST	900 420-3050	D	101AM	21
40. NOV 17	MULTIQUEST	900 420-3050	D	122AM	1
41. NOV 17	MULTIQUEST	900 420-3050	D	123AM	1
42. NOV 17	MULTIQUEST	900 420-3050	D	124AM	21
43. NOV 17	MULTIQUEST	900 420-3050	D	145AM	21
44. NOV 17	MULTIQUEST	900 420-3050	D	206AM	21
45. NOV 17	MULTIQUEST	900 420-3050	D	227AM	15
46. NOV 17	MULTIQUEST	900 420-3050	D	222PM	20
47. NOV 18	MULTIQUEST	900 420-3050	D	923AM	6
48. NOV 18	MULTIQUEST	900 420-3050	D	929AM	5
49. NOV 18	MULTIQUEST	900 420-3050	D	749PM	21
50. NOV 18	MULTIQUEST	900 420-3050	D	810PM	21
51. NOV 19	MULTIQUEST	900 420-3050	D	915PM	21
52. NOV 20	MULTIQUEST	900 420-3050	D	852PM	21
53. NOV 25	MULTIQUEST	900 420-3050	D	832PM	2
54. NOV 25	MULTIQUEST	900 420-3050	D	834PM	21
55. NOV 25	MULTIQUEST	900 420-3050	D	855PM	21
56. NOV 25	MULTIQUEST	900 420-3050	D	917PM	21
57. NOV 25	MULTIQUEST	900 420-3050	D	938PM	21
58. NOV 25	MULTIQUEST	900 420-3050	D	959PM	21
59. NOV 26	MULTIQUEST	900 420-3050	D	943PM	21
60. NOV 26	MULTIQUEST	900 420-3050	D	1004PM	21
61. NOV 26	MULTIQUEST	900 420-3050	D	1024PM	21
62. NOV 26	MULTIQUEST	900 420-3050	D	1045PM	1
63. NOV 26	MULTIQUEST	900 420-3050	D	1045PM	21
64. NOV 26	MULTIQUEST	900 420-3050	D	1106PM	21
65. NOV 26	MULTIQUEST	900 420-3050	D	1127PM	21

AMOUNT	TOTAL
52.00	
6.00	
38.00	
42.00	
42.00	
42.00	
2.00	
2.00	
42.00	
42.00	
42.00	
30.00	
40.00	
12.00	
10.00	
42.00	
42.00	
42.00	
42.00	
4.00	
42.00	
42.00	
42.00	
42.00	
42.00	
42.00	
42.00	
42.00	
2.00	
42.00	
42.00	
42.00	

38 Rate Applied - See Back of Page

CP 020235

(continued)▶

000150



Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page 6

Direct Dialed Calls (continued)

Date	Place Called	Number Called	*Rate	Time	Min.
66. NOV 26	MULTIQUEST	900 420-3050	D	1147PM	20
			Subtotal		

40.00

2,260.00

Operator Assisted Calls

Date	Place Called	Number Called	*Rate	Time	Min.
67. NOV 15	FR PHILA	PA 215 236-9958	AES	813PM	5
68. DEC 9	FR PHILA	PA 215 236-9958	AES	742PM	89
69. DEC 10	FR PHILA	PA 215 236-9958	AES	758PM	6
70. DEC 10	FR PHILA	PA 215 236-9958	AES	809PM	48
			Subtotal		

3.24

15.76

3.39

9.65

32.04

Total Charge For Itemized Calls 2292.04

Taxes

71. Federal Tax	.98
72. Florida Gross Receipts Surcharge	.64
Subtotal	

1.62

2,293.66

AT&T Current Charges

Messages

Today, some public phones don't automatically connect you to AT&T. Make sure you get AT&T...If you don't hear "AT&T" identified after you dial, hang up and dial:
10 + ATT + 0 + Area Code + Number.
Call 1-800-661-0661 ext. 1033 for more information.

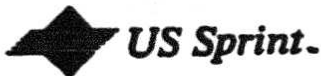
This portion of your bill is provided as a service to AT&T. There is no connection between Southern Bell and AT&T. You may choose another company for your long distance telephone calls while still receiving your local telephone service from Southern Bell.

*Rate Applied - See Back of Page

CP 020235

(continued)▶

000150



Account Number:

Bill Date:

Dec 19, 1990

FLDS

Page 7

Direct Dialed Calls for 305-524-2235

Date	Place Called	Number Called	*Rate	Time	Min.
1. NOV 4	ENTERTAIN	900 468-4900	D	914PM	6
2. NOV 4	PERSONALS	900 230-4000	D	921PM	6
3. NOV 4	ENTERTAIN	900 230-5245	D	939PM	11
4. NOV 4	DATE LINE	900 847-3283	D	1006PM	11
5. NOV 4	ENTERTAIN	900 230-5245	D	1021PM	8
6. NOV 4	PERSONALS	900 230-4000	D	1036PM	5
7. NOV 8	FUN DATE	900 386-3283	D	1256AM	12
8. NOV 8	DATING TIP	900 386-1600	D	108AM	2
9. NOV 8	PERSONALS	900 230-5483	D	115AM	4
10. NOV 8	SHOPPERS 8	900 230-5433	D	120AM	2
11. NOV 8	ENTERTAIN	900 646-5050	D	128AM	2
12. NOV 8	ENTERTAIN	900 468-4900	D	131AM	5
13. NOV 8	ENTERTAIN	900 468-4900	D	138AM	5
14. NOV 8	ENTERTAIN	900 468-4900	D	142AM	3
15. NOV 8	ENTERTAIN	900 468-4900	D	151AM	3
16. NOV 8	ENTERTAIN	900 386-5483	D	154AM	3
17. NOV 8	ENTERTAIN	900 386-5483	D	156AM	3
18. NOV 8	HOTS	900 230-4687	D	159AM	9
19. NOV 11	ENTERTAIN	900 847-5483	D	234AM	1
20. NOV 11	FUN CALL	900 386-2255	D	258AM	23
21. NOV 11	ENTERTAIN	900 230-3050	D	417AM	1
22. NOV 13	HOROSCOPE	900 230-6644	D	504PM	4

Subtotal

341.40

(Federal Tax .20)

Total Charge For Itemized Calls 341.40

Taxes

23. Federal Tax

24. Florida Gross Receipts Surcharge

Subtotal

.20

6.83

7.03

US Sprint Current Charges

348.43

This portion of your bill is provided as a service to US Sprint. There is no connection between Southern Bell and US Sprint.

Rate Applied - See Back of Page

CP 020235

000157



Southern Bell
A BELLSOUTH Company

Account Number:

Bill Date:

Jan 19, 1991

FLDS

Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
Feb 13	\$4,675.47	\$0.00	\$0.00	\$136.01	\$4,811.48

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Feb 20.

Monthly Service Charges

1. Late Payment Charge (1.5% of Unpaid Balance)
2. Monthly Service-Jan 19 thru Feb 18
(Itemization of local billing available upon request.)
3. FCC Charge for Interstate Toll Access
4. Maintenance Plan(s)

AMOUNT	TOTAL
70.13	
14.15	
3.50	
2.50	

Helpful Numbers

RightTouch® service 1-800-826-6290 (See Messages For Details)
Billing Questions To Place An Order
Southern Bell 780-2355 780-2355

(continued)▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
Feb 13	\$4,675.47	\$4,811.48	

Jan 19, 1991

CP

0213 R36

019528

Please make check payable to Southern Bell in U.S. funds.

**CR 18

P.O. BOX 02-4000
MIAMI FL
33110-0001

4

3059524223514518002131013610300000000000004675470000481148

000150



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Jan 19, 1991

FLDS

Page 2

Monthly Service Charges (continued)

5. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Broward county

6. Emergency 911 Installation Charge. This charge has been placed on your bill by Broward county

Subtotal

90.45

Other Charges and Credits

Jan 7 91 80 FRGYV046

7. Credit for service previously billed at old address from Jan 8 91 thru Jan 18 91 (\$20.15/mo)

7.40

Jan 8 91 80 TRGYV046

Charge for service at new address from Jan 9 91 thru Jan 18 91

8. Flat rate residence line (\$10.65/mo)

3.55

9. TouchTone service, residence (\$1.00/mo)

.33

10. FCC Interstate toll access

charge, single line (\$3.50/mo)

1.17

11. Custom Code Restriction option

1 (\$2.50/mo)

.83

12. Wiring-maintenance, further

isolation of inside wiring per line (\$2.50/mo)

.83

One-time charge for

13. Telephone office line connection

19.50

14. Your long distance company for 524-2235 is

AT&T Communications

Line 524-2235

15. If your long distance company(s) is incorrect call your service ordering business office or correct this statement and mail it with your payment

One-time charge for

16. Order processing

25.00

Subtotal

43.81

CP 019526

(continued)▶

000153



Southern Bell
A BELL SOUTH Company

Account Number:

Bill Date:

Jan 19, 1991

FLDS

Page 3

Franchise/Taxes

17. Franchise Charges
18. Federal Tax
19. City Tax
20. Florida Gross Receipts Surcharge

Subtotal

AMOUNT	TOTAL
.14	
.52	
.97	
.12	
	1.75
	136.01

Southern Bell Current Charges

Messages

Important Information

Regarding Your Inside Wire Maintenance Service Plan
Thank you for subscribing to Southern Bell's Service Plan.
Pursuant to this plan, Southern Bell will maintain or repair
all single telephone wiring inside your residence or
business, excluding damage caused by fire, acts of God, riots
acts of war, gross negligence, willful damage, vandalism, or
wire not meeting Southern Bell's technical standard or
installation guidelines.

Southern Bell shall not be liable for injuries to persons or
property arising out of the installation, maintenance or
repair of inside wiring nor shall Southern Bell be liable for
damage, including incidental or consequential, arising from a
customer's inability to use such wiring.

Rates for inside wire maintenance may be modified from time
to time without prior notice to the subscriber by Southern
Bell. Southern Bell shall include the modified charge in the
subscriber's monthly phone bill and subscriber agrees to pay
the new charges. The terms of this agreement shall remain
effective until Southern Bell is notified by subscriber that
the agreement is terminated.

CP 019528

(continued)▶

**Bill Date:**

FLDS

Page 4

●●●●●●●●●●

**Call RightTouch® service, 1-800-826-6290, from a touch-tone phone to restore, suspend, disconnect, order Custom Calling Services, check bills or other services.
Please protect your access code: 0031.**

AMOUNT	TOTAL

Management of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either Southern Bell number.

CP 019528

000161



Florida Department of
Agriculture & Consumer Services

BOB CRAWFORD
COMMISSIONER

The Capitol
Tallahassee
32399-0810

PLEASE RESPOND TO:

Division of Consumer Services
Mayo Building
Tallahassee, FL 32399-0800

February 13, 1991

In Reply Refer To:
91-02-02496/LD

Dear

Subject: Business Unknown

The Division of Consumer Services has received your complaint. Since additional information is needed before I can assist you, please send:

- ☒ The complete name and mailing address of the business or individual.
- ☐ Proof of purchase (a copy of front and back of cancelled check, money order, credit card charge, receipt, or bill of sale).
- ☐ A copy of any bills received from the business.
- ☐ A copy of any repair estimate.
- ☐ A copy of any letters written to or received from the business.
- ☐ A copy of the advertisement in question.
- ☐ A copy of the warranty.
- ☒ Other: Copy of the phone bill and name of your long distance carrier.

When the requested material is received, I will continue working with your complaint.

Sincerely,

BOB CRAWFORD
COMMISSIONER OF AGRICULTURE

000163

(Mr.) Lark Daughtry
Senior Consumer Complaint Analyst
904-488-2221/1-800-342-2176 (Florida only)

71-02-02496

Jan 28, 1991.

DIVISION OF
CONSUMER SERVICE

DEAR Sir,

I am writing because I need

Help.

I have a MENTAL retarded Son who has run up a phone bill over \$4,000 Dollars, I do not have that kind of money, because I am not able to work, what can I do, this happened because he was calling those 1-800 number when I was sleep, now I have put a block on the phone, but please tell me what I can do.

000163

BUSINESS REPLY FORM

Reference No. _____

Complaint of: _____

Complete Name of Firm or Individual: _____

Address: _____

Telephone: _____

Name of President or General Manager: _____

Name of Owner: _____

Name, address, and telephone number of person to contact for additional information, if necessary: _____

Please state your position, giving action taken or planned: _____

Please return completed form to: _____

(Signature)

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32301

(Title)

(Date)



Southern Bell

P.O. Box 02-4000
General Mail Facility
Miami, Florida 33110

February 1, 1991

Dear

I have made several attempts to contact you to discuss your complaint to the Florida Department of Agriculture & Consumer Services. I will be glad to discuss the matter with you if you will contact me by March 5th, 1991. I can be reached at 492-9817.

Sincerely,

Vicki Piazza

**Vicki Piazza
Assistant Manager
Customer Services**

000165

91-02-02496/LD

BUSINESS REPLY FORMReference No. M-493-91

Complaint of:

Complete Name of Firm or Individual: _____

Address: _____

Telephone: _____

Name of President or General Manager: _____

L. E. Spradlin, General ManagerName of Owner: N/A (Residence)

Name, address, and telephone number of person to contact for additional information, if necessary:

Vicki Piazza 305 492-9817

Please state your position, giving action taken or planned:

On March 5, 1991, Vicki Piazza, Assistant Manager, contactedMs. Piazza agreed to adjust 900 and 976 calls on the November and December1990 bills. The total adjustment is for \$4977.34 which includes SouthernBell for \$234.17, MCI for \$51.03, U. S. Sprint for \$1117.96, AT&T for \$3402.69,and Southern Bell late payment charges for \$171.49. Mrs. Piazza issued theadjustments for So. Bell, MCI, and U. S. Sprint. The AT&T adjustment wasreferred to Dixie Cooley, Supervisor at AT&T.is satisfied.

Please return completed form to:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32301Vicki Piazza
(Signature)Assistant Manager
(Title)3/5/91

(Date)

000166

COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____
 CASE. NO. _____ Inquiry _____
 DATE RECVD. _____ DATE CLOSED _____
 AREA: (2) _____ SE _____ (SO: SE: NO: OT:)
 TYPE: (1) _____ R _____ (R: B: P:)
 AREA CODE = TEL. NO. _____ (B-305: F-407: P-904)
 LATE: (1) _____ (YES ONLY)
 OPER. MGR.S INITIALS: (3) _____ MDB
 DOCA: (3) _____ BWD _____ (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)
 CLASS (3) _____ 976 _____ (SEE BOTTOM FOR CODE)
 ADJ. AFTER: (1) _____ Y _____ (YES ONLY)
 STATE APPEALS NO.: _____ M-493-91
 JUST: (1) _____ (N - NO ONLY)
 CAUSE CODE: (5) _____ 1U0129 _____ (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
 PSC- PUB. SVC. CENTER
 BIL - BILLING
 TRA - TREATMENT ACTIVITY
 CON - CONSTRUCTION
 OPS - OPERATOR SERVICES
 ANC - ANNOYANCE CALLS
 MKT - MARKETING
 OTH - OTHER
 MNT - Maintenance

BSC - BUS. SVC. CENTER
 HDO - HELD ORDER
 DEP - DEPOSITS
 INS - INSTALLATION
 SWT - SWITCHED SERVICES
 COMP - COMPTROLLERS
 DIR - DIRECTORY
 976 - DIAL IT CALLS
 CML - COMPLIMENTARY

000167



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 11, 1991

MEMORANDUM TO: Shirley Stokes

FROM: Pat Shields

RE: --

CASE NO. INQUIRY 44180 - I

Our investigation reveals the customer called on February 26, 1991, to discuss the 976 calls billed on the February bill. The customer was advised the calls were to a number listed as "The Happy Sitter" and totaled \$224.75.

The customer denied making the calls and explained the office is closed for lunch at the times the calls were placed. The customer questioned how the calls could be made within the same minute. We advised the calls could be made within seconds in the same minute, thus showing the same time. We agreed to adjust the calls as this was the first occurrence and offered the customer the block for each line. A connection charge of \$10.00 per line was quoted. The customer expressed dissatisfaction with the charge and the charge was waived. The order to add the block was issued with a due date of February 28.

On March 4, and March 5, Mrs. Martha Ramos, Assistant Manager, left messages for the customer to call regarding the appeal.

The customer called on March 5, and Mrs. Ramos explained that Southern Bell bills the calls to different vendors. She further advised that since he said the calls were not made from his office the calls were adjusted. The customer said he felt Southern Bell was intentionally billing it's customer's for 976 calls, so it can bill them the \$10.00 connection charge for the block. Mrs. Ramos apologized for any misunderstanding and explained that it is Southern Bell's policy to serve all customer's to their satisfaction and to further demonstrate that attitude the block charge had been waived.

The customer felt the matter had been resolved and expressed his satisfaction.

000163

CASE REFERRAL

PSC CASE NUMBER 44180-I INQUIRY SAO CASE NUMBER P-514-91
TAKEN BY MW TEL T TIME 10:45 LOGGED X CARD X
FROM SS DATE 3-4 DUE BY 3-11 IBOSS X FIELD DD
CUSTOMER'S NAME
COMPLAINANT
ADDRESS APT. #
CITY TEL #
CBR # SAME AREA SO
COMPLAINT:

OTHER NUMBERS HE BELIEVES SB JUST BILLED HIS
ACCT FOR 976 CALLS SO THAT WE BILL A CHARGE TO PLACE A BLOCK.
BASED ON THE TIME PERIOD OF THE CALLS - 2 CALLS IN 2 MINUTES.
ALSO HIS WIFE ACCOUNT AT WORK AS BILLED FOR 976
CALLS.
JIM, A REP WITH SB, SAI NO CHARGE FOR BLOCK WILL BE BILLED AND
LATER WE AGREED TO ADJUST. CUST. STRONGLY BELIEVES WE
INTENTIONALLY BILLED FOR THOSE 976 CALLS.

REFD TO: TEL #
FAX # OM DATE TIME
REDIRECT TO FROM DATE
TEL # FAX OM DOC
INTERIM DATE DUE FIELD DD
CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:
TEL NO DATE

000169

CASE REFERRAL

3/7

PSC CASE NUMBER 44180-I INQUIRY SAO CASE NUMBER P-514-91
 TAKEN BY MW TEL T TIME 10:45 LOGGED X CARD X
 FROM SS DATE 3-4 DUE BY 3-11 IBOSS X FIELD DD 3/7
 CUSTOMER'S NAME _____
 COMPLAINANT _____
 ADDRESS _____ APT. # _____
 CITY _____ TEL # _____
 CBR # SAME AREA SO
 COMPLAINT: _____

OTHER NUMBERS _____ HE BELIEVES SB JUST BILLED HIS
 ACCT FOR 976 CALLS SO THAT WE BILL A CHARGE TO PLACE A BLOCK.
 BASED ON THE TIME PERIOD OF THE CALLS - 2 CALLS IN 2 MINUTES.
 ALSO HIS WIFE'S ACCOUNT AT WORK WAS BILLED FOR 976
 CALLS.
 JIM, A REP WITH SB, SAID NO CHARGE FOR BLOCK WILL BE BILLED AND
 LATER WE AGREED TO ADJUST IT CUST. WE STRONGLY BELIEVES WE
 INTENTIONALLY BILLED FOR THOSE 976 CALLS.

REFD TO: Nancy Frazier TEL# 883-3828
 FAX # _____ ON HGP DATE 3-4- TIME 11:01
 REDIRECT TO _____ FROM _____ DATE _____
 TEL # _____ FAX _____ ON _____ DOC DAD
 INTERIM DATE DUE _____ FIELD DD _____
 CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
 _____ TEL NO _____ DATE _____

000179

3/11

FAX TO 305-264-1734

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PROPRIETARY
INFORMATION

GENERAL

NAME _____ CASE NUMBER P514-91
TELEPHONE # _____
ADDRESS _____
CITY _____ DOC _____

1. COMPLAINT

Customer billed for 976 calls and feels Southern Bell intentionally bills these calls in order to bill for the block.

DATE RECVD 03-04-91 TIME RECVD 11:07 am

2. OPERATIONS MANAGER ANSWERING COMPLAINT Helen Prieto
DISTRICT MANAGER ANSWERING COMPLAINT Helen Prieto
DEPARTMENT OR GROUP Customer Services

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS. JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

On 02-26-91 customer called into the Business Office and

000172

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PROPRIETARY
INFORMATION

1 spoke to Jim Drury, Service Representative. He discussed 976
2 calls billed on his February 19, 1991 billed in the amount of
3 \$224.75. Jim provided with the listings for such
4 calls. Following is a list of calls billed:

5 1-Feb. 14, 11:34 AM -- Happy Sitter 976-7487 --- 29.95

6 2-Feb. 14, 11:34 AM -- Happy Sitter 976-7487 --- 29.95

7 (Billed on

8 3-Feb. 14, 11:35 AM -- Happy Sitter 976-7487 --- 29.95

9 4-Feb. 14, 11:36 AM -- Happy Sitter 976-7487 --- 29.95

10 (Billed on

11 5-Feb. 14, 11:35 AM -- Happy Sitter 976-7487 --- 29.95

12 6-Feb. 14, 11:36 AM -- Riotti Com. 976-7877 --- 40.00

13 7-Feb. 14, 11:36 AM -- RTI Comm. 976-2223 --- 35.00

14 (Billed on

15 denied making those calls and explained that his
16 office was closed for lunch at that time and further asked
17 how calls could be made within the same minute.

18 Jim explained that calls could be made within seconds in the
19 same minute; thus showing the same time; but agreed to adjust
20 them; this being the first occurrence. He offered a
21 block quoting him a connection charge of \$10.00 per line.

22 When expressed dissatisfaction for this charge, Jim
23 advised that he would waive the charge. CQH8T375
24 was issued to put the block on all his lines due dated
25 02-28-91.

26 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL.
27 INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO

000173

1 CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE
2 APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF
3 MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER.
4 DO NOT USE ACRONYMS.

5 Martha Ramos, Assistant Manager, received the complaint and
6 called the customers' business at 1:00 PM. He was not in and
7 left a message with for to return
8 her call.

9 A second call was made on March 5, 1991 at 10:55 AM.
10 was not in and another message was left with
11

12 returned the call at 1:00 on March 5, 1991. At this
13 time Mrs. Ramos explained to that Southern Bell
14 bills these calls for different vendors and since he stated
15 that they had not been made from his office the calls had
16 been adjusted. told Mrs. Ramos he felt that
17 Southern Bell intentionally bills its customers for 976 calls
18 so that it can bill them the 10.00 connection charge for the
19 block. Mrs. Ramos explained to the customer Southern Bells
20 Policy to serve all its customers to their satisfaction, and
21 to further demonstrate it, the charge to add the block had
22 been waived. expressed satisfaction and felt that
23 the matter had been resolved as well as explained to his
24 satisfaction. Mrs. Ramos closed the case.

25 5. INTERIM YES _____ NO X DATE OF NEXT OR FINAL

000173

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INFORMATION

1 REPORT _____

2 6. NAME AND TITLE OF PERSON PREPARING ANSWER Martha Ramos,
3 Assistant Manager

4 TELEPHONE NUMBER 305-883-2834

5 7. ADJUSTMENT YES X NO _____ AMOUNT \$224.75
6 DAYS AND REASON FOR ADJUSTMENT.

7 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS
8 INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE
9 OPERATIONS MANAGER OR DISTRICT MANAGER. THEIR FAX NUMBER AND
10 THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE
11 CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE
12 NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND

13 TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

14 OM\DM _____ TEL. # _____

15 FAX # _____

16 NAME _____ TEL. # _____

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PROPRIETARY
INFORMATION

000174

TITLE _____

ACCEPTED YES _____ NO _____

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PROPRIETARY
INFORMATION

3 9. IN YOUR OPINION, HAS THIS CUSTOMER JUSTIFIED IN FILING
4 THIS APPEAL? YES _____ NO X WHY?

5 The customer had called into the Business Office and spoken
6 to Jim Drury who had explained 976 call procedures and had
7 agreed to adjust them as well as waive the block connection
8 charge.

9 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO
10 PREVENT FUTURE APPEALS OF THIS TYPE.

11 NONE

12 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
13 CASE? BE SPECIFIC.

14 Had the Service Representative determined that the customer
15 was dissatisfied, further explanation or a turnover to an
16 Assistant Manager could have prevented this case.

000170

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO. 44180-I

DATE RECVD. 03-04-91 DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) B (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) HGP

DOCA: (3) DAD (DAD:BWD::PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976
(SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) (YES ONLY)

STATE APPEALS NO: P-514-91

CAUSE CODE 3U0229 CAUSE CODE LIST)

RSC - RES. SVC. CENTER	BSC - BUS. SVC. CENTER
RSC - PUB. SVC. CENTER	HDO - HELD ORDER
BIL - BILLING	DEP - DEPOSITS
TRA - TREATMENT ACTIVITY	INS - INSTALLATION
CON - CONSTRUCTION	SWT - SWITCHED SERVICES
OPS - OPERATOR SERVICES	COMP - COMPTROLLERS
ANC - ANNOYANCE CALLS	DIR - DIRECTORY
MKT - MARKETING	976 - DIAL IT CALLS
OTH - OTHER	CML - COMPLIMENTARY
MNT - MAINTENANCE	

000175



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 12, 1991

Memorandum to: Mike Dymek

From: Marie Forbes

Re:

Case No. 44525-Inquiry

Our investigation reveals that on 3-6, the customer called our office to question a 900 call on her bill. The customer stated that her 8 year old child was home ill and made the call. We provided the listing and agreed to adjust the call in the amount of \$12.21.

On 3-6, Ms. Mary Spikes, Assistant Manager, contacted the customer to acknowledge the appeal. Ms. Spikes explained that the central office that serves her exchange is not equipped to provide blocks for 976/900 calls.

The customer was not unhappy with Southern Bell, she just wanted to express her dissatisfaction with the FCC allowing 976/900 calls and the fact that small children can dial them. Ms. Spikes provided the name, address and phone number of the FCC at the customer's request. Ms. Spikes further explained that many of these calls go into the long distance network when dialed even if the block were available in her central office. There would be no guarantee that it would block all calls. The customer accepted the explanation.

000177

CASE REFERRAL

PSC CASE NUMBER 44525-I IN9 SAO CASE NUMBER M-533-91

TAKEN BY MW TEL T TIME 11:15 LOGGED X CARD X

MD DATE 3-6 DUE BY 3-13 IBOSS X FIELD DD

CUSTOMER

COMPLAINANT

ADDRESS APT. #

CITY TEL #

CBR # AREA NO

COMPLAINT:

SHE IS CONCERNED BECAUSE SB WON'T GIVE HER A BLOCK FOR 900 NUMBERS. SHE HAS SMALL CHILDREN IN THE HOUSE WHO ARE MAKING 900 CALLS AND WANTS THIS STOPPED.

*4-9
MAD called
renewed
info. I'd
not get a
min. diff.
Q.D.*

(555)

REFD TO: TEL#

FAX # OM DATE TIME

REDIRECT TO FROM DATE

TEL # FAX OM DOC

INTERIM DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE

000175

CASE REFERRAL

PSC CASE NUMBER 44525-I SAO CASE NUMBER M-533-91

TAKEN BY MW TEL T TIME 11:15 LOGGED X CARD X

FROM MD DATE 3-6 DUE BY 3-13 IBOSS X FIELD DD 3/11

COMPLAINANT

ADDRESS APT. #

CITY TEL #

CBR # AREA NO

COMPLAINT:

SHE IS CONCERNED BECAUSE SB WON'T GIVE HER A BLOCK FOR 900
NUMBERS. SHE HAS SMALL CHILDREN IN THE HOUSE WHO ARE MAKING 900
CALLS AND WANTS THIS STOPPED.

REFD TO: Nancy TEL# P-350-2397

FAX # OM JMS DATE 3-6 TIME 14:14

REDIRECT TO FROM DATE

TEL # FAX OM DOC JAX

INTERIM DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE

Joyce P-350-000173
JUL 200

JM2

CONFIDENTIAL
PROPRIETARY
INFORMATION

2

GENERAL

3

NAME:

CASE NUMBER: M533-91

TEL. NO.

4

ADDRESS:

5

CITY:

DOC:

6

1. COMPLAINT: SHE IS CONCERNED BECAUSE SOUTHERN BELL WILL NOT GIVE HER
A BLOCK FOR 900 CALLS. HAS SMALL CHILDREN IN THE HOUSE AND THEY ARE
MAKING THE CALLS. SHE WANTS A BLOCK.

7

8

9

DATE RECEIVED: 03/06/91

TIME RECEIVED: 11:45 AM

10

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JUDITH M SAWYER

11

DISTRICT MANAGER ANSWERING COMPLAINT: JUDITH M SAWYER

12

DEPARTMENT AND GROUP: CUSTOMER SERVICES; JAX UNIT I

13

14

15

16

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO
THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE
TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER
NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

17

DATE OF INSTALLATION 09/77.

18

12/06/90 OTHER SERVICE PUT IN 904-272-4668 NNYKLY104

19

02/12/91 WANTED INFORMATION ON ADDITIONAL LINE.

20

03/06/91 CALLED IN TO QUESTION 900 CALL ON HER BILL. SHE

21

ACKNOWLEDGED HER EIGHT YEAR OLD WAS HOME SICK AND MADE THAT CALL. (THE

22

NUMBER DIALED WAS 1-900-568-3333 FANTASY.) OUR REPRESENTATIVE AGREED TO

23

ADJUST \$12.21.

24

03/06/91 CUSTOMER CALLED THE PUBLIC SERVICE COMMISSION.

000180

25

P 04

MAY 11 04:11 PM '93

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

ON 03/06/91 MARY F SPIKES, ASSISTANT MANAGER CALLED THE CUSTOMER AT 12:10PM TO ACKNOWLEDGE THE COMPLAINT. SHE EXPLAINED THE CENTRAL OFFICE IN WHICH IS SERVED IS NOT EQUIPPED FOR 900-976 BLOCKS TO WORK. (SEE ATTACHED COPY OF PREMISE SCREEN.) IS NOT UNHAPPY WITH SOUTHERN BELL. SHE WISHES TO EXPRESS HER DISSATISFACTION WITH THE FCC ALLOWING 900-976 CALLS AND THE FACT THAT SMALL CHILDREN CAN DIAL THEM. MRS. SPIKES GAVE THE FCC WASHINGTON D.C. ADDRESS AND PHONE NUMBER. MR SPIKES FURTHER EXPLAINED THAT MANY OF THESE 900 NUMBERS GO INTO THE LONG DISTANCE NETWORK WHEN DIALED EVEN IF THE BLOCK WERE AVAILABLE IN THE MIDDLEBURG OFFICE, WE COULD NOT GUARANTEE IT WOULD BLOCK ALL CALLS. SHE UNDERSTOOD.

5. INTERIM: NO DATE OF NEXT OR FINAL REPORT: N/A

6. NAME AND TITLE OF PERSON PREPARING ANSWER: FAYE SPIKES - ASST MGR
TELEPHONE NUMBER: 904-350-3011

7. ADJUSTMENT: YES AMOUNT: \$12.12

DAYS AND REASON FOR ADJUSTMENT. THE COST OF THE CALL INCLUDING TAX WAS ADJUSTED (\$12.12). THIS ADJUSTMENT IS IN ACCORDANCE WITH OUR INSTRUCTIONS FOR FIRST-TIME 900-976 ADJUSTMENTS. THE CUSTOMER COULD NOT HAVE A BLOCK DUE TO OUR CENTRAL OFFICE RESTRICTION.

8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER. THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

N/A

CONFIDENTIAL
PROPRIETARY
INFORMATION

000181

03.11.91 04:11PM

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
NO? WHY?

NO, THERE IS NOTHING THE REPRESENTATIVE NOR ASSISTANT MANAGER CAN DO TO
PREVENT THIS. THE CUSTOMER AGREED SHE WILL HAVE TO MONITOR HER CHILDREN
VERY CLOSELY.

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT
FUTURE APPEALS OF THIS TYPE.

N/A

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC.)

N/A THE CUSTOMER HAD NO DISPARAGING REMARKS ABOUT OUR REPRESENTATIVE
OR SOUTHERN BELL.
PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE
COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

THIS FORM IS NOT FOR REPRODUCTION. PLEASE INPUT THIS FORM INTO YOUR
COMPUTER SYSTEM.

CONFIDENTIAL
PROPRIETARY
INFORMATION

000182

100 0000 0000 0000

1 2EQ PREM TCAT L# 1 BD
3AGA NNK
4DDF EMP
5OC APF DR
6H# RT FLR
7OM MDBG BOX LN
IN
ES
10
11 ZIP 32068 EX DRPK WC DRPKFLRW NP4 984
12 BO 95 DIN CR RTZ CO 272
13 PC TELF H TAR 000733 PD F3
14 RMK
15
16
17 RMKT 2ESS.272.276
18 "DO NOT SELL CREXN, CREX4 ←
19 RMKB 02-08-99 IN
20 STAT WORKING
21N (NON-PUB)
RZ 00 RF
LCL 911G275
FACS ASGM
CT N CNF N DIP N CS 1FR
MWS NONE

2BAC

END - - - - - END - - - - - END

000185

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC: JAX AREA NO DATE 3-12 CASE M-533-91 CLS 976

4 CUSTOMER'S NAME: -----

5 TELEPHONE # ----- CITY -----

6 OPERATIONS MANAGER: J. M. Sawyer

7 ANALYSIS: The customer requested 976/900 block be added to her
8 line. This service is not available in her central office, which we
9 explained.

10 RECOMMENDATION: NONE

11 IN THE OPINION OF THE STATE APPEALS OFFICE WAS THE CUSTOMER
12 JUSTIFIED IN GOING TO THE PSC? NO

13 CUSTOMER COMMENTS: DATE ----- SPOKE WITH: n/a

14 ACKNOWLEDGED APPEAL WITHIN 24 HOURS YES x NO

15 REFERRED TO ----- DATE ----- COMMENTS (OVER)

000184

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 44525-Inquiry

DATE RECVD. DATE CLOSED

AREA: (2) NO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) JMS

DOCA: (3) JAX (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: M-533-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 3U0127 (SEE CAUSE CODE LIST)

RSC- RES SVC. CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000183

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 14, 1991

Memorandum to: Mike Dymek

From: Marie Forbes

Re:

Case No. 44801-P

Our investigation reveals that on 3-7, the customer called our office regarding approximately \$103.00 worth of 900 calls on her bill. The customer denied all knowledge of the calls. She said that she is elderly, lives alone and is on a fixed income. She said that she did not make the calls and cannot afford to pay for them. We explained the accuracy of toll billing and that these types of calls are only direct dial eligible.

The customer still denied all knowledge and we offered to adjust the calls and add the block to her line. We quoted the \$10.00 charge to add the block and the customer refused. She said that she could not afford anything extra on her bill. We assured the customer that we were removing the calls and not to worry. We again asked the customer if she wanted to add the block and she said yes and hung up.

On 3-8, Mr. Jeff Cushing, Assistant Manager, contacted the customer to acknowledge the appeal. Mr. Cushing assured the customer that we had adjusted the charges for the calls and explained that we also waived the charge to add the block to her line. Mr. Cushing apologized for any misunderstanding and provided his name and number for the customer to call him direct if she has any future problems.

CASE REFERRAL

3/13

PSC CASE NUMBER 44801-P SAO CASE NUMBER P-562-91
 TAKEN BY BMW TEST TIME 10:30 LOGGED X CARD X
 FROM MD DATE 3-8 DUE BY 3-15 IBOSS X FIELD DD 3/13
 CUSTOMER'S NAME _____
 COMPLAINANT _____
 ADDRESS _____ APT. # _____
 CITY _____ TEL # _____
 CBR # _____ AREA NO _____
 COMPLAINT: _____

WAS BILLED \$103 FOR 30-900 CALLS TO A HAIR STYLIST. SHE IS ELDERLY, LIVES ALONE AND DAK. WE SAID WILL ONLY ADJUST IF SHE PAYS \$10 FOR THE BLOCK. OTHERWISE WILL DISCONNECT IF SHE DOES NOT PAY FOR THEM.

*Pamao -
 Sant. Maria's
 handle.*

*pin
 Patricia
 Groce
 GWRPSSC*

REFD TO: Harvey TEL # 914-350-8398
 FAX # _____ ON JMS DATE 3-8 TIME 10:55
 REDIRECT TO _____ FROM _____ DATE _____
 TEL # _____ FAX _____ ON _____ DOC WFL
 INTERIM DATE DUE _____ FIELD DD _____
 CUSTOMER CONTACTED WITHIN 24 HOURS NA IF NO, REFERRED TO:
 TEL NO _____ DATE _____

** 3-11-91
 call record
 shown to at court*

000187

3/15

2

GENERAL

3NAME _____ CASE NUMBER P562-91 TEL. NO _____

4ADDRESS _____

5CITY _____ DOC 03/08/91 5PM

61. COMPLAINT: WAS BILLED \$10.00 CONNECTION CHARGE FOR ADDING CPEX4 900

7 BLOCK.

8 DATE RECVD MARCH 8, 1991 TIME RECVD 11:15 AM9 2. OPERATIONS MANAGER ANSWERING COMPLAINT JUDITH SAWYER10 DISTRICT MANAGER ANSWERING COMPLAINT JUDITH SAWYER11 DEPARTMENT OR GROUP GAINESVILLE RSC

12 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
13 APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME
14 OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION
15 AND DUE DATES. NO NOT USE ACRONYMS.

1 CALLED IN 03/07/91 CONCERNED ABOUT \$103.00 OF (900) CALLS ON HER

17 BILL. DENIED ALL KNOWLEDGE. THE CUSTOMER STATES THAT SHE IS ELDERLY,

18 LIVES ALONE AND IS ON A FIXED INCOME. SHE STATED THAT SHE DID NOT MAKE THE

19 CALLS AND SHE CAN'T AFFORD THEM ON HER BILL. PAT GROCE, SERVICE REPRESENTATIVE,

20 GAINESVILLE RSSC, EXPLAINED THE ACCURACY OF TOLL BILLING EQUIPMENT AND THAT

21 THESE TYPES OF CALLS ARE ONLY DIRECT DIAL ELIGIBLE.

22 DENIED KNOWLEDGE OF THE CALLS. PAT GROCE OFFERED TO ADJUST THE 900

23 CALLS AND OFFERED TO ADD THE CREX4, 900 TOLL RESTRICTION, TO HER LINE. MS.

24 GROCE EXPLAINED THAT THERE IS A \$10.00 CHARGE ASSOCIATED WITH THE 900 BLOCK

25 FEATURE. REFUSED TO PAY \$10.00 TO ADD THE BLOCK. SHE STATED THAT

26 SHE COULD NOT AFFORD ANYTHING EXTRA ON HER BILL, NOT THE 900 CALLS OR THE

27 \$10.00 CHARGE. MS. GROCE EXPLAINED THE TOLLS ARE ADJUSTED AND NOT TO WORRY

28 ABOUT THEM. MS. GROCE ASKED THE CUSTOMER, WHO WAS VERY UPSET, IF SHE WANTED

29 TO PLACE THE BLOCK ON OR NOT. THE CUSTOMER REPLIED YES AND HUNG UP.

000185

2 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE
3 AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOW-
4 LEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME
5 OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE
6 ACRONYMS.

7 JEFF CUSHING, ASSISTANT MANAGER, GAINESVILLE RSSC, 03/08/91 SPOKE WITH MS.
8 GROCE ABOUT THE CONTACT. MS. GROCE EXPLAINED HOW UPSET SHE BECAME ABOUT
9 THE \$10.00 CHARGE AND HER DEPENDENCE ON A FIXED INCOME. I INSTRUCTED MS. GROCE
10 TO WAIVE THE \$10.00 CHARGE FOR ADDING THE CREX4, 900 TOLL BLOCK, AND THEN I
11 PROCEEDED TO CALL THE CUSTOMER. 03/08/91 12:00 PM SPOKE WITH VERIFIED
12 THAT WE HAVE ADJUSTED THE TOLLS AND ASSURED HER THE \$10.00 CHARGE WOULD NOT
13 APPEAR ON HER BILL. EXPLAINED OUR NORMAL CHARGES FOR SERVICE ORDER WORK AND
14 ONCE AGAIN EXPLAINED WE WOULD NOT CHARGE HER THIS TIME FOR THE BLOCK ADDITION.
15 THANKED THE CUSTOMER FOR HER EXCELLENT ACCOUNT RECORD, APOLOGIZED FOR ANY
16 MISUNDERSTANDING AND GAVE MY DIRECT TELEPHONE NUMBER 336-5702.

17 5. INTERIM - YES NO X DATE OF NEXT OR FINAL REPORT

18 6. NAME AND TITLE OF PERSON PREPARING ANSWER JEFF CUSHING, ASST. MANAGER
19 TELEPHONE NUMBER 904 336-5702

20 7. ADJUSTMENT - YES X NO NO AMOUNT \$10.00 # DAYS & REASON FOR ADJUSTMENT
21 TO SATISFY CUSTOMER

22 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN
23 THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT
24 MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED.
25 IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME
26 OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE
27 PERSON ACCEPTING THE CASE.

28 OM/DM JUDY SAWYER TELEPHONE (904) 350-2323
29 FAX ()
30 NAME TELEPHONE ()
31 TITLE ACCEPTED YES NO

32 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
33 YES NO X WHY?

34 CONTACT PERSONNEL HANDLED THE CALL PROPERLY DISCLOSING ALL ACTIONS AND CHARGES.
35 THE CUSTOMER BECAME UPSET AND HUNG UP BEFORE THE CONTACT PERSONNEL COULD
36 NEGOTIATE A SPECIAL CIRCUMSTANCE.

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

NONE

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE SPECIFIC)

WAIVING THE CHARGE FOR THIS CUSTOMER CONSIDERING HER CIRCUMSTANCES.

PG 03L

000190

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC: WFL AREA NO DATE 3-14 CASE P-562-91 CLS 976

4 CUSTOMER'S NAME: -----

5 TELEPHONE # ----- CITY -----

6 OPERATIONS MANAGER: J. M. Sawyer -----

7 ANALYSIS: The customer DAK'D \$103.00 worth of 900 calls. We
8 agreed to adjust and offered block and quoted the charge. Customer
9 said she could not afford. We adjusted the calls in question and
10 subsequently we waived the charge to add the block.

11 RECOMMENDATION: NONE, practice followed.

12 IN THE OPINION OF THE STATE APPEALS OFFICE WAS THE CUSTOMER
13 JUSTIFIED IN GOING TO THE PSC? NO -----

14 CUSTOMER COMMENTS: DATE ----- SPOKE WITH: N/A -----

15 ACKNOWLEDGED APPEAL WITHIN 24 HOURS YES NO -----

16 REFERRED TO ----- DATE ----- COMMENTS (OVER)

000191

PSC CASE NUMBER 44801-P SAO CASE NUMBER P-562-91
TAKEN BY MW TEL T TIME 10:30 LOGGED X CARD X
FROM MD DATE 3-8 DUE BY 3-15 IBOSS X FIELD DD _____
CUSTOMER'S NAME _____
COMPLAINANT _____
ADDRESS _____ APT. # _____
CITY _____ TEL # _____
CBR # _____ AREA NO _____
COMPLAINT:

WAS BILLED \$103 FOR 30-900 CALLS TO A HAIR STYLIST. SHE IS ELDERLY, LIVES ALONE AND DAK. WE SAID WILL ONLY ADJUST IF SHE PAYS \$10 FOR THE BLOCK. OTHERWISE WILL DISCONNECT IF SHE DOES NOT PAY FOR THEM.

REFD TO: _____ TEL# _____
FAX # _____ OM _____ DATE _____ TIME _____
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC _____
INTERIM- DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
TEL NO _____ DATE _____

000192

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 44801-P

DATE RECVD. DATE CLOSED

AREA: (2) NO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) JMS

DOCA: (3) WFL (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: P-562-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 1C0129 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000193



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

3
4
5
6
7
8 April 1. 1991

9 Memorandum to: Kathy Brown

10 From: Marie Forbes

11 Re:
12
13
14

15 Case No. 46123-P

16 This is with final reference to our interim response of 3-25.

17 On 4-1. Ms. Cathy Griffin, Assistant Manager, contacted the
18 customer at her work number to verify that she had received he
19 refund check. The customer confirmed that she had received the
20 check. Ms. Griffin apologized for the inconvenience and the
21 customer was satisfied.



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 25, 1991

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

Case No. 46123-P

Our investigation reveals that on 1-28, the customer called our office and placed a disconnect order on her service via the Righttouch system. The order was due dated 1-29 and completed on the due date. The final bill was dated 2-16 and rendered in the amount of \$109.89 credit and mailed to the customer's service address, since she did not provide any other address.

On 2-25, the customer contacted our office to change the billing address to At that time, there are no notations that she questioned her refund.

On 3-12, the customer called and questioned her refund check. The account is not noted what we discussed with the customer. On 3-18, the customer called again in reference to the refund check and was advised that the check had been processed on 2-22 and she should receive it by the end of the month.

On 3-19, z called on behalf of his sister. We explained that the check was issued on 3-1 and mailed to the service address rather than the address given by Ms. fernandez on 2-25. We also explained that the refund was still outstanding and we could check further to find out if there was any further information on it. The customer refused and requested to speak to a supervisor.

The customer then spoke with Ms. Cathy Griffin, Assistant Manager. The customer requested to come to our office and pick up the check. Ms. Griffin requested that he allow her to check with our treasury department for the most current status of the refund. Due to the fact that the refund had been mailed to the former address, Ms. Griffin felt that it may have been returned by the Post Office.

1 The customer assured Ms. Griffin that he had submitted a change of
2 address to the Post Office and therefore the refund would have been
3 forwarded and received. Ms. Griffin explained that sometimes the
4 checks are still returned and she wanted to check further. The
5 customer agreed to call back by 5 PM that day.

6
7 Ms. Griffin checked with our accounting office and was advised that
8 there were returned drafts and they would check through then and
9 call her back.

10 While Ms. Griffin was out of the office come to our
11 office to pick up her check. She demanded to speak to Ms. Griffin
12 and since she was not available the customer spoke with Ms. Isela
13 Rodriguez. Ms. Rodriguez agreed to check with Ms. Griffin and the
14 accounting office and call the customer before 5 PM that day.

15
16 Upon receipt of the appeal. Ms. Griffin contacted the customer to
17 acknowledge the appeal. The customer advised Ms. Griffin that she
18 was fed up with waiting for the refund. Ms. Griffin offered to have
19 the original draft canceled and the customer could pick up the cash
20 in one of our teller locations.

21
22 The customer originally agreed to this and then recontacted Ms.
23 Griffin to advise her that because she was so busy at work she
24 would be unable to pick up the cash. It was agreed upon by J.
25 and Ms. Griffin to have the refund reissued with the
26 current address and mailed out no later than 3-26. Ms. Griffin
27 also agreed to follow up on the receipt of the check by calling the
28 customer on 3-29.

29
30 A final response will follow by 4-5.
31

00019b

CASE REFERRAL

next 3-27

PSC CASE NUMBER 46123-P SAO CASE NUMBER M-661-91
TAKEN BY DB TEL T TIME 1:00PM LOGGED X CARD X
FROM KB DATE 03-19-91 DUE BY 0326-91 IBOSS FIELD DD
CUSTOMER'S NAME _____
COMPLAINANT _____
ADDRESS _____ APT. # _____
CITY MIAMI TEL # _____
CBR # _____ AREA SO
COMPLAINT: _____

CUSTOMER WPOKE MRS. WILLIAM. SERVICE DISCONNECTED IN JANUARY.
RECEIVED FB WITH A CREDIT OF \$101.89. SO. BELL KEEPS PROMISING.
TOLD CHECK WAS ISSUED 2/22.

REFD TO: _____ TEL# _____
FAX # _____ OM _____ DATE _____ TIME _____
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC _____
INTERIM DATE DUE 4-5 FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
_____ TEL NO _____ DATE _____

000197

1 FAX COMPLETED FORM TO 305-264-1734

2 GENERAL

3 NAME

66!
CASE NUMBER M-611-91 TEL NO.

4 ADDRESS

5 CITY

6 1. COMPLAINT Customer spoke with a Mrs. Williams. Her service was
7 disconnected in January. She received her final bill showing a credit of
8 \$101.89. Southern Bell keeps promising refund. Told check was issued
9 February 23rd. Does not have.

10 DATE RECVD March 19, 1991 TIME RECVD 2:10 p.m.

11 2. OPERATIONS MANAGER ANSWERING COMPLAINT - Don Bednar

12 DISTRICT MANAGER ANSWERING COMPLAINT _____

13 DEPARTMENT OR GROUP - Miami CSSC, Independent Unit

14 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
15 APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME
16 OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATIONS
17 AND DUE DATES. DO NOT USE ACRONYMS.

18 disconnected her Residence Service located at
19 on January 28th via our Right Touch Service. The order was
20 due on January 29th and completed that day. final bill, dated

1 February 16th, in the amount of \$101.89 credit, was mailed to the customer's
2 service address.

3 On February 25th, contacted the Business Office to change the
4 billing address on her account to At that time, she
5 spoke with Mae Phillips, Service Representative. There were no notations by
6 Ms. Phillips that questioned her refund.

7 On March 12th, recontacted the Business Office and spoke with
8 Lourdes Barrios, Service Representative. The notations on her account indicate
9 that a questioned her refund check and that Ms. Barrios explained.
10 The account does not, however, indicate what was explained to

11 On March 18th again called the Business Office in reference to
12 her refund check. She was advised by Lori Talbott, Collection Representative,
13 that her check was processed on February 22nd and that she should receive it
14 by the end of March.

15 On March 19th, contacted the Business Office on behalf of
16 his sister, He spoke with Paula Mae Williams, Service Representative,
17 who advised the refund was issued on March 1st and and mailed to
18 the service address rather than the address given to us by on
19 February 25th. She also stated the refund was still outstanding and she could
20 check further with our Treasury Department in Atlanta to find out if there was
21 any further information on it. refused and requested to speak
22 with a supervisor. Ms. Williams then had speak with Cathy

1 Griffin, Assistant Manager. requested to come to our location to
2 pick up the check. Mrs. Griffin requested that he allow her to check with the
3 Treasure Department on the most current status of the refund. Due to the fact
4 that the refund was mailed to the previous location, she felt it may have been
5 returned by the Post Office.

6 assured Mrs. Griffin a change of address was submitted to the
7 Post Office and therefore the refund would have been received. She explained
8 to him that to him that on some occasions the checks are still returned and she
9 would like to check further. agreed to call back by 5:00 p.m.
10 that day. Mrs. Griffin then contacted the Treasury Department and was advised
11 by Janice that there were returned drafts that needed to be handled and that
12 she would check through them and call Mrs. Griffin back.

13 While Mrs. Griffin was out of the office personally came
14 to the building at 666 N. W. 79 Avenue, Miami, to pick up her check. She was
15 connected by the Security Guard to Linda Rivera, Service Representative,
16 located in Broward. She demanded to speak with Mrs. Griffin and because she
17 was not in the office another Assistant Manager, Mrs. Isela Rodriguez, spoke to
18 Mrs. Rodriguez agreed to check with Mrs. Griffin and Treasure
19 and get back with her before 5:00 p.m. that day. Before left the
20 building she stopped an employee, R. Ulloa, from Comptrollers, to try and
21 help. She called the Business Office and referred the request to Kathy Locke,
22 Collection Representative, who attempted to reach the customer but was unable
23 to do so.

1 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE
2 DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO
3 ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL
4 NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE
5 ACRONYMS.

6 After the PSC Complaint was received Mrs. Cathy Griffin contacted the
7 customer. She asked why she had not given her a chance to call
8 her back after attempting to receive more information from our Treasure
9 Department. and she was just fed up. Mrs. Griffin offered to
10 have the original refund cancelled and she could pick up the cash in one of our
11 Teller locations. The customer originally agreed to this and then recontacted
12 Mrs. Griffin to advise her that because she was so busy at work she would be
13 unable to pick up the cash. It was agreed upon by and Mrs.
14 Griffin to have the refund reissued with the current address and mailed out no
15 later than Tuesday, ^{March} April 26th. Mrs. Griffin also agreed to follow up on the
16 receipt of the check by calling in March 29th.

17 All paper work was faxed to Treasury on March 22nd, attention Ruby Elder,
18 advising expedite needed to respond to PSC Case.

19 5. INTERIM - YES ☒ NO ☐ DATE OF NEXT OR FINAL REPORT April 1, 1991

20 6. NAME AND TITLE OF PERSON PREPARING ANSWER Cathy Griffin, Asst. Mgr.
21 TELEPHONE NUMBER (305) 263-5148

1 7. ADJUSTMENT - YES _ NO ☒ AMOUNT _____ 4 DAYS AND REASON FOR ADJUSTMENT

2 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
3 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER,
4 THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE
5 CHARGING ANOTHER OPERATIONS MANAGER WITH THIS CASE, PROVIDE THE NAME OF THE
6 OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON
7 ACCEPTING THE CASE.

8 TELEPHONE () _____
9 OM/DM _____ FAX () _____
10 NAME _____ TELEPHONE () _____
11 TITLE _____ ACCEPTED YES _____ NO _____

12 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

13 YES _ NO ☒ WHY? z contacted the PSC prior to allowing either
14 Mrs. Rodriguez or Ms. Griffin to contact her with the most updated information
15 from the Treasure Department.

16 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
17 APPEALS OF THIS TYPE?

18 Service Representatives have been recovered on time intervals for drafts and to
19 correct accessing procedures for TDS (Treasure Information Mechanized
20 Systems).

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE. BE SPECIFIC.

Customer First and Respect for the Individual with each contact with the customer. But most of all "Do It Right The First Time.

PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

THIS FORM IS NOT FOR REPRODUCTION. PLEASE INPUT THIS FORM INTO YOUR COMPUTER SYSTEM.

PG 06

000205

2 FAX COMPLETED FORM TO 305-264-1734

3 GENERAL

4 NAME 1 2 CASE NUMBER M-611-91 TEL NO. 270-8297
5 ADDRESS
6 CITY

7 1. COMPLAINT Customer spoke with a Mrs. Williams. Her service was
8 disconnected in January. She received her final bill showing a credit of
9 \$101.89. Southern Bell keeps promising refund. Told check was issued
10 February 22nd. Does not have.

11 DATE RECVD March 19, 1991 TIME RECVD 2:10 p.m.

12 2. OPERATIONS MANAGER ANSWERING COMPLAINT - Don Bednar

13 DISTRICT MANAGER ANSWERING COMPLAINT _____

14 DEPARTMENT OR GROUP - Miami CSSC, Independent Unit

15 3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE
16 APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME
17 OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATIONS
18 AND DUE DATES. DO NOT USE ACRONYMS.

19 disconnected her Residence Service located at
20 on January 28th via our Right Touch Service. The order was
21 due on January 29th and completed that day. final bill, dated

000204

February 16th, in the amount of \$101.89 credit, was mailed to the customer's service address.

On February 25th, [redacted] contacted the Business Office to change the billing address on her account to [redacted]. At that time, she spoke with Mae Phillips, Service Representative. There were no notations by Ms. Phillips that [redacted] questioned her refund.

On March 12th, [redacted] recontacted the Business Office and spoke with Lourdes Barrios, Service Representative. The notations on her account indicate that [redacted] questioned her refund check and that Ms. Barrios explained. The account does not, however, indicate what was explained to [redacted].

On March 18th [redacted] again called the Business Office in reference to her refund check. She was advised by Lori Talbott, Collection Representative, that her check was processed on February 22nd and that she should receive it by the end of March.

On March 19th, [redacted] contacted the Business Office on behalf of his sister, [redacted]. He spoke with Paula Mae Williams, Service Representative, who advised [redacted] the refund was issued on March 1st and mailed to the service address rather than the address given to us by [redacted] on February 25th. She also stated the refund was still outstanding and she could check further with our Treasury Department in Atlanta to find out if there was any further information on it. [redacted] refused and requested to speak with a supervisor. Ms. Williams then had [redacted] speak with Cathy [redacted].

1 Griffin, Assistant Manager.

2 requested to come to our location to
3 pick up the check. Mrs. Griffin requested that he allow her to check with the
4 Treasury Department on the most current status of the refund. Due to the fact
5 that the refund was mailed to the previous location, she felt it may have been
6 returned by the Post Office.

7 assured Mrs. Griffin a change of address was submitted to the
8 Post Office and therefore the refund would have been received. She explained
9 to him that on some occasions the checks are still returned and she would like
10 to check further.

11 agreed to a call back by 5:00 p.m. that day.

12 Mrs. Griffin then contacted the Treasury Department and was advised by Janice
13 that there were returned drafts that needed to be handled and that she would
14 check through them and call Mrs. Griffin back.

15 While Mrs. Griffin was out of the office, personally came
16 to the building at 666 N. W. 79 Avenue, Miami, to pick up her check. She was
17 connected by the Security Guard to Linda Rivera, Service Representative,
18 located in Broward. She demanded to speak with Mrs. Griffin and because she
19 was not in the office another Assistant Manager, Mrs. Isela Rodriguez, spoke to

20 Mrs. Rodriguez agreed to check with Mrs. Griffin and Treasury
21 and get back with her before 5:00 p.m. that day. Before : left the
22 building she stopped an employee, R. Ulloa, from Comptrollers, to try and
23 help. She called the Business Office and referred the request to Kathy Locke,
24 Collection Representative, who attempted to reach the customer but was unable
25 to do so.

1 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE
2 DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO
3 ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL
4 NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE
5 ACRONYMS.

6 After the PSC Complaint was received Mrs. Cathy Griffin contacted the
7 customer. She asked why she had not given her a chance to call
8 her back after attempting to receive more information from our Treasury
9 Department. said she was just fed up. Mrs. Griffin offered to
10 have the original refund cancelled and she could pick up the cash in one of our
11 Teller locations. The customer originally agreed to this and then recontacted
12 Mrs. Griffin to advise her that because she was so busy at work she would be
13 unable to pick up the cash. It was agreed upon by and Mrs.
14 Griffin to have the refund reissued with the current address and mailed out no
15 later than Tuesday, April 26th. Mrs. Griffin also agreed to follow up on the
16 receipt of the check by calling on March 29th.

17 All paper work was faxed to Treasury on March 22nd, attention Ruby Elder,
18 advising expedite needed to respond to PSC Case.

19 5. INTERIM - YES ☒ NO ☐ DATE OF NEXT OR FINAL REPORT April 1, 1991

20 6. NAME AND TITLE OF PERSON PREPARING ANSWER Cathy Griffin, Asst. Mgr.
21 TELEPHONE NUMBER (305) 263-5148

1 7. ADJUSTMENT - YES _ NO ☒ AMOUNT _____ \$ DAYS AND REASON FOR ADJUSTMENT

2 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
3 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER,
4 THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE
5 CHARGING ANOTHER OPERATIONS MANAGER WITH THIS CASE, PROVIDE THE NAME OF THE
6 OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON
7 ACCEPTING THE CASE.

8 TELEPHONE () _____

9 CM/DM _____

FAX () _____

10 NAME _____

TELEPHONE () _____

11 TITLE _____

ACCEPTED YES _____ NO _____

12 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

13 YES _ NO ☒ WHY?

14 contacted the PSC prior to allowing either
15 Mrs. Rodriguez or Ms. Griffin to contact her with the most updated information
from the Treasury Department.

16 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
17 APPEALS OF THIS TYPE?

18 Service Representatives have been recovered on time intervals for drafts and
19 the correct accessing procedures for TMS (Treasury Information Mechanized
20 Systems).

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE. BE SPECIFIC.

Customer First and Respect for the Individual with each contact with the customer. But most of all "Do It Right The First Time.

PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

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PG 06

000209

FAX COMPLETED FORM TO 305-264-1734

CONFIDENTIAL
PROPRIETARY
INFORMATION

GENERAL

NAME CASE NUMBER M-611-91 TEL NO.
ADDRESS
CITY

1. COMPLAINT Customer spoke with a Mrs. Williams. Her service was disconnected in January. She received her final bill showing a credit of \$101.89. Southern Bell keeps promising refund. Told check was issued February 22nd. Does not have.

DATE RECVD March 19, 1991 TIME RECVD 2:10 p.m.

2. OPERATIONS MANAGER ANSWERING COMPLAINT - Don Bednar
DISTRICT MANAGER ANSWERING COMPLAINT _____
DEPARTMENT OR GROUP - Miami CSSC, Independent Unit

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

On April 1st at 8:38 a.m. Mrs. Griffin recontacted _____ at her work number. _____ advised Mrs. Griffin that she had received the check on March 28th and was completely satisfied.

5. INTERIM - YES _ NO ☒ DATE OF NEXT OR FINAL REPORT _____

6. NAME AND TITLE OF PERSON PREPARING ANSWER Cathy Griffin, Asst. Mgr.
TELEPHONE NUMBER (305) 263-5148

PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE
COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

THIS FORM IS NOT FOR REPRODUCTION. PLEASE INPUT THIS FORM INTO YOUR COMPUTER
SYSTEM.

PG 02

000211

1 PROPRIETARY INFORMATION

2 INTERNAL ANALYSIS

3 DOC: DAD AREA SO DATE 4-1 CASE M-661-91 CLS BIL

4 CUSTOMER'S NAME: -----

5 TELEPHONE # ----- CITY -----

6 OPERATIONS MANAGER: D. L. Bednar

7 ANALYSIS: Appeal received 3-19. The customer complained that she
8 disconnected her service in January and still had not received her
9 final bill refund check. The check was sent to the service address
10 because the customer did not provide a subsequent address until
11 after the check had been mailed. The customer received her check on
12 4-1, after the check was reissued.

13 RECOMMENDATION: None.

14 IN THE OPINION OF THE STATE APPEALS OFFICE WAS THE CUSTOMER
15 JUSTIFIED IN GOING TO THE PSC? YES

16 CUSTOMER COMMENTS: DATE ----- SPOKE WITH: ----- *

17 ACKNOWLEDGED APPEAL WITHIN 24 HOURS YES NO

18 * DA

000212

CASE REFERRAL

PSC CASE NUMBER 46123-P SAO CASE NUMBER M-661-91
 TAKEN BY DB TEL T TIME 1:00PM LOGGED X CARD X
 FROM KB DATE 03-19-91 DUE BY 0326-91 IBOSS FIELD DD 3/22
 CUSTOMER'S NAME _____
 COMPLAINANT, _____
 ADDRESS _____ E _____ APT. # _____
 CITY MIAMI _____ TEL # _____
 CBR # _____ AREA SO
 COMPLAINT: _____

CUSTOMER WPOKE MRS. WILLIAM. SERVICE DISCONNECTED IN JANUARY.
 RECEIVED FB WITH A CREDIT OF \$101.89. SO. BELL KEEPS PROMISING.
 TOLD CHECK WAS ISSUED 2/22.

REFD TO: Sherry TEL# 263-2146
 FAX # _____ OM DLB DATE 3-19 TIME 2:55
 REDIRECT TO _____ FROM _____ DATE _____
 TEL # _____ FAX _____ OM _____ DOC DAD
 INTERIM DATE DUE _____ FIELD DD _____
 CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
 _____ TEL NO _____ DATE _____

000213

3-21 942 CIBLH DA -

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 46123-P

DATE RECVD.

DATE CLOSED

AREA:-(2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) (YES ONLY)

STATE APPEALS NO.: M-661-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 1C0148 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000214

COMPLAINT INPUT SHEET

34
rat
G-415
4-18

CUSTOMER'S NAME: _____

CASE NO.: HMC (L-LOCAL; T-TALLAHASSEE)*DATE RECEIVED: 3-7*DATE CLOSED: 4-17-91AREA: (2) SO (SO; SE; NO; OT)TYPE: (1) R (R; B; P)

AREA CODE + TEL.#: _____ (B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) ~~DLP~~ RMRDOCA: (3) DAD (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)CLAS: (3) 976 (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER: (1) _____ (Y-YES ONLY)

BAC NO.: G-555-91

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 300/22

BOA

C & C

FAX #:

ATTN:

SERVICE MATTERS

RSC - RES. SERV. CENTER
BSC - BUS. SERV. CENTER
PSC - PUB. SERV. CENTER
HDO - HELD ORDERS/ENGRG.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS
MNT - MAINTENANCE
MAM - MISSED APPT. MNT
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
CMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY

MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
CNL - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

4-14-91 MR. RHODES call questioning why letter from MR. SKINNER was
FAXED TO him so late, as he had closed case back in
March, Advised we had just receive from Atlanta

000215

Date: 030791
COVER PLUS 2 PAGES
IF MESSAGE UNCLEAR PLEASE
CALL RUTH GRAY 629-7129

Message from: Ann Jordan Carson
Executive Appeals Manager
35052 Southern Bell Center
675 W. Peachtree St. N.E.
Atlanta, Georgia 30378
Telephone: 404-529-8395
FAX #: 404-584-6345

PLEASE HAND DELIVER IMMEDIATELY!

TO: Marie Murray Brenda Markham Marilyn Whitman Judy Nell Chambers
FL CAS GA CAS NC CAS SC CAS
Higher Management _____ FCC _____ Other _____

PRESIDENTIAL WRITTEN APPEALS

/ This official appeal was received in Mr. Skinner's office on 030791 and a
reply is due on his desk by 3-12. The reply should be faxed to 404-881-6418.

/ Please provide the name, title, and telephone number of the operations manager who
will be contacting the customer to the Executive Appeals Manager by 5 P.M. on
3-11.

OTHER WRITTEN APPEALS

_____ This is an official appeal. The reply should be sent to the executive appeals
office by _____.

_____ This is an official appeal; however, it is excluded from KARI measurements. Please
respond to our office by _____. (____ AOS _____ Equal Access)

_____ This complaint is unofficial. Please handle locally, send a fact sheet by _____.

_____ Please provide the employee's full name, title and work address, supervisor's
name, title, and address, and vice president's name, title, and work address.
Please include the customer's name (use complimentary mask) by _____.

_____ REMINDER: A RESPONSE IS DUE TODAY ON _____.

Additional Comments _____

000215

1 February 27, 1991

2 John L. Clendenin
3 CEO and President
4 BellSouth Corporation
5 1155 Peachtree St NE
6 Atlanta Ga 30367

MAR -

7 Dear Sir:

8 We lease a residence in for six
9 months of the year. The telephone
10 remains in the owners' name and we pay them each month,
11 making all long distance calls on our AT&T card.

12 This month we had three service calls and three
13 direct dialed calls (copy attached)---total charges
14 \$90.40, I called 1-800-753-0710 and was told they had
15 been made to a "Fantasy" number.

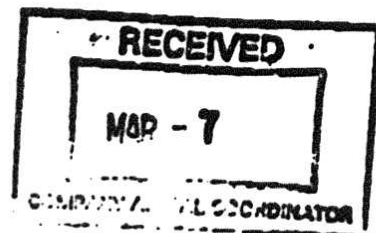
16 We finally found out what happened. We had
17 guests, among them two twelve year olds and a six year
18 old. They had seen an advertisement on our downstairs
19 apartment television and made three calls in a six
20 minute time span.

21 The three boys have been "grounded" and are being
22 made, by their parents, to pay for the calls from their
23 allowances (over an extended period). The payment is
24 not important----it is only to teach them
25 responsibility.

26 The important part is exactly what regulations do
27 you have, as a respected phone company? What
28 responsibility does "Nuconex" have to prevent young
29 children from listening to sleazy calls?

30 We want to know with what regulatory body we may
31 file a complaint.

32 Very truly yours.
33



000217



Account Number:

Bill Date:

Jan 19, 1991

MHOM

Page 2

Monthly Service Charges (continued)

3. Maintenance Plan(s)

4. Emergency 911 Monthly Charge. This tariffed charge
is billed on behalf of Monroe county

Subtotal

976 Service Calls Billed for Sponser(s)

Date	Place Called	Number Called	*Rate	Time	Min.
5. DEC 27	NUCONEX	305 976-3825		915PM	2
6. DEC 27	NUCONEX	305 976-3825		917PM	3
7. DEC 27	NUCONEX	305 976-3825		921PM	3

Subtotal

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
8. DEC 27	NORTH DADE	FL 305 976-3825	NE	915PM	2
9. DEC 27	NORTH DADE	FL 305 976-3825	NE	917PM	3
10. DEC 27	NORTH DADE	FL 305 976-3825	NE	921PM	3

Subtotal

Total Charge For Itemized Calls - 90.40

Taxes

11. Federal Tax

12. State Tax

13. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Messages

It's not always easy to pay bills on time. But you do,
and we've noticed that. We appreciate your extra efforts
and we're grateful for the opportunity to serve you.

Management of Regulated Charges may result in dissemination of certain. The amount of
Regulated Charges may be obtained by calling either Southern Bell number.

*Rate Applied - See Back of Page

FN 050899

000218

Case # 6-555-91
ATTN: R. M. Rhodes

3-1

Southern Bell

B. Franklin Skinner
President and Chief Executive Officer

Southern Bell Center
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-6237

March 11, 1991

Dear

Because I am responsible for the telephone operations of Southern Bell, John Clendenin referred your letter to me. I can certainly understand your concern with regard to the content of messages given on 976 numbers.

976 Service is provided by Southern Bell to subscribers, such as Nuconex, who provide recorded messages to the calling public. Southern Bell does restrict 976 subscribers from including in their recorded messages matters which are prohibited by law or are in any way sexual in nature.

I am very concerned about your report. Please be assured that we will fully address the matter of the message content provided by this particular subscriber. I have asked Mr. Walt Sessoms, Senior Vice President, to oversee this matter on my behalf and to provide me with a full report. Accordingly, you can expect to hear from him or our local operations manager shortly.

Yours very truly,

B. F. Skinner

RECEIVED

APR 18 1991

D. C. A. B.

A BELL SOUTH Company

000219



Southern Bell

Raymond M. Rhodes
Operations Manager-Marketing

6451 N. Federal Highway, Room: 1106
Fort Lauderdale, Florida 33308
305 492-2190

March 14, 1991

Mr. John Clendenin
Chairman of the Board
BellSouth Corporation
1155 Peachtree Street
Atlanta, GA. 30367-6000

Dear Mr. Clendenin:

The letter to you from [redacted] expressed several very valid concerns about the 976 service. [redacted] questions were well founded and the following responses to those questions reflect our responsibility for the proper administration of that service:

1. Exactly what regulations do you have as a respected phone company?

We advised [redacted] that 976 service is governed by a Florida tariff which regulates the types of programs allowed to exist on our network. In addition to these regulations, our 976 account team reviews all new programs for content and advertising prior to being connected to our network. This team consists of members from our Regulatory, Public Relations and Legal departments. [redacted] also expressed to us concern over the content of the messages being provided by 976 services. It was explained that the content of these messages were reviewed regularly and that illegal, sexually explicit or implicit messages were strictly forbidden and removed immediately if discovered.

2. What responsibility does Nuconex (the vendor) have in preventing young children from listening to sleazy calls?

We explained to [redacted] that the 976 service is not an interactive service. No live operators are on the line to intervene when children call. We did advise [redacted] that Southern Bell offers a blocking service which restricts a 976 call from being initiated from any phone.


000220

1 He declined having this feature placed on his telephone line.
2 We also explained that 976 services which target children
3 must have a disclaimer on all of the advertising which
4 advises them to ask their parents.
5

6 was appreciative of our explanations. We provided
7 him with a telephone number in the Vendor Marketing Center to
8 call if he had any further questions or identified any 976
9 programs which did not conform to our guidelines.

10 Our responsibility in this service is to our customers, the ones
11 that listen and the ones that provide. There are, without a
12 doubt, certain 976 providers which attempt to take advantage of
13 their prominent public position. We eventually find and
14 discourage these providers. We accept this responsibility and
15 will continue to administer it to the best of our ability.

16 Sincerely yours,

17 
18 Operations Manager-Marketing

000221



Southern Bell

Raymond M. Rhodes
Operations Manager-Marketing

6451 N. Federal Highway, Room 1106
Fort Lauderdale, Florida 33308
305 492-2190

March 11, 1991

Dear ...

This letter is to respond to your correspondence dated February 27, 1991, concerning 976 Dial-IT Services. I enjoyed our conversation on Monday and, as the father of a teenager myself, I truly understand your concerns.

976 Dial-IT services are tariffed through the Florida Public Service Commission as a recorded announcement service. The guidelines are spelled out in section A-13 of the General Subscriber Service Tariff.

The information provider is responsible for the content of the outgoing message. Southern Bell does, however, monitor samples of the messages to insure they are in compliance with our tariff.

Since these are direct dialed calls, we are unable to determine who is calling the number and there is no way to monitor the recordings. For this reason, it is not possible for an information provider to determine the age or any other information concerning the caller.

Advertising is targeted to particular groups by the information provider, depending on the program. As I am sure you are aware, this does not preclude anyone other than the intended audience access to these numbers.

As you are aware, we do have a feature to block the ability to call 976 from your number if you desire.

I hope this information is helpful to you. Should you need further assistance concerning 976 service, you may contact Cathy Graveline at 305-644-6271.

Sincerely yours,

Operations Manager-Marketing

000222



Southern Bell

Walter W. Sessoms
Senior Vice President-Regulatory and External Affairs

Southern Bell Center
Room 4502
Atlanta, Georgia 30375
404 529-2416

March 18, 1991

Dear

When Frank Skinner asked that I look into your concerns about the 976 "Fantasy" number called by the children who were visiting in your home, I immediately contacted Mr. Raymond (Rusty) Rhodes, Operations Manager-Marketing, for additional information.

Mr. Rhodes reports that he and Mr. Wade Calabrese, Project Control Manager-Marketing, spoke with you about these calls and explained that Southern Bell takes an active role in monitoring the message content provided by 976 vendors. Messages which do not measure up to our established standards are removed. I understand that you're now aware that no live operators are available on 976 numbers to intervene when children call. To aid our customers in screening the numbers their children call, we do have a blocking service available for 976 numbers.

I greatly appreciate your giving us the opportunity to address this situation. Southern Bell is committed to providing service to our customers that is of the highest quality. Should you have any additional questions or concerns, please call Mr. Rhodes (collect) at 305-492-2190, Mr. Calabrese (collect) at 305-644-6268, or you may call me (collect) at the above number. We look forward to serving you.

Sincerely,

cc: Mr. Frank Skinner



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

April 19, 1991

MEMORANDUM TO: Kathy Brown

FROM: Pat Godsil

RE:

CASE NO. 49046-Inquiry

Our investigation reveals that on January 10, the customer called to question a 976 call on his January bill. We provided the customer with the listing for the call which he did recognize. We contacted the vendor and a representative there made a commitment to call the customer back.

On January 15, the customer called to advise that he talked with the owner of the account, and that advised he would send through an adjustment for the call.

On February 12, the customer called to advise the adjustment did not appear on his latest bill. We advised there was probably a delay in the processing of the adjustment and that it was OK to deduct it from the amount of the bill. We have no record of any further contact with the customer.

On April 12, Craig Pyles, Assistant Manager, contacted the 976 vendor and spoke with a partner. advised that the adjustment had not been sent through because they thought we were going to handle it. Mr. Pyles explained that agreed to process the adjustment. Mr. Pyles advised that he would have the adjustment issued for the customer.

Mr. Pyles then contacted the customer and acknowledged the appeal. He informed the customer of the conversation with and apologized for the misunderstanding. The customer advised it was the vendor who promised to make the adjustment not Southern Bell. agreed that there was some miscommunication somewhere along the line, but advised he would handle the problem and make sure the call in the amount of \$39.95 is adjusted from the bill. The customer was satisfied.

CASE REFERRAL

1 PSC CASE NUMBER INQ. 49046-I SAO CASE NUMBER 6-888-91
2 TAKEN BY MW TEL T TIME 3:30 LOGGED X CARD
3 FROM KB DATE 4-11 DUE BY 4-18 IBOSS FIELD DD
4 CUSTOMER'S NAME
5 COMPLAINT
6 ADDRESS APT.#
7 CITY TEL #
8 CBR # SAME AREA SO
9 COMPLAINT:
10 SOMEBODY CALLED 976-7673. HE DAK OF THECALL. WAS BILLED \$39.95.
11 HE CALLED THE VENDOR, , AND THE OWNER
12 HE SAID DID NOT ORDER ANY ROSES. VENDOR SAID WOULD SEND A CREDIT
13 TO SB BUT IT IS STILL ON THE BILL.
14
15
16



17 REFD TO: TEL#
18 FAX # OM DATE TIME
19 REDIRECT TO FROM DATE
20 TEL # FAX OM DOC
21 INTERIM DATE DUE FIELD DD
22 CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:
23 TEL NO DATE

000225

CASE REFERRAL

PSC CASE NUMBER _____ INQ. 49046-I SAO CASE NUMBER G-888-91
TAKEN BY MW TEL T TIME 3:30 LOGGED X CARD _____
FROM KB DATE 4-11 DUE BY 4-18 IBOSS _____ FIELD DD _____
CUSTOMER'S NAME _____

COMPLAINANT _____

ADDRESS _____ APT. # 7

CITY _____ TEL # _____

CBR # SAME AREA SO

COMPLAINT:

SOMEBODY CALLED 976-7673. HE DAK OF THECALL. WAS BILLED \$39.95. HE CALLED THE VENDOR, AND THE OWNER STUART HE SAID DID NOT ORDER ANY ROSES. VENDOR SAID WOULD SEND A CREDIT TO SB BUT IT IS STILL ON THE BILL.

REFD TO: Anna TEL# 263-2146
FAX # _____ OM DLB DATE 4-11 TIME 4:10
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC DAD
INTERIM DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
_____ TEL NO _____ DATE _____

900147k
Pw

000226

3

4

5

6

7

9

1

1

1

1

1

1 On January 15th, [redacted] called the Business Office to advise that he had
2 spoken with the owner of the account, [redacted], and that
3 advised that he would send through an adjustment for the call. The Service
4 Representative, Claire Outlaw, in turn told [redacted] to deduct the \$39.95
5 amount from his bill payment.

6 On February 12th, [redacted] called the Business Office to advise the
7 adjustment did not appear on the February bill and that he would deduct it from
8 the payment of that month's bill as well. The Representative, Lynette Preston,
9 advised [redacted] that there was probably just a delay in the processing of
10 the adjustment and that it was okay to deduct the call amount from the February
11 bill.

12 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE
13 DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO
14 ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL
15 NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE
16 ACRONYMS.

17 On April 12th, Craig Pyles, Assistant Manager, contacted the 976 vendor and
18 spoke with [redacted] a partner in the business. [redacted] advised
19 that an adjustment had not been sent through because they were under the
20 impression that a Service Representative from Southern Bell was doing the
21 adjustment. When Mr. Pyles explained to [redacted] that [redacted] had
22 informed the Business Office that [redacted] had agreed to process the
23 adjustment from his end, [redacted] acknowledged that there had apparently been

1 a misunderstanding. Mr. Pyles then informed that he would have the
2 adjustment issued for the customer.

3 On April 12th, at 10:45 a.m., Mr. Pyles contacted and informed him
4 of the conversation with and apologized for the misunderstanding.
5 advised that it had always been his understanding that the vendor
6 was the one who was making sure that the call was adjusted and not Southern
7 Bell. Mr. Pyles advised that there had obviously been some miscommunication
8 somewhere along the line, but that he would now handle the problem and make
9 sure the call is adjusted from his bill. advised that he was
10 satisfied.

11 5. INTERIM - YES _ NO ☒ DATE OF NEXT OR FINAL REPORT _____

12 6. NAME AND TITLE OF PERSON PREPARING ANSWER - Craig Pyles, Asst. Mgr.
13 TELEPHONE NUMBER (305) 263-5283

14 7. ADJUSTMENT - YES ☒ NO _ AMOUNT \$39.95 # DAYS AND REASON FOR ADJUSTMENT

15 Adjustment is for 976 call.

16 8. SEND A COPY OF THIS WORK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
17 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER,
18 THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE
19 CHARGING ANOTHER OPERATIONS MANAGER WITH THIS CASE, PROVIDE THE NAME OF THE
20 OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON
21 ACCEPTING THE CASE.

1 TELEPHONE () _____
2 CM/DM _____ FAX () _____
3 NAME _____ TELEPHONE () _____
4 TITLE _____ ACCEPTED YES _____ NO _____

5 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
6 YES _ NO ☒ WHY? There apparently was a misunderstanding between
7 and the 976 vendor. The Southern Bell Representatives did not issue an
8 adjustment because of the information given to them by Mr. Serrano.

9 10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
10 APPEALS OF THIS TYPE?

11 N/A

12 11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE. BE SPECIFIC.

13 The "Customer First" approach may have prevented this case. The Representative
14 who spoke with _____ after he received his February bill could have taken
15 the extra step to verify with the vendor that the adjustment was being issued.

16 PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE
17 COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

18 THIS FORM IS NOT FOR REPRODUCTION. PLEASE INPUT THIS FORM INTO YOUR COMPUTER
19 SYSTEM.

COMPLAINT INPUT SHEET

CUSTOMER'S NAME:

CASE NO: 49046-I

DATE RECEIVED: 4-11

DATE CLOSED:

AREA: SO

(SO SE NO OT)

TYPE: R

(RES BUS PUBLIC)

TELEPHONE NO.

LATE:

(Y - YES ONLY)

OPERATIONS MANAGER: DLB

DOC: DAD

(DAD BWD PBC CST GNV JAX ORL WFL OTH)

CLASS: 976

ADJ AFTER: Y

(Y - YES ONLY)

SAO NO: G-888-91

JUST:

(N - NO ONLY)

CAUSE CODE (5 CHARACTERS) 3U0126

000231



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

April 1, 1991

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

t

Case No. 38421 Sup. Inquiry

Upon receipt of the appeal. Ms. Shirley Graham, Representative, obtained microfiche records on the account from date of installation 7-90 to date of disconnect 3-4-91.

The customer still feels that he is due more adjustments on 900 calls. We made arrangements to adjust an additional \$125.96 and an adjustment voucher was prepared to adjust the calls in question. The remaining balance on his bill is \$77.61.

We made no customer contact as we do not have a contact number.

000232

CASE REFERRAL

PSC CASE NUMBER INQ-38421-P SUPP 900 CASE NUMBER M-761-91

TAKEN BY MW TEL T TIME 3:20 LOGGED X CARD

FROM KB DATE 3-28 DUE BY 4-4 IBOSS X FIELD DD

CUSTOMER'S NAME

COMPLAINANT

ADDRESS APT. #

CITY TEL #

CBR # AREA NO

COMPLAINT:

CUST. CALLED PSC AND ADVISED THAT HE IS STILL OWED AN ADJUSTMENT
ON 900 CALLS. AMT. \$129.93 ACCORDING TH HOS FIGURES.
THEY ARE CALLS BILLED THROUGH CARRIERS: TELESPHERE, MCI, US
SPRINT AND AT&T. PLEASE INVESTIGATE AND REPORT. CAN SB DO THESE
ADJ AND CLEAR ACCOUNT?

REFD TO: TEL#

FAX # OM DATE TIME

REDIRECT TO FROM DATE

TEL # FAX OM DOC

INTERIM DATE DUE FIELD DD

CUSTOMER CONTACTED WITHIN 24 HOURS IF NO, REFERRED TO:

TEL NO DATE

000233

BILLING

NAME: CASE NO: M761-91 TEL.7

ADDRESS: SET

CITY: S DOC

1. COMPLAINT: LAST REPRESENTATIVE - SHIRLEY GRAHAM.

CUSTOMER CONTACTED PSC AND ADVISED HE IS STILL OWED AN
ADJUSTMENT ON 900 CALLS. HE SAYS \$129.93 CALLS BILLED
THROUGH CARRIERS. CARRIERS ARE TELUSPHERE, MCI, U.S.
SPRINT AND AT&T. COMMISSION WANTS US TO INVESTIGATE
AND DO ADJUSTMENT TO CLEAR UP THE BILL.

DATE RECEIVED: 03-28-91 TIME RECEIVED: 3:40 PM

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JULIE COKER
DISTRICT MANAGER ANSWERING COMPLAINT: SAME
DEPARTMENT OR GROUP: CUSTOMER SERVICES JACKSONVILLE RRC

3. DATE SERVICE ESTABLISHED: 07-90 CREDIT CLASS: D
DEPOSIT: \$150.00 NUMBER OF TREATMENT STEPS TAKEN
LAST 9 MONTHS: 7 NUMBER DTS: 2 NUMBER DCK: 0
AMOUNT OF DEPOSIT REQUESTED: N/A DATE OF NOTICE: N/A
DUE DATE: N/A

4. TOLL USAGE: 1. 45 2. 382 3. 54 AVERAGE TOLL
USE: 330 LOCAL SERVICE: \$19.75 DATE OF BILL:
03-04-91 AMOUNT: \$203.57 PAY BY DATE: 02-25-91
DATE OF NOTICE: 02-27-91 DUE DATE: DENIED:
RESTORED: TIME:

5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO
THE APPEAL. INCLUDE ALL BILLING CLAIMS AND OR
TREATMENT ACTIVITY IF APPLICABLE. PLEASE INCLUDE ALL
DATES. DO NOT USE ACRONYMS.

000234

01-16-91

1 CALLED IN AND REQUESTED DUPLI-
2 CATE BILLS FOR AUGUST, SEPTEMBER AND OCTO-
3 BER, 1990, FROM SERVICE REPRESENTATIVE,
4 FRAN GREENE, JACKSONVILLE BUSINESS.

01-21-91

5 SERVICE REPRESENTATIVE, FRAN GREENE MAILED
6 BILL COPIES FOR AUGUST, SEPTEMBER AND OCTO-
7 BER, 1990 TO CUSTOMER.

01-22-91

8 CALLED IN AND QUESTIONED HIS
9 NOT RECEIVING THE DUPLICATE BILLS REQUESTED
10 ON 01-16-91. SERVICE REPRESENTATIVE, MARY
11 DALLMAN, ORLANDO BUSINESS, ADVISED
12 THE BILL COPIES WERE MAILED TO HIM
13 ON 01-21-91.

01-30-91

14 REPRESENTATIVE DEBBIE OSTAFI, JACKSONVILLE
15 REVENUE RECOVERY CENTER, LEFT WORD TO CALL
16 WITH AT THE BUSINESS. THE BALANCE,
17 AT THIS TIME, AFTER THE 900 CALLS ADJUST-
18 MENT FOR \$344.45 WAS \$264.34. THE REP SENT
19 A NOTICE TO THE CUSTOMER FOR \$264.34 TO BE
20 PAID BY 02-06-91 TO PREVENT DENIAL.

01-30-91

21 CALLED IN AND SPOKE WITH ANITA
22 RICHARDSON, COLLECTION REPRESENTATIVE,
23 JACKSONVILLE REVENUE RECOVERY CENTER. REP
24 ADVISED CUSTOMER A CUT OFF NOTICE WAS IN
25 THE MAIL AND THE NOTICE ADVISED TO PAY
26 \$264.34 BY 02-06-91. MADE NO
27 ARRANGEMENTS AT THIS TIME.

02-04-91

28 CALLED IN AND ADVISED SERVICE
29 REPRESENTATIVE, BONNIE KING, BUSINESS, HE
30 WILL PAY \$300.00 ON 02-06-91, AND WILL PAY
31 THE BALANCE \$308.79 ON 02-08-91.
32 SAID BOTH PAYMENTS WILL BE MADE AT THE
33 SOUTHERN BELL OFFICE IN PENSACOLA.

02-11-91

34 REPRESENTATIVE KIM Blicharski, JACKSONVILLE
35 REVENUE RECOVERY CENTER CALLED THE BUSINESS
36 AND SPOKE WITH
37 TOLD REPRESENTATIVE HAD CALLED
38 THE BUSINESS OFFICE EARLIER TO EXTEND THE
39 \$300.00 PAYMENT UNTIL 02-06-91. KIM TOLD
40 THAT NO EXTENSION WAS NOTED AND
41 THE SERVICE WAS SCHEDULED FOR INTERRUPTION
42 TODAY. SAID HE WOULD HAVI
43 CALL.

000235

1 02-12-91 JAN MULLEN, COLLECTION REPRESENTATIVE,
2 JACKSONVILLE REVENUE RECOVERY CENTER,
3 DENIED THE SERVICE FOR THE BALANCE OF
4 \$608.79. THE CUSTOMER HAD BEEN NOTIFIED
5 AND THE ARRANGEMENTS ON THE \$300.00 PAYMENT
6 TO BE MADE 02-06-91 WERE NOT KEPT.

7 02-18-91 A LETTER WAS SENT TO CUSTOMER TO ADVISE THE
8 COMPLETE DISCONNECT 02-25-91 FOR THE BILL
9 BALANCE \$736.45.

10 02-26-91 COLLECTION REPRESENTATIVE, KIM BLICHARSKI,
11 JACKSONVILLE REVENUE RECOVERY CENTER,
12 CALLED THE PERSONAL REFERENCE IN THE CREDIT
13 INFORMATION, AT 2:48
14 PM, BUT RECEIVED NO ANSWER. THERE WAS NO
15 OTHER CONTACT FOR THE CUSTOMER. REP SENT
16 THE DISCONNECT ORDER TO BE DUE 02-28-91.

17 03-12-91 COLLECTION REPRESENTATIVE, DEBORAH PHILLIPS
18 JACKSONVILLE REVENUE RECOVERY CENTER
19 REFERRED THE ACCOUNT TO THE OUTSIDE COLLEC-
20 TION AGENCY FOR THE AMOUNT OF \$548.02.
21 THIS BALANCE IS AFTER THE CUSTOMER'S
22 \$150.00 DEPOSIT PLUS A CREDIT OF \$38.43
23 (CREDIT FROM THE DENIAL DATE TO DISCONNECT
24 DATE) POSTED TO THE ACCOUNT.

25 03-22-91 MARIE RHODES FROM THE STATE APPEALS OFFICE
26 CALLED TO QUESTION WHY THE ADJUSTMENT FOR
27 \$344.45 HAS NOT CLEARED THE CUSTOMER'S
28 ACCOUNT. DELLA RICHARDSON, RELIEVING
29 ASSISTANT MANAGER, JACKSONVILLE RRC CHECKED
30 THE VOUCHER SCREEN AND FOUND THAT THE
31 VOUCHER NUMBER 01400283 FOR \$344.45 WAS
32 PENDING FOR AN APPROVAL LETTER. DELLA TOLD
33 MARIE SHE WILL HAND WALK THE APPROVAL
34 LETTER TO ACCOUNTING TODAY TO RELEASE THE
35 PENDING ADJUSTMENT. BETTY CASON, ACCOUNT-
36 ING, JACKSONVILLE ADVISED US THE ADJUSTMENT
37 WILL CLEAR THE CUSTOMER'S ACCOUNT BY
38 04-04-91.

39 03-26-91 A FRIEND OF CUSTOMER, CALLED
40 SOUTHERN BELL BUREAU OF APPEALS AND CRITI-
41 CISMS AT 2:00 PM.

42 03-26-91 SHIRLEY GRAHAM, RELIEVING ASSISTANT MANA-
43 GER, JACKSONVILLE RRC CALLED CUSTOMER AT
44 452-1604 AT 2:02 PM BUT RECEIVED A BUSY
45 SIGNAL. AT 2:55 PM SHIRLEY GRAHAM SPOKE
46 WITH SHE QUESTIONED ADJUST-
47 MENT WOULD BE CLEARING ACCOUNT BY 04-04-91
48 AND GAVE HER THE NEW BALANCE OF \$203.57.
49 SATISFIED.

50 03-28-91 CUSTOMER WENT TO PUBLIC SERVICE COMMISSION.

000236

6. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS) SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

03-29-91 SHIRLEY GRAHAM, COLLECTION REPRESENTATIVE, JACKSONVILLE RRC. PULLED MICROFICHE FROM DOI 07-90 THROUGH 03-04-91 - CUSTOMER STILL OWED ADJUSTMENT IN 900 CALLS TOTALLING \$125.96. SENT 5040 TO ACCOUNTING TO ADJUST. CUSTOMER'S NEW BALANCE IS \$77.61. UNABLE TO CONTACT CUSTOMER TO ADVISE. NO CBR. SHIRLEY GRAHAM WILL FOLLOW-UP TO MAKE SURE THE ADJUSTMENT OF \$125.96 CLEARS.

7. INTERIM YES _____ NO X DATE OF NEXT OR FINAL RESPONSE:

8. ADJUSTMENT YES X NO _____ AMOUNT: \$125.96

#DAYS & REASON FOR ADJUSTMENT:

CUSTOMER DENIES ALL KNOWLEDGE OF 900 CALLS. 09-04-90 \$35.11 - 10-04-90 \$17.13 - 11-04-90 \$2.06 - 12-04-90 \$10.78 01-04-91 \$12.19 - 02-04-91 \$48.69

9. NAME AND TITLE AND TELEPHONE NUMBER OF MANAGEMENT PERSON PREPARING ANSWER:

NAME: DEBORAH T. FORAN TEL. # 904-350-8462
ASSISTANT MANAGER

10. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS MANAGER, AND THE NAME, TITLE, AND TELEPHONE NUMBER, OF THE PERSON ACCEPTING THE CASE.

OM/DM _____ TELEPHONE - () _____
FAX - () _____

NAME _____ TELEPHONE - () _____

TITLE _____ ACCEPTED YES _____ NO _____

11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL? YES _____ NO X

000237

WHY? MR. WAS SATISFIED WITH \$344.45 ADJUSTMENT. ALL
SUBSEQUENT CALLS TO THE BUSINESS OFFICE WERE TO MAKE
ARRANGEMENTS ON THE FULL AMOUNT OF THE BILL.

12. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE)
TO PREVENT FURTHER APPEALS OF THIS TYPE.

NONE

13. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
CASE? BE SPECIFIC

NONE - MR. DIDN'T ADVISE US THAT THERE WERE MORE 900
CALLS TO BE ADJUSTED.

DTF:JTE

000238

COMPLAINT INPUT SHEET

CUSTOMER'S NAME

CASE. NO 38421 Sup. Inquiry

DATE RECVD.

DATE CLOSED

AREA: (2) NO (SO: SE: NO: OT:)

TYPE: (1) B (R: B; P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) JRC

DOCA: (3) WFL (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: M-761-91

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 3U0126 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000235

COMPLAINT INPUT SHEET

410

CUSTOMER'S NAME)

CASE NO.: FCI (L-LOCAL; T-TALLAHASSEE)

*DATE RECEIVED: 4-5 *DATE CLOSED: 4-10

AREA: (2)SE (SO; SE; NO; OT)

TYPE: (1)R (R; B; P)

AREA CODE + TEL.#: (B-305; F-407; P-904)

LATE: (1) (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) LEM

DOCA: (3) PBC (BAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLAS: (3) 976 (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER: (1) (Y-YES ONLY)

BAC NO.: C-835-91

JUST: (1) (N-NO ONLY)

DISPOSITION: (35) 3U 0123

BOA

C & C

FAX #:

ATTN:

SERVICE MATTERS

RSC - RES. SERV. CENTER
BSC - BUS. SERV. CENTER
PSC - PUB. SERV. CENTER
HDO - HELD ORDERS/ENGRG.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS
MNT - MAINTENANCE
MAM - MISSED APPT. MNT
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
OMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY

MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
CNL - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000240

FAX ANSWERS TO 305-264-1734

GENERAL

NAME _____ CASE NUMBER C835-91 TEL.# _____

ADDRESS _____

CITY _____

1. COMPLAINT:

CUSTOMER WROTE LETTER TO FCC TO PROTEST THE 900 CHARGES ON HER
BILL THAT WERE NOT AUTHORIZED AND WAS BILLED \$10.00 TO HAVE A
BLOCK OR RESTRICTION PUT ON LINE.

DATE REC'VD 04-08-91 TIME RECVD 8:30 A.M.

2. OPERATIONS MANAGER ANSWERING COMPLAINT: LARRY MIXON

DISTRICT MANAGER ANSWERING COMPLAINT:

DEPARTMENT OR GROUP: CSSC 1

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO
THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE
TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS,
APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

ACTIONS OR CONTACT PRIOR TO THE APPEAL NOT AVAILABLE.

ADJUSTMENT OF 900 NUMBERS PROCESSED: 8/13 - \$1.45, 8/13 - \$28.65,
9/5 - \$5.79, 9/5 - \$114.50, 9/5 - \$1.87, 9/5 - \$90.75, 9/5 - \$39.56,
9/5 - \$.48, 9/25 - \$4.59, 9/25 - \$90.70.

CREX4 ADDED ON CRV2J031 DD 08-08-90.

000241

-2-

2
3 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
4 THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE
5 CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN
6 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL
7 WITH THE CUSTOMER. DO NOT USE ACRONYMS.
8 CALLED APRIL 9, 1991 AT 12:45 - NO ANSWER AND WORK NUMBER ADVISED SUB
9 NOT IN. APRIL 9, 1991 AT 10:30 A.M. REACHED AND SHE FELT HAD
10 NOT RECEIVED CREDIT FOR ALL OF 900 CALLS THAT SHE WAS BILLED FOR. ADVISED
11 WOULD CHECK AND WOULD LET HER KNOW.

12 WENT BACK OVER BILLS FROM JULY, 1990 AND DID FIND CALLS BILLED BY
13 U.S. SPRINT FOR \$36.74 THAT WERE NOT CREDITED - SENT 5040 TO ADJUST CALLS
14 AND ALSO SENT 5040 TO ADJUST \$10.00 CHARGE TO ADD CREX4 TO LINE.

15 APRIL 10, 1991 AT 9:32 A.M. CALLED AND ADVISED SENDING THROUGH
16 CREDIT FOR CALLS AND CREX4.

17 CUSTOMER SATISFIED.

000242

-3-

5. INTERIM YES ☐ NO ☒ DATE OF NEXT OR FINAL REPORT _____6. NAME AND TITLE OF PERSON PREPARING ANSWER SHIRLEY JARRIELTELEPHONE NUMBER (407) 439-90457. ADJUSTMENT YES ☒ NO ☐ AMOUNT \$426.27 DAYS AND REASON FOR ADJUSTMENT.900 NUMBERS ADJUSTED(total) \$415.09

CREX4 ONE TIME CHARGE ADJ 10.00

LATE PAYMENT CHARGES 1.18

8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

OM/DM N/A TELEPHONE () _____
FAX # () _____

NAME _____ TELEPHONE () _____

TITLE _____ ACCEPTED YES _____ NO _____

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES _____ NO ☒ WHY?

CUSTOMER DID NOT NOTIFY BUSINESS OFFICE PRIOR TO COMPLAINT.

000243

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

SINCE THE OFFENSE OCCURRED IN AUGUST OF 1990, WE ARE UNABLE TO DETERMINE WHO HANDLED IT.

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC.

A "CUSTOMER FIRST" ATTITUDE WOULD HAVE CAUSED THE REP TO CONDUCT A FULL INVESTIGATION AND FOLLOW THROUGH UNTIL THE CUSTOMER WAS SATISFIED.

PLEASE MAKE SURE ALL INFORMATION REQUIRED IS PROVIDED, FAILURE TO PROVIDE COMPLETE AND ACCURATE INFORMATION WILL RESULT IN A LATE CHARGE.

THIS FORM IS NOT FOR REPRODUCTION. PLEASE INPUT THIS FORM INTO YOUR COMPUTER SYSTEM.

Date: 04-05-91

COVER PLUS 4 PAGES

IF MESSAGE UNCLEAR PLEASE
CALL RUTH GRAY 329-7129

Message from: Ann Jordan Carson
Executive Appeals Manager
3833 Southern Bell Center
675 W. Peachtree St. N.E.
Atlanta, Georgia 30378
Telephone: 404-529-8595
FAX #: 404-584-6548

PLEASE HAND DELIVER IMMEDIATELY!

TO: Marie Murray Brenda Markham Marilyn Whitman Judy Nell Chambers
FL CAB GA CAB NC CAB SC CAB

Higher Management _____ FOC ☒ Other _____

PRESIDENTIAL WRITTEN APPEALS

_____ This official appeal was received in Mr. Skinner's office on _____ and a
reply is due on his desk by _____. The reply should be faxed to 404-881-6418

_____ Please provide the name, title, and telephone number of the operations manager who
will be contacting the customer to the Executive Appeals Manager by 5 P.M. on
_____.

OTHER WRITTEN APPEALS

_____ This is an official appeal. The reply should be sent to the executive appeals
office by _____.

_____ This is an official appeal; however, it is excluded from RSI measurements. Please
respond to our office by 0422. (_____ AOC _____ Equal Access)

_____ This complaint is unofficial. Please handle locally, send a fact sheet by _____.

_____ Please provide the employee's full name, title and work address, supervisor's
name, title, and address, and vice president's name, title, and work address.
Please include the customer's name (use complimentary mask) by _____.

_____ REMINDER: A RESPONSE IS DUE TODAY ON _____.

Additional Comments _____

000245

907772

August 22, 1990

Common Carrier Bureau
Informal Complaints Branch
Federal Communications Commission
Room 6202
2025 M Street, N.W.
Washington, D.C. 20554

Dear Sir or Madam:

I wish to protest the "900" long-distance service charges which are on my telephone statement and which I did not authorize. When contacted by Southern Bell, I was informed that I could have the 900 numbers blocked for a \$10.00 charge, which I have implemented.

My complaint is that this is a service which I did not request or authorize, and I should not be responsible for the charges.

Other telephone changes must be requested and authorized, such as Call Waiting, Conference Calling, etc. A person doesn't pay a charge not to have those services. I have never in history used a "900" telephone number...and I do not intend to pay the enclosed bill.

Sincerely,

End: Telephone bill

000246

04.05.91 03:26 PM

AUG 07, 1990 R19 0456

RETURN THIS PAGE WITH YOUR PAYMENT
PAYMENT DUE

235.67

AMOUNT ENCLOSED
MAKE CHECK PAYABLE TO SOUTHERN BELLP.O. BOX 02-4000
MIAMI, FL
33113-2221

43795411991307045333990119208000330000000002356700000023567

XXX XXX 13033

SOUTHERN BELL

AUG 07, 1990 R19 045

CUSTOMER NOTICE

DEAR CUSTOMER:

THE ENCLOSED LIST(S) OF CALLS HAVE BEEN MADE ON YOUR TELEPHONE ACCOUNT. THESE CALLS WILL APPEAR ON YOUR NEXT REGULAR BILL. HOWEVER, IT IS NECESSARY THAT YOU PAY THE AMOUNT OF \$235.67 BY AUG 14. THIS PAYMENT WILL BE CREDITED TO YOUR ACCOUNT AND WILL PREVENT INTERRUPTION OF YOUR SERVICE.

IF YOU HAVE ANY QUESTIONS, PLEASE CALL YOUR SOUTHERN BELL SERVICE CENTER AT 733-2233. THANK YOU.

SOUTHERN BELL

AUG 07, 1990 R19 045
PAGE 1

SUMMARY OF CHARGES BILLED

	PMT DUE	PREV BAL	PMTS ADJS	SO BELL CHARGES	OTHER CO CHARGES	TOTAL DUE
28						
29						
30		\$8.00	\$2.00	\$43.04	\$193.63	\$235.67
31						115.21
32						82.42
33						

TNI OPERATOR SERVICES
US SPRINT COMMUNICATIONS CO.

who are they?

(over)

000247

ITEMIZED CALLS

17 JUL 19	149A	TOBULLETIN	986 999-4386	N	1	MIN	2.00
18 JUL 19	151A	TOTALK	986 999-5274	N	4	MIN	3.33
19 JUL 19	223A	TOSSEL ENTP	930 234-3898	N	2	MIN	7.75
23 JUL 22	443P	TOSSEL ENTP	333 234-3893	D	5	MIN	6.75
SUBTOTAL							187.75
TOTAL CHARGE FOR ITEMIZED CALLS							187.75
TAXES							3.33
21.FEDERAL TAX							2.13
22.FLORIDA GROSS RECEIPTS SURCHARGE							5.42
SUBTOTAL							113.21
TNI OPERATOR SERVICES CURRENT CHARGES							

14XXX XXX IBOSS

US SPRINT COMMUNICATIONS CO.

AUG 27, 1990 R13 245
PAGE 6

ITEMIZED CALLS

DIRECT DIALED CALLS

1 JUL 8	1142P	TOINTRODUCE	930 246-1810	D	6	MIN	11.75
2 JUL 7	1202A	TOINTRODUCE	930 246-1812	D	9	MIN	17.63
3 JUL 7	1211A	TOINTRODUCE	930 246-1313	D	1	MIN	3.33
4 JUL 7	1212A	TOINTRODUCE	930 246-1810	D	2	MIN	4.75
5 JUL 7	1214A	TOINTRODUCE	930 246-1810	D	1	MIN	3.22
6 JUL 7	1215A	TOINTRODUCE	930 246-1812	D	3	MIN	6.50
7 JUL 7	1234A	TOINTRODUCE	930 246-1812	D	6	MIN	11.75
8 JUL 13	351A	TOINTRODUCE	930 246-1812	D	2	MIN	11.75
9 JUL 13	323A	TOINTRODUCE	930 246-1810	D	1	MIN	3.22
10 JUL 13	333A	TOINTRODUCE	930 246-1810	D	4	MIN	8.25
SUBTOTAL							80.75
TOTAL CHARGE FOR ITEMIZED CALLS							80.75
TAXES							.35
11.FEDERAL TAX							1.92
12.FLORIDA GROSS RECEIPTS SURCHARGE							1.27
SUBTOTAL							

35XXX XXX IBOSS

US SPRINT COMMUNICATIONS CO.

AUG 27, 1990 R13 245
PAGE 7

ITEMIZED CALLS

US SPRINT CURRENT CHARGES

92.42



Common Carrier Bureau
Informal Complaints Branch
Federal Communications Commission
Room 6302
2025 N Street, N.W.
Washington, D.C. 20554

11/11/11 11:11:11



000249



Southern Bell

Room 35C52
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-8595

Ann J. Carson
Executive Appeals Manager

April 30, 1991

Ms. Sue Earlewine, Carrier Analyst
Informal Complaints and Public Inquires Branch
Enforcement Division Common Carrier Bureau
Federal Communications Commission
2025 M Street N. W. Room 6202
Washington, D. C. 20554

RE: IC-90-07772
Notice of Informal Complaint Dated April 4, 1991

Dear Ms. Earlewine:

The following information is provided in response to the Notice of Informal Complaint of regarding a billing dispute involving "900" service.

Southern Bell acts as a billing and collection agent for Telesphere (TNI) and US Sprint and the long distance service they provide. However, Southern Bell has no control over the rates or business practices of TNI and US Sprint or the information providers who subscribe to their "900" service.

To assist in this investigation, Shirley Jarriel, manager, contacted on April 9, 1991, to discuss the complaint. Jarriel stated that she felt she had not received credit for all the "900" calls from her bill. Ms Jarriel checked bills and did find calls billed by US Sprint that were not credited.

The following day Ms. Jarriel contacted and advised her that an adjustment for \$36.74 for the US Sprint calls, \$1.18 in late payment charges & \$10.00 for adding the "900" restriction to the line had been adjusted from her account. These adjustments should appear on April statement. Adjustments for TNI were issued in August 1990 and appeared on the September statement.

I hope this provides you with the information necessary to resolve this matter.

Sincerely,

Ann J. Carson

Ann J. Carson

cc:

000250



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

April 17, 1991

MEMORANDUM TO: Mike Dymek

FROM: Pat Godsil

RE: Anonymous

CASE NO. 44610-Inquiry

This is in final reference to our interim dated March 29.

Our Security Department conducted interviews at the premise and with the 976 vendor. They can find no evidence of tampering in the meter room but will continue to pursue reports referred to them concerning 976 calls.

000251

FAKED
4-17-91

rent ~~3-21~~
3-29

11 EVERY BUSINESS IN THE OFFICE BLDG. HAS MYSTERIOUS 900 CHARGES ON
12 THIS PAST BILL. HE RENTS ONE OF THE SUITES. WOULD LIKE SB TO
13 SEE HOW THIS IS HAPPENING. HE THINKS THERE IS AN OPEN AREA WHERE
14 SOMEONE JUST PLUGS A PHONE.

How - long at the address?
 Look at them - bill

000252



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

March 29, 1991

MEMORANDUM TO: Mike Dymek

FROM: Pat Godsil

RE: Anonymous
6401 S.W. 87 Avenue
Miami, Florida

CASE NO. 44610-Inquiry

This is in further reference to our interim dated March 21.

Fifteen customer accounts are located at this address. They were reviewed for 976 calls and claims. A total of 42 calls had already been adjusted on 13 of the accounts. All calls were made on February 19.

Our Security Representative, Del Castellanos, spoke with at this address about the problem. Mr. Castellanos advised he would investigate the situation.

A further response will be provided by April 17.

000253



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 21, 1991

MEMORANDUM TO: Mike Dymek

FROM: Pat Godsil

RE: Anonymous

CASE NO. 44610-Inquiry

We are investigating our records for this address and will provide you with a further response by April 1.

000254

GENERAL

4-10
F * 4-17

3 NAME ANONYMOUS CASE NUMBER G543-91

4 TEL. NO. (305)

5 ADDRESS _____

6 CITY _____ DOC _____

7 1. COMPLAINT

8 This caller said every business in his office building has
9 mysterious 900 and 976 call on this past bill. He rents one
10 of the suites. Would like Southern Bell to see how this is
11 happening. Thinks someone has access to plug in and dial
12 away. CAC tried to tell commission can't investigate. PSC
13 said yes we can pull up in PREMIS all telephone numbers at
14 this address and see if there has been any disputes on 900 &
15 976 #'s look at bills. If there are many customers at
16 address do random sampling. Call CAC with feed back, if
17 while checking & there are many disputes you might want to
18 refer to security to look over premise.

19 DATE RECVD 03-21-91 TIME RCVD 11:00 AM

0002

2. OPERATIONS MANAGER ANSWERING COMPLAINT G. Anne Sadler

DISTRICT MANAGER ANSWERING COMPLAINT G. Anne Sadler

DEPARTMENT AND GROUP Customer Services

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS. JOB ORDER NUMBERS. APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

15 customer accounts located at this address were reviewed for 976 calls and claims. A total of 42 calls had been adjusted on 13 of the accounts. Two accounts had calls to same 976 numbers, however the request had not been made to the business office to credit these telephone accounts. All calls were made on February 19th, the earliest at 12:09 and the latest at 12:37.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

000256

Southern Bell's Security Department continues to investigate reports of 976 abuse. Interviews are conducted at the premises involved and they also speak to the 976 vendor. This is not the first case of this type they have had. According to our Security Department, they have not been able to catch anyone committing the act fraudulently or prove anything illegal at this time. They continue to pursue reports referred to them concerning 976 calling.

5. INTERIM YES___ NO X DATE OF NEXT OR FINAL REPORT

04-10-91

6. NAME AND TITLE OF PERSON PREPARING ANSWER Barbara Hutto,
Assistant Manager.

TELEPHONE NUMBER 305-883-2831

7. ADJUSTMENT-YES___ NO X AMOUNT _____ \$ DAYS & REASON
FOR ADJUSTMENT

8. SEND THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER. THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

000257

OM/DM _____ TELEPHONE _____

FAX _____

NAME _____ TELEPHONE _____

TITLE _____ ACCEPTED YES _____ NO _____

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING
THIS APPEAL? YES _____ NO X

WHY? There is no evidence of tampering with the meter room
to our knowledge. There is a key which is provided to those
who need access at this address.

10. WHAT HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
APPEALS OF THIS TYPE.

N/A

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
CASE? BE SPECIFIC.

N/A

000258

GENERAL

NAME ANONYMOUS CASE NUMBER G543-91

TEL. NO. (305)

ADDRESS _____

CITY _____ DOC _____

1. COMPLAINT

This caller said every business in his office building has mysterious 900 and 976 calls on this past bill. He rents one of the suites. Would like Southern Bell to see how this is happening. Thinks someone has access to plug in and dial away. CAC tried access to plug in and dial away. CAC tried to tell commission can't investigate. PSC said yes we can pull up in PREMIS all telephone numbers at this address and see if there has been any disputes on 900 & 976 #'s look at bills. If there are many customers at address do random sampling. Call CAC with feed back, if while checking & there are many disputes you might want to refer to security to look over premise.

DATE RECVD 03-21-91 TIME RCVD 11:00 AM

000253

2. OPERATIONS MANAGER ANSWERING COMPLAINT Anne Sadler

DISTRICT MANAGER ANSWERING COMPLAINT Anne Sadler

DEPARTMENT AND GROUP Customer Services

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS. JOB ORDER NUMBERS. APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

15 customer accounts located at this address were reviewed for 976 calls and claims. A total of 42 calls had been adjusted on 13 of the accounts. Two accounts had calls to same 976 numbers, however the request had been made to the business office to credit this telephone accounts. All calls were made on February 19th, the earliest at 12:09 and the latest at 12:37.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

000200

1 Del Castellanos, SB Security Rep. was contacted by B. Hutto,
2 Asst. Mgr. with regards to her findings. He already had
3 spoken to a at this address about his problem. Mr
4 Castellanos agreed to check further, if Mrs Hutto furnished
5 him a copy of (the attached) a list of customers affected.
6 She agreed to do this via FAX on 03-26-91. He agreed to
7 check further.

8 Mrs Hutto also visited with K. Graveline, (VMC
9 Representative, who handles 976 and other Vendors.) to
10 inquire about how she felt the PSC should be handled. She
11 gave some information to the AM from her previous experience
12 and requested that a copy of the same list going to Security
13 be furnished to her. Mrs Hutto agreed.

14 5. INTERIM YES X NO ___ DATE OF NEXT OR FINAL REPORT
15 04-10-91

16 6. NAME AND TITLE OF PERSON PREPARING ANSWER Barbara Hutto.
17 Assistant Manager.

18 TELEPHONE NUMBER 305-883-2831

19 7. ADJUSTMENT-YES ___ NO X AMOUNT _____ \$ DAYS & REASON
20 FOR ADJUSTMENT

21 8. SEND THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
22 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR

000261

DISTRICT MANAGER. THEIR FAX NUMBER ANT THE NAME OF THE
MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER
OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE
OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE
NUMBER OF THE PERSON ACCEPTING THE CASE.

OM/DM _____ TELEPHONE _____

FAX _____

NAME _____ TELEPHONE _____

TITLE _____ ACCEPTED YES _____ NO _____

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING
THIS APPEAL? YES___ NO___

WHY? N/A

10. WHAT HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE
APPEALS OF THIS TYPE.

N/A

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS
CASE? BE SPECIFIC.

000261

Attachment

Account Number	Date	Time	Vendor/TN	Amnt	Adj.
-------------------	------	------	-----------	------	------

2/19	12:09		35.00	Yes
------	-------	--	-------	-----

12:10		40.00	Yes
-------	--	-------	-----

12:20		29.95	Yes
-------	--	-------	-----

12:20		29.95	Yes
-------	--	-------	-----

2/19	12:13	35.00	Yes
------	-------	-------	-----

12:13		40.00	Yes
-------	--	-------	-----

000262

2		12:23	29.95	Yes
3	2/19	12:17	29.95	Yes
4				
5		12:17	34.95	Yes
6				
7		12:28	35.00	Yes
8				
9	2/19	12:17	35.00	Yes
10				
11		12:18	40.00	Yes
12				
13		12:25	29.95	Yes
14				
15	2/19	12:37	35.00	Yes
16				

000264

1		12:10	29.95	Yes
2				
3		12:33	35.00	Yes
4				
5		12:29	35.00	Yes
6				
7	2/19	12:32	35.00	Yes
8				
9	2/19	12:31	35.00	Yes
10				
11			40.00	Yes
12				
13			35.00	Yes
14				
15			35.00	Yes
16				
17			35.00	Yes
18				

000265

1	2/19	12:30	35.00	No
2				
3		12:30	29.95	No
4				
5	2/19	12:22	35.00	Yes
6				
7		12:22	35.00	Yes
8				
9		12:35	29.95	Yes
10				
11		12:14	29.95	Yes
12				
13		12:30	40.00	Yes
14				
15		12:22	40.00	Yes
16				

000266

1		12:22	35.00	Yes
2				
2		12:35	29.95	Yes
4				
5	2/19	12:27	40.00	No
6				
7			35.00	No
8				
9			40.00	No
10				
11			29.95	No
12				
13	2/19	12:20	40.00	Yes
14				
15			35.00	Yes
16				
17	2/19	12:29	35.00	Yes

000267

1

2

2/19

12:11

40.00

Yes

3

4

12:11

35.00

Yes

5

6

12:26

29.95

Yes

7

8

12:26

29.95

Yes

9

10

2/19

12:15

29.95

Yes

11

12:16

29.95

Yes

12

12:27

36.00

Yes

13

2/19

12:20

40.00

Yes

14

* Nor RTI, Riotti, or Happy Sitters.

000263

CASE REFERRAL

PSC CASE NUMBER INQ. 44610-I SAO CASE NUMBER G-543-91
TAKEN BY MW T TEL TIME 9:05 LOGGED X CARD X
FROM MD DATE 3-7 DUE BY 3-14 IBOSS FIELD DD
CUSTOMER'S NAME ANONYMOUS
COMPLAINANT _____
ADDRESS _____ APT. # _____
CITY MIAMI TEL # NOT GIVEN
CBR # _____ AREA 50
COMPLAINT: _____

EVERY BUSINESS IN THE OFFICE BLDG. HAS MYSTERIOUS 900 CHARGES ON THIS PAST BILL. HE RENTS ONE OF THE SUITES. WOULD LIKE SB TO SEE HOW THIS IS HAPPENING. HE THINKS THERE IS AN OPEN AREA WHERE SOMEONE JUST PLUGS A PHONE.

REFD TO: Rosie 703 TEL# ref. to account.
FAX # _____ OM HGP DATE 3-21 TIME 11:00
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC DAD
INTERIM DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS _____ IF NO, REFERRED TO:
TEL NO _____ DATE _____

3-19 Marie Murray discussed this case w/ the PSC. We didn't tell it would have been a case they'd be about to

000269

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: ANONYMOUS

CASE NO: 44610-I

DATE RECEIVED: 3-7

DATE CLOSED:

AREA: SO

(SO SE NO OT)

TYPE: B

(RES BUS PUBLIC)

TELEPHONE NO.

LATE:

(Y - YES ONLY)

OPERATIONS MANAGER: GAS

DOC:

DAD

(DAD BWD PBC CST GNV JAX ORL WFL OTH)

CLASS:

976

ADJ AFTER:

(Y - YES ONLY)

SAO NO:

G-543-91

JUST:

(N - NO ONLY)

CAUSE CODE (5 CHARACTERS)

3U0229

000270



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

April 18, 1991

MEMORANDUM TO: Kathy Brown

FROM: Pat Godsil

RE:

CASE NO. 48699-Inquiry

Our investigation reveals that on March 6, the customer called the business office and denied all knowledge of the 900 calls on her bill. We agreed to adjust the calls and add a 900 block effective March 8.

On April 9, the customer called the business office and advised her March 25 bill had more 900 calls on it from Sprint and Telesphere. The service representative refused to adjust the calls. The customer requested a supervisor. The supervisor tried to call the customer right back but couldn't reach her.

On April 10, Bettye Hodges, Assistant Manager, contacted the customer and acknowledged the appeal. She advised the customer she could deduct the 900 calls from her bill, we would adjust them. The adjustment amounted to \$38.37.

000271

CASE REFERRAL

PSC CASE NUMBER 48699-I INQ. SAO CASE NUMBER 6-87
TAKEN BY DB TEL DEXTIME 10:55AM LOGGED X CARD _____
FROM KB DATE 04-10-9 DUE BY 04-17-91 BOSS / FIELD DD _____
CUSTOMER'S NAME _____
COMPLAINANT _____
ADDRESS _____ APT.# _____
CITY _____ TEL # _____
CBR # _____ AREA NO _____
COMPLAINT:

SEE ATTACHED

1/11-2 REP BVA
 Better Housing
 200/2-16
 Res

REFD TO: Carol Brinkley TEL# 904-350-8398
FAX # _____ OM JMS DATE 4-10 TIME 11:30
REDIRECT TO _____ FROM _____ DATE _____
TEL # _____ FAX _____ OM _____ DOC CST
INTERIM DATE DUE _____ FIELD DD _____
CUSTOMER CONTACTED WITHIN 24 HOURS yes IF NO, REFERRED TO:
_____ TEL NO _____ DATE _____

000272

NAME: _____

CASE NUMBER GS72-91 TEL #: _____

ADDRESS: _____

CITY: _____

DOC: _____

1. COMPLAINT: Was billed for several 900 calls she did not make. She suspects her cordless phone caused this. Southern Bell adjusted calls when she agreed to get a block. Block effective 3/9. There were more calls billed; 7 from Sprint & 3 from Telesphere. The PSC is requesting that Southern Bell adjust these calls too because customer got block & denies calls.

DATE RECEIVED: 04-10-91TIME RECEIVED: 10:52 AM2. OPERATIONS MANAGER ANSWERING COMPLAINT: Judy SawyerDISTRICT MANAGER ANSWERING COMPLAINT: NADEPARTMENT OR GROUP: RSSC Unit I Pensacola

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

03-06-91-Customer called business office & denied all knowledge of all the 900 calls. We agreed to adjust calls and add 900 block. 900 block was effective 3-8-91. Order #CYJFY911 date 3-8-91.

04-09-91-Customer received March 25th. bill with more 900 calls billed by Sprint & Telesphere. Customer called business office and service representative refused to adjust calls. Customer requested supervisor. Supervisor tried to call customer back but got no answer. Customer called PSC.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE

000273

MI 00:00 10-01-91

1
2 Name _____
3
4 Address _____
5
6 _____
7 VOL
8 City/Zip _____ County _____
9 Account Number _____

SOUTHERN BELL
Company _____
MARIE MURRAY
Addr _____
Consumer's
Telephone # _____
Can Be
Reached _____

486991
Request No. _____
KDB 4:02 PM 04/
By _____ Time _____ Date _____
CO fax 04/
To _____ Time _____ Date _____
is-03
Complaint Type _____

10 Has consumer contacted company? Yes _____ No _____ Who _____

11 1. Nature of Request 2. Report of Action

12
13 Customer said she was billed for several 900 calls she did not make.
14 She suspects her cordless phone caused this. SB adjusted the calls
15 when she agreed to get a block. The block became effective March 9 &
16 so there are still some calls being billed. She was billed for 7 from
17 Sprint and 3 from Telesphere.

18
19 I am requesting that SB adjust these calls as customer got block &
20 denies making the calls. Please respond.
21
22

000274

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32391

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
Kathryn Dyal Brown

04/25/1991

BY: _____

4. 04-10-91-Bettye Hodges, Asst. Mgr. called customer & advised her to deduct 900 calls from March bill. Advised her we will adjust them.

5. INTERIM. YES _____ NO X DATE OF NEXT OR FINAL REPORT

6. NAME AND TITLE OF PERSON PREPARING ANSWER: Bettye Hodges, Asst. Mgr.
Pensacola RSSC Unit I

TELEPHONE NUMBER: 904 436-1162

7. ADJUSTMENT: YES X NO _____ AMOUNT 38.37 DAYS AND
REASON FOR ADJUSTMENT.

900 calls, denied all knowledge.

8. SEND A COPY OF THIS WORK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE, PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

OM/DM	_____	NA	_____	TELEPHONE	()	_____
				FAX	()	_____
NAME	_____			TELEPHONE	()	_____
TITLE	_____			ACCEPTED: YES	_____	NO _____

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL? Yes X NO _____ WHY? Service Representative should have agreed to adjust calls.

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE? Covered the employee on how to handle calls of this type.

NA

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC.

Customer first.

000275

MS 0000 10-91-01

CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

000276

ME 00400 16-00-70

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO: 48699-I _____

DATE RECEIVED: 4-10 _____

DATE CLOSED: _____

AREA: NO _____

(SO SE NO OT)

TYPE: R _____

(RES BUS PUBLIC)

TELEPHONE NO. _____

LATE: _____

(Y - YES ONLY)

OPERATIONS MANAGER: JMS _____

DOC: CST _____

(DAD BWD PBC CST GNV JAX ORL WFL OTH)

0 CLASS: 976 _____

1 ADJ AFTER: Y _____

(Y - YES ONLY)

2 SAO NO: G-872-91 _____

3 JUST: _____

(N - NO ONLY)

4 CAUSE CODE (5 CHARACTERS) 3U0126 _____

000277

5/1

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: FCI (L-LOCAL; T-TALLAHASSEE)

*DATE RECEIVED: 4/26

*DATE CLOSED: ~~4/27~~ 4/29

AREA: (2) NO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P)

AREA CODE + TEL.#: _____ (B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) JMS

DOCA: (3) JAX (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLAS: (3) 976 (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER: (1) _____ (Y-YES ONLY)

BAC NO.: G-1033-91

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 3U0126

BOA

C & C

1 904 - 350 - 8398

FAX #: 1 904 - 350 - 4265

ATTN: Lantry

SERVICE MATTERS

RSC - RES. SERV. CENTER
BSC - BUS. SERV. CENTER
PSC - PUB. SERV. CENTER
HDO - HELD ORDERS/ENGRG.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS
MNT - MAINTENANCE
MAM - MISSED APPT. MNT
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
CMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY

MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
CML - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000273

Date: 04.26.91
 COVER PLUS 6 PAGES
 IF MESSAGE UNCLEAR PLEASE
 CALL RUTH GRAY 529-7129

Message from: Ann Jordan Carson
 Executive Appeals Manager
 35632 Southern Bell Center
 675 W. Peachtree St. N.E.
 Atlanta, Georgia 30378
 Telephone: 404-529-8398
 FAX #: 404-584-6345

PLEASE HAND DELIVER IMMEDIATELY!

TO: Marie Murray Brenda Markham Marilyn Whitman Judy Nell Chambers
FL CAS GA CAS NC CAS SC CAS
 Higher Management _____ FCC _____ Other _____

PRESIDENTIAL WRITTEN APPEALS

_____ This official appeal was received in Mr. Skinner's office on _____ and a
 reply is due on his desk by _____. The reply should be faxed to 404-581-6418

_____ Please provide the name, title, and telephone number of the operations manager who
 will be contacting the customer to the Executive Appeals Manager by 5 P.M. on
 _____.

OTHER WRITTEN APPEALS

_____ This is an official appeal. The reply should be sent to the executive appeals
 office by _____.

_____ This is an official appeal; however, it is excluded from KSR1 measurements. Please
 respond to our office by 05-10. (_____ ACS _____ Equal Access)

_____ This complaint is unofficial. Please handle locally, send a fact sheet by _____

_____ Please provide the employee's full name, title and work address, supervisor's
 name, title, and address, and vice president's name, title, and work address.
 Please include the customer's name (use complimentary mask) by _____.

_____ REMINDER: A RESPONSE IS DUE TODAY ON _____

Additional Comments _____

000275

CONNIE MACK
FLORIDA

United States Senate

WASHINGTON, DC 20510-0804

CB
CC-570
1038

March 25, 1991

Federal Communications Commission
Congressional Liaison Office
1919 M Street, N.W.
Washington, D.C. 20554

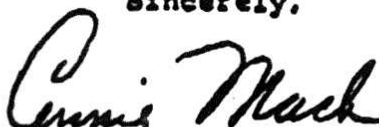
Dear Sirs:

Enclosed please find correspondence from Ms. Patricia L. Ledrich.

I would appreciate your advising me of your action in this matter and returning the letter with your reply. Please respond to my Fort Myers Regional Office, located at 1342 Colonial Blvd, Suite 27, Fort Myers, Florida, 33907.

Thank you for your prompt attention.

Sincerely,



Connie Mack
U.S. Senate

CM/rhs
Enclosure

000289

MAR 22 1991

Rec. 7/4
RS 3/15

March 13, 1991

U.S. Consumer Affairs

Washington, D.C. 20201

Attn: Ms. Gina Steiner

Dear Ms. Steiner,

As per our phone conversation on March 12, 1991, I am submitting in writing the circumstances of a 900 number "RIP OFF".

On 1-17-91, I received a post card from the Card Approval Division of Access Plus, a credit card mail catalog company. The post card stated, in fine print, that there was a \$ 3.95 charge per minute. It did not state that it was a 7 minute recording telling the caller to press touch tone buttons for this and that. It also requested that you call another 900 number for other instructions regarding where to send a check for \$ 10.00. The second recording talks so fast that you don't have time to write down all of the address, so you have to call back again to get it correct. This second recording does not tell the caller that they will be charged \$ 25.00 for 2 minutes each time that they call.

On 1-19-91, I sent a check for \$ 10.00 to Access Plus
133 World Trade Center
Dallas, Texas 75258

On 1-24-91, I received a catalog package consisting of a catalog, pricing page, credit card applications and coupons totaling \$ 300.00. I was expecting a normal catalog with childrens clothes, toys, kitchen stuff, etc. The catalog was for furs, leather apparel, jewelry, tools, knives, cookware, etc. All priced so high that the average person could not afford it or would be stupid to buy it at the prices stated. Besides, I did not recognize any brand names.

A couple of days later, after showing it to friends I sent Access Plus a letter stating that I wanted my money back and to reverse the phone charges. That was before I received my phone bill to show me the phone charges that I was not aware of.

On 2-6-91, I received a letter from Access Plus stating conditions for a refund and phone bill charges. Also, the letter stated and I quote "As the postcard states the \$3.95 per minute charge is refundable only if you are not approved. You were an approved customer denying our membership, not being rejected." unquote. Nowhere on the postcard does all of the above quote appear. The postcard states "Three ninety-five min per call."

I received my telephone bill last week and was charged with the following

Jan 17	Plus Info	900-446-4448	D	125 PM	7 Min.	\$ 27.65
Jan 17	Plus Card	900-446-4449	D	132 PM	2 Min.	25.00
Jan 17	Plus Card	900-446-4449	D	150 PM	2 Min.	25.00
						<u>\$ 77.65 plus</u>

000281

On 3-12-91, I called Southern Bell Telephone Company and spoke to Mr. Richard Hammock regarding this matter. He referred me to MCI. I called MCI and spoke to Mr. Phil Palmer (1-800-444-3333) He wanted a three way phone conversation between us to make sure which company does what. Mr Hammock and myself tried to contact Mr. Palmer but he was away from his desk. We will try again today.

I am writing this letter because I have been "RIPPED OFF" and I want it made right. What about the other people that won't take the time to fight or who can't.

People who have these 900 numbers and are not being honest or are misrepresenting things through unethical advertising lingo should be put out of business and made to pay restitution.

Sincerely,

Copies to:

Mr. Richard Tomlinson - Attorney General
1019 Congress St.
Suite 1550
Houston, Texas 77002

Mr. Steven Gardner - Attorney General
714 Jackson St.
Suite 700
Dallas, Texas 75202

Mr. Richard Hammock - Southern Bell Co.
301 W. Bay St.
Rm. 13EP1
Jacksonville, Florida 32202

Mr. Phil Palmer - MCI Customer Representative
P.O. Box 467279
Atlanta, Georgia 30346
(Supervisor: Ms. Karen Gist)

Card Approval Division
1303 W. Buckingham Rd., #103
Garland, Texas 75040
Attn: Keith McElvain
Approval Manager

Access Plus
133 World Trade Center, #236
Dallas, Texas 75258-1126
B. Hutchins
Customer Service Dept.

Senator Connie Mack
1211 Governors Square Blvd.
Suite 404
Tallahassee, Florida
32301-298

P.S.

Same subject aired
on NBC, Tom Brokaw
National News at
5:30 p.m. on 3-13-91

and

on Bryant Gumbel
at 7:15 am, 3-14-91
Central Time

000282

7 copies



223 World Trade Center, #336
Dallas, Texas 75201-1126

We at ACCESS PLUS are very sorry about your dissatisfaction with our program. A refund is certainly in order. If you will kindly send back to us:

- a) A copy of your phone bill showing charges.*
- b) A copy of canceled \$10.00 check or receipt for money order.**
- c) All of the written materials in the package we sent to you.
(in complete and original form, please.)

Upon our receipt of the above mentioned items we will be happy to refund you of your membership fee. Thank you for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "B. Hutchins".

B. Hutchins

Customer Service Dept.

* As the postcard states the \$3.95 per minute charge is refundable only if you are not approved. You were an approved customer denying our membership, not being rejected.

** If cash was originally sent please state so with note along with the returned materials.

000283



Account Number:
 Bill Date:

Feb 25, 1991
 Page 5

PANC

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
1. JAN 17	PLUS INFO	900 446-4448	D	125PM	7
2. JAN 17	PLUS CARD	900 446-4449	D	132PM	2
3. JAN 17	PLUS CARD	900 446-4449	D	150PM	2
					Subtotal

Total Charge for Itemized Calls 77.65

Taxes

4. Florida Gross Receipts Surcharge

Subtotal

MCI Current Charges

AMOUNT	TOTAL
27.65	
25.00	
25.00	
	77.65
1.55	
	1.55
	79.20

This portion of your bill is provided as a service to MCI. There is no connection between Southern Bell and MCI.

Rate Applied - See Back of Page

CP 021864

(continued)▶

000285

CONFIDENTIAL
PROPRIETARY
INFORMATION

FCC INQUIRY
GENERAL

C-1033-91 TEL. NO.

NAME:

ADDRESS:

CITY:

1. COMPLAINT:

DISSATISFIED WITH SERVICE FROM ACCESS PLUS. SEE ATTACHED.

DATE RECEIVED: 04/26/91 TIME RECEIVED: 1:25 PM

2. OPERATIONS MANAGER ANSWERING COMPLAINT: JUDITH M SAWYER

DISTRICT MANAGER ANSWERING COMPLAINT: JUDITH M SAWYER

DEPARTMENT AND GROUP: CUSTOMER SERVICES - RESIDENCE

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION AND DUE DATES. DO NOT USE ACRONYMS.

03-12-91 CALLED SOUTHERN BELL. SPOKE TO SERVICE

REPRESENTATIVE - MEL HAMMOCK QUESTIONING 900 CALLS.

ADVISED

MR. HAMMOCK SHE HAD WRITTEN A LETTER REGARDING HER DISSATISFACTION WITH

THE SERVICE SHE RECEIVED TO ACCESS PLUS. MR. HAMMOCK AGREED TO CALL

BACK AFTER SHE CHECKED FOR FURTHER INFORMATION WITH THE OTHER

COMPANY.

03-14-91 MR. HAMMOCK - SERVICE REPRESENTATIVE ADJUSTED \$79.25 AND ADVISED
OF THE AMOUNT ADJUSTED.

000286

1 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE
2 DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO
3 ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW
4 FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER.
5 DO NOT USE ACRONYMS.

6 04-26-91 1:28 P.M. MARY E. JACKSON, ASSISTANT MANAGER CALLED
7 ACKNOWLEDGING RECEIPT OF THE FCC INQUIRY. SATISFIED WITH THE
8 HANDLING OF HER ACCOUNT BY SOUTHERN BELL. HAS A PROBLEM WITH
9 THE UNETHICAL PRACTICE OF ACCESS PLUS.

10 5. INTERIM: NO DATE OF NEXT OR FINAL REPORT: N/A

11 6. NAME AND TITLE OF PERSON PREPARING ANSWER: MARY E. JACKSON
12 ASSISTANT MANAGER -
13 RESIDENCE
14

TELEPHONE NUMBER:

15 7. ADJUSTMENT: NO AMOUNT: N/A DAYS AND REASON FOR ADJUSTMENT.
16 N/A

17 8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS
18 COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT
19 MANAGER. THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON
20 NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE
21 PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND
22 TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

23 N/A

24 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
25 NO? WHY? N/A

26 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

27 YES ___ NO ___ IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

28 10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
29 SPECIFIC.)

30 N/A

000287



Southern Bell

Ann J. Carson
Executive Appeals Manager

Room 35C52
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-8595

May 23, 1991

Mr. Mike Hennigan, Carrier Analyst
Informal Complaints and Public Inquiries Branch
Enforcement Division, Common Carrier Bureau
Federal Communications Commission
2025 M Street N.W. Room 6202
Washington, D.C. 20554

RE:

IC-91-06197

Notice of Informal Complaint Dated April 25, 1991

Dear Mr. Hennigan:

The following information is provided in response to the Notice of Informal Complaint of regarding "900" service.

Southern Bell provides billing and collection services for MCI and the carrier services it provides. However, Southern Bell has no control over the rates or business practices of either MCI or the information providers who subscribe to MCI's "900" service.

On March 12, 1991, called Southern Bell and spoke with Mel Hammock, service representative, about the charges for "900" calls appearing on her bill. Ms. Hammock issued on March 14 an adjustment for \$79.25 for the calls in question and advised Ms. Ledrich of the adjustment. This credit appeared on the March 25 statement.

On April 26, following the receipt of this complaint, Ms. Mary Jackson, Assistant Manager, contacted to ensure that she was satisfied with Southern Bell's handling of this matter.

I trust this provides you with the information necessary to resolve this matter.

Sincerely,

cc:

000286

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: HMI (L-LOCAL; T-TALLAHASSEE)

*DATE RECEIVED: 3-29 *DATE CLOSED: 4-5

AREA: (2) NO (SO; SE; NO; OT)

TYPE: (1) B (R; B; P)

AREA CODE + TEL.#: _____ (B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) JMS

DOCA: (3) JAX (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLAS: (3) 976 (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER. (1) _____ (Y-YES ONLY)

BAC NO.: C-775-91

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 300127

BOA

C & C

FAX #:

ATIN:

Handwritten: 1904-350-2378
 1904-350-4265

*HIGHER MANAGEMENT & FCC CASES ONLY

SERVICE MATTERS

RSC - RES. SERV. CENTER
 BSC - BUS. SERV. CENTER
 PSC - PUB. SERV. CENTER
 HDO - HELD ORDERS/ENGRG.
 BIL - BILLING
 DEP - DEPOSITS
 TRA - TREATMENT ACTIVITY
 INS - INSTALLATION
 MAI - MISSED APPT. INS
 MNT - MAINTENANCE
 MAM - MISSED APPT. MNT
 CON - CONSTRUCTION
 SWT - SWITCHED SERVICES
 OPS - OPERATOR SVCS.
 CMP - COMPTROLLERS
 ANC - ANNOYANCE CALLS
 DIR - DIRECTORY

MKT - MARKETING
 976 - DIAL-IT-SVC.
 OTH - OTHER
 OML - COMPL. LETTERS

000289

Handwritten: 1904-350-4265

7/8

CONFIDENTIAL
PROPRIETARY
INFORMATION

GENERAL
P S C

NAME: CASE #: C775-91 TEL #:

1. COMPLAINT:

1-19-91 bill had two MCI 900 calls (900-776-2266 & 900-226-3377) charges respectively of \$19.99 and \$24.99. advised us per his letter of 2-8-91 that no one made these calls from his home and he considered it a "rip-off" scheme that was aided and abetted by MCI and Southern Bell.

DATE RECVD: 3-29-91 TIME RECVD: 4:15

2. OPERATIONS MANAGER ANSWERING COMPLAINT: Judy Sawyer

DISTRICT MANAGER ANSWERING COMPLAINT: Judy Sawyer

DEPARTMENT OR GROUP: Customer Services-Jax Unit II

3. PROVIDE A CHRONOLOGICAL NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS COVERING THE TIME FRAME OF THE APPEAL. ADVISE SERVICE ORDER NUMBERS, JOB ORDER NUMBERS, APPLICATION AND DUE-DATES. DO NOT USE ACRONYMS.

CSR's letter dated 2-8-91 and mailed to Southern Bell, P. O. Box 901, Jax.

Rcvd letter in Residence Service Center on 3-5-91.

Called CSR on 3-5-91 at work to discuss 900 calls that were direct dialed from residence. insisted that he had discussed with family members (wife and teenagers) and was assured they did not make calls. I agreed to adjust the calls and offered 900/976 Block. Advised CSR that even though I adjusted calls the vendor could very well contact him - this was fine with After we discussed the type of calls, understood better. I explained to him children's friends could have made calls and hopefully the block would stop in

000290

04.05.91 11:35AM

future.

was completely satisfied.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE THE DATE AND FULL NAME OF THE MANAGEMENT PERSON WHO CONTACTED THE CUSTOMER TO ACKNOWLEDGE THE RECEIPT OF THE APPEAL. (SHOULD BE WITHIN 24 HOURS). SHOW FULL NAME OF MANAGEMENT PERSON CLOSING OUT THE APPEAL WITH THE CUSTOMER. DO NOT USE ACRONYMS.

5. INTERIM: No

6. NAME AND TITLE OF PERSON PREPARING ANSWER: Lynne Lyle, Asst. Mgr.
(904) 350-8368

7. ADJUSTMENT: Yes AMOUNT: \$45.91

REASON FOR ADJUSTMENT:

To satisfy - Customer refused to pay. 1st time adjustment on

900/976. Block added.

8. SEND A COPY OF THIS MASK TO ALL OTHER DEPARTMENTS INVOLVED IN THIS COMPLAINT. PROVIDE THE NAME OF THE OPERATIONS MANAGER OR DISTRICT MANAGER, THEIR FAX NUMBER AND THE NAME OF THE MANAGEMENT PERSON NOTIFIED. IF YOU ARE CHARGING ANOTHER OPERATIONS MANAGER WITH THE CASE PROVIDE THE NAME OF THE OPERATIONS OR DISTRICT MANAGER AND THE NAME AND TELEPHONE NUMBER OF THE PERSON ACCEPTING THE CASE.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

No. CSR did not notify company of problem.

10. WHAT CORRECTIVE ACTION HAS BEEN TAKEN (IF APPROPRIATE) TO PREVENT FUTURE APPEALS OF THIS TYPE.

None Required

11. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? BE SPECIFIC.

Company did not have opportunity - NOT a PSC case. Result of copy of CSR letter to FCC.

000291

04.05.91 11:35AM

Date: 03-29-91
COVER PLUS 6 PAGES
IF MESSAGE UNCLEAR PLEASE
CALL RUTH GRAY 529-7129

Message from: Ann Jordan Carson
Executive Appeals Manager
38CS2 Southern Bell Center
675 W. Peachtree St. N.E.
Atlanta, Georgia 30378
Telephone: 404-529-8595
FAX #: 404-584-6846

PLEASE HAND DELIVER IMMEDIATELY!

TO: Marie Murray Brenda Markham Marilyn Whitman Judy Nell Chambers
FL CAB GA CAB NC CAB SC CAB

Higher Management _____ FCC ✓ Other _____

PRESIDENTIAL WRITTEN APPEALS

_____ This official appeal was received in Mr. Skinner's office on _____ and a
reply is due on his desk by _____. The reply should be faxed to 404-581-6418.

_____ Please provide the name, title, and telephone number of the operations manager who
will be contacting the customer to the Executive Appeals Manager by 5 P.M. on
_____.

OTHER WRITTEN APPEALS

✓ This is an unofficial appeal. The reply should be sent to the executive appeals
office by 04-03-91 4-12-91.

_____ This is an official appeal; however, it is excluded from NSRI measurements. Please
respond to our office by _____. (_____ AOS _____ Equal Access)

✓ This complaint is unofficial. Please handle locally, send a fact sheet by 4-12-91.

_____ Please provide the employee's full name, title and work address, supervisor's
name, title, and address, and vice president's name, title, and work address.
Please include the customer's name (use complimentary mask) by _____.

_____ REMINDER: A RESPONSE IS DUE TODAY ON _____.

Additional Comments _____

000293

FACSIMILE COVER SHEET

FROM:

Mary Davis
Bellcore
2101 L Street, NW
Suite 600
Washington, DC 20037

TO:

Name: Ann Carson
BOC: Southern Bell
Room #: 35C52
Tele. #: (404) 529-8595

No. of Pages: 5
(not incl. cover)

Fax Machine type and #: (404) 584-6545

Contact #: (404) 529-8005

The enclosed informal complaint has been filed with the Federal Communications Commission (FCC) pursuant to Section 208 of the Communications Act, 47 U.S.C. Under the Commission's Rules, you must either satisfy the complaint in accordance with 47 C.F.R. Section 1.713, or advise the FCC that you refuse or are unable to do so. You must retain all records which may be relevant to the complaint until the Commission has finally disposed of it.

Date Sent: 3-28-91 Dated: 3-26-91 Date Due: 4/25/91

Reference 63203.

Name of Complainant: _____

File #: MC-91-05277 FCC Analyst: Jacqueline Johnson

Nature of Complaint: Billing + Collection - No Services

Special Instructions: Also served MCI.

Your reply can be transmitted by facsimile. If you encounter any problems during transmission, please call immediately. Facsimile machine and contact numbers are:

Burroughs Dex 3600
Contact No.

202-955-4623 or 202-955-4642
202-955-4846

If your reply is ready in advance, the original and three copies of your reply can be forwarded to Mary Davis.

If you need assistance in handling this complaint, please call Mary Davis on 202-955-4698.

cc: Whit Jordan

000293

FEDERAL COMMUNICATIONS COMMISSION
Field Operations Bureau
February 28, 1991

CCP
CC 900

833

Address Reply To:
Suite 1215
2203 N. Lois Ave.
Tampa, Florida 33607

MAR 15 2 41 PM '91

Honorable Pete Peterson
House of Representatives
1990-A South First Street
Lake City, FL 32053

Attention: J. Don Allen

Dear Congressman Peterson:

Thank you for contacting our office on behalf of your constituent
regarding his problem with long distant carrier billing from (MCI).

Your inquiry is being forwarded to the Chief, Public Service Division for
coordination with the appropriate staff at our headquarters office in Washington,
D.C. You should receive a response within the next 30 days.

Sincerely,

Ralph M. Barlow
Engineer in Charge

Enclosure

000294

THE LAW OFFICES
OF

FEB 13 1991

February 8, 1991

Southern Bell Telephone
P.O. Box 901
Jacksonville, FL 32249-0001

RE:

Bill Date: 1/19/91

Gentlemen:

With the above dated billing I received a statement for MCI charges for two (2) telephone calls that were supposed to have been made from my home phone on December 28, 1990. I enclose a copy of the MCI billing for your reference. The two (2) telephone numbers were both 900 numbers, 900-776-2266 and 900-226-3377. The telephone calls billed are 2 minutes and 1 minute respectively for a charge of \$19.99 and \$24.99 respectively. You will note from the billing that the phone calls were supposed to have been made at 2:03 a.m., and 2:05 a.m., respectively. Please be advised that these phone calls were not made from my home. I have never made any arrangement with MCI or you to be billed by MCI. This "rip off" scheme concocted by someone and aided and abetted by MCI and by Southern Bell is a scam. I simply will not be ripped off in this manner. I will pay the legitimate Southern Bell charges as I have always done but I will not pay these MCI charges. I suggest that you have MCI contact me directly.

I am writing a letter to the Federal Communications Commission and to the Congressional Delegation from the State of Florida to protest this scam and rip off of the public. Please let there be no misunderstanding, I am absolutely incensed at this bill!

000295

2 In summation, I deny that these phone calls were made from my
3 home. I refuse to pay for them. If necessary I will file suit in
4 Federal District Court and join in class action all similarly
5 situated consumers who have been ripped off in this type of scam
6 through the telephone company.

7 Very truly yours,

8
9
10 DET/ad

11 cc: Federal Communications Commission
12 Congressman Pete Peterson

13 Enclosure

000296

000297

** TOTAL PAGE.006 **
-33-29741 -000297 PX -F1



Southern Bell

Room 35C52
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375
404 529-8595

Senior
Juve Appeals Manager

April 29, 1991

Ms. Jacqueline Johnson, Carrier Analyst
Informal Complaint and Public Inquires Branch
Enforcement Division Common Carrier Bureau
Federal Communications Commission
2025 M Street N. W. Room 6202
Washington, D. C. 20554

RE:

IC-91-05277

Notice of Informal Complaint Dated March 25, 1991

Dear Ms. Johnson:

The following information is provided in response to the Notice of Informal Complaint of regarding a billing dispute involving "900" service.

Southern Bell acts as a billing and collection agent for MCI and the long distance service they provide. However, Southern Bell has no control over the rates or business practices of MCI or the information providers who subscribe to MCI's "900" service.

Ms. Judy Sawyer, Operations Manager, contacted on March 5, 1991, to discuss the complaint as a result of the letter being sent directly to Southern Bell. Ms. Sawyer explained to the nature of the calls in question and explained how they were made. Ms. Sawyer agreed to remove the calls from the bill and she advised that MCI may pursue further collection for the calls.

An adjustment was issued for \$45.91 and appeared on March 17 billing statement. A block for "900" calls was added to his line.

I hope this provides you with the information necessary to resolve this matter.

Sincerely,

Ann J. Carson

cc: Mr. Duane E. Thomas

000296

RECEIVED
FEB 27 1991DATE: February 14, 1991AIDE: J. Don Allen "A FIELD OFFICER"

Mrs. Carol S. Ball
Public Service Specialist
Federal Communications Commission
Suite 1215, 2203 North Lois Avenue
Tampa, Florida 33607-2358

CONGRESSMAN PETE PETERSON
1890-A South First Street
Lake City, Florida 32055
(904) 752-1088

The attached is sent for your consideration. Please investigate the statements therein and forward me the necessary information for reply.

Sincerely,

Pete Peterson

PETE PETERSON
Member of Congress

Constituent:

SS# _____
VA# _____

000299



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

November 1, 1990

Memorandum to: Shirley Stokes

From: Marie Forbes

Re:

Case No. 30477-Inquirv

Our investigation reveals that the customer has been in constant contact with Mr. Vince Lopez, Staff Manager, Corporate Affairs. Mr. Lopez has assured the customer that the charges will be removed, which was done on 10-31 and that an investigation is underwav.

The 976 vendor mentioned by the customer is under investigation for failure to comply with our advertising practices and we have received numerous complaints. It became necessary for us to interrupt the service on 10-5, because of this. The vendor has resubmitted revisions to his advertising and script wording and the new data is under consideration, however, the committee has not yet approved this customer for restoral of service.

Mr. Lopez has kept the customer informed and he is satisfied that the investigation is still being conducted

000000



Southern Bell

PSC CASE # 30477- ELING

MW
TAKEN BY:

(TEL.)

X
(MAIL)

3:47
(TIME)

(LOGGED)

(CARD)

SS
(FROM)

10-29
(DATE)

11-5
(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____ APT.: _____

CITY: _____ TEL. #: _____

REFERRED TO: _____ CBR. #: _____ AREA: SO

11-1
00030

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

Customer's complaint: _____

(SEE ATTACHED LETTER FROM PSC)

REP'S. INITIALS & DEPT.

Carol 9:10 PM
Fax # 1-722-4704
1-722-2164

RR

INTERIM REPORT SENT _____

CLOSED DATE

11/1

Name _____
 Address _____
 City/Zip _____
 Account Number _____
 Has consumer contacted company? Yes _____ No ☒ Who _____
 1. Nature of Request 2. Report of Action

Company SOUTHERN BELL
 Attn. _____
 Consumer's Telephone _____
 Can Be Reached _____

Request No. 30477L
 By SAS Time 3:35 PM Date 10/19/90
 To CO Time fax Date 10/29/90
 Complaint Type 1s-02
 Justification _____
 Closed By _____ Date 11/1
 Reply received _____

SEE ATTACHED LETTER TO MR. FONNER REGARDING 976/900 SERVICE.

File was also sent to Southern Bell for an investigation.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION



101 EAST GAINES STREET
 TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
 REPORT OF ACTION TO:

Shirley Stokes

By 11/13/90

20 R R
 21

Handwritten notes:
 11-10 PM
 1-72-1124
 1-11-1124

October 29, 1990

Dear

Thank you for your letter regarding 976/900 service calls.

The Public Service Commission approved Southern Bell Telephone Company's dial-it service tariff (976) on July 25, 1984. This service allows customers an option of dialing 976 telephone numbers on local calling-scope basis to prerecorded announcements. The charges for the 976 calls aren't regulated by the Commission; they are set by each message-provider. However, the local telephone company bills and collects payments for the message-providers. I've forwarded a copy of your correspondence to Southern Bell for an investigation and response to you and me by November 13, 1990.

The 900 service falls under the authority of the Federal Communications Commission, Informal Complaints and Public Inquiries Branch, Enforcement Division, 2025 "M" Street, Northwest, Room 6202, Washington, DC 20554. Due to a number of complaints regarding 900/976 unauthorized calls a few years ago, the Public Service Commission ordered the telephone companies to place a 90-day free block on the 900-976 calls upon the customer's request. A copy of that information is enclosed for your review.

As soon as I've had the opportunity to thoroughly review the information, I will be back in touch with you.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS:sah
cc: Southern Bell

000303

STATE OF FLORIDA



DOYLE CORNER, COMMISSIONER

* MAYO BUILDING

TALLAHASSEE 32399-0800

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICE

October 17, 1990

In Reply Refer To:
90-09-16298/MHS

Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

Consumer:

Business: Southern Bell Telephone Co.

The Division of Consumer Services has received an inquiry on a subject which appears to fall within your jurisdiction. A copy is enclosed and the writer is being advised that future correspondence should be addressed to your agency.

Your cooperation will be appreciated.

Sincerely,

Mary Helen Shelton

Mary Helen Shelton
Senior Consumer Complaint Analyst
Division of Consumer Services
904-488-2221/1-800-342-2176 (Florida only)

MHS/kki

Enclosure

cc:



000304

JOANTE B. FARCELL
1916 C. 1001, Florida

FOREIGN AFFAIRS COMMITTEE
CHAIRMAN

ARMY, COMMITTEE, INTERNATIONAL
SECURITY AND SCIENCE SUBCOMMITTEE
CHAIRMAN

SENATE COMMITTEE ON NARCOTICS
ARMS AND CONTROL
MEMBER

90-09-16298

Congress of the United States
House of Representatives
Washington, DC 20515

CHARLES R. U. NEUMAN
ADMINISTRATIVE ASSISTANT

COMMISSION ON SECURITY AND
COOPERATION IN EUROPE
MEMBER

NORTH ATLANTIC ASSEMBLY
CHAIRMAN
HOUSE DELEGATION

CANADA-UNITED STATES
INTERPARLIAMENTARY GROUP
MEMBER, U.S. DELEGATION

7855 S.W. 104 Street
Suite 220
Miami, Florida 33156
September 17, 1990

Mr. Helen Webb, Director
Division of Consumer Services
State of Florida
Reno Building
Tallahassee, FL 32399

Dear Mr. Webb:

Enclosed is correspondence that I received from
which I feel warrants your attention.

I would appreciate your review of the situation as described in
letter, responding directly to him.

Sincerely,

Joante B. Farcell
JOANTE B. FARCELL
Member of Congress

68F/DJR

ENCLOSURE

90 SEP 20 PM 2:02

000305

September 28, 1990

The Honorable Dante B. Fascell
House of Representatives
19th District, Florida
7855 S.W. 104 Street
Suite 220
Miami, Florida 33156

Dear Representative Fascell:

Thank you for forwarding the correspondence of to our
office.

The specific issues he has identified will be investigated and any
remedies available to us will be fully exercised on his behalf. We
will contact directly to advise him of the action we have
taken. A copy of this correspondence will also be made available to
you.

If we can be of future assistance, please do not hesitate to contact
us.

Sincerely,

Frank C. Cleveland, Esquire
Director
Division of Consumer Services

FCC/dmm

000306

Public Service Commission

Consumer Update

Florida's Public Service Commission has authorized GTE Florida, Southern Bell, and United Telephone Company of Florida to offer 976 and 1-976 blocking service.

This blocking service allows customers to stop chargeable calls from their telephones to information service numbers beginning with 976 or 1-976. Blocking of 1-900 is also available.

The companies have filed tariff provisions with the Public Service Commission and have begun notifying customers. These tariff filings provide for the 90 day period for existing and new subscribers to request blocking at no charge.

After the 90 days, there will be a one-time \$10 charge for

GTE and Southern Bell customers and a one-time \$5 charge for United Telephone Company of Florida customers for installation of the blocking service. In addition, new customers will have 90 days from the day they establish telephone service to have blocking service installed at no charge.

~~This blocking service is not available in all areas and is not available on certain lines.~~

To order 976, 1-976, and 1-900 blocking service, please contact your telephone company's business office. The number should be listed in the introductory pages of your telephone directory.

000307

REIVED

90 SEP 14 PM 12:42

DISTRICT OFFICE
CONG. DANTE B. FASCELL

10 September 1990

Mr. Vince Lopez
Southern Bell Telephone Co.
150 W. Flagler Street
Suite 1820
Miami, FL 33130

30477L

Dear Vince:

I request that the 17 August 1990 charge for dialing 976-1717 be removed from my phone bill. I seem to forget that the 900 numbers are ones for which the telephone company automatically makes a charge to those who make the call and that Southern Bell becomes the collector of a fee for anyone who wants to sell something while remaining partially hidden from the public eye. The warnings of phone charges on the notices are in exceptionally small print and normally are not read. The people making the offer grab their money and run.

I am enclosing a copy of a flyer found under the windshield wiper of my car and a mailing resulting from the phone call made on 17 August 1990, at approximately 9:50 A.M. The English translation on the flyer and the apparent English translation of the Directory leave much to be desired in the way of professionalism. The entire "publication" is shoddy in appearance and content. A minimum of effort has been made to provide a fairly useless product that may well lead the way to still more unscrupulous methods of bilking the public. I obtained this information in order to provide you with good evidence of the results of a \$15.00 call.

The flyer states "WE OFFER DIFFERENT TYPES OF JOBS, ANY AGE OR SEX," indicating that Magic Data is offering the jobs (and perhaps sex as well). The directory offered to "show you a list of Companies so you can write them and get in contact with them", for a job while denying any connection with the "Companies" or with the jobs. Would this be enough conflict of the written word to indicate intended fraud? The whole scam appears to be morally fraudulent, if not legally so.

I request that Southern Bell be more selective with its clients to uphold Bell's past tradition of excellent service and integrity. Surely your job handling public relations is difficult enough without Southern Bell creating additional problems by courting questionable companies that border on sleaze.

000303

Vince, I have been helping job seekers to find legitimate employment and have have delt with this problem before. It never seems to get better or go away. Apparently the income from questionable advertising, and sexually suggestive recorded messages as found included in the 900 numbers, is lucrative enough for Southern Bell to provide this avenue of separating the public from their hard-earned income and savings. I say, enough! It is time to take a stand on the whole 900 number system.

Hasn't Southern Bell received enough flak on this subject? Those who take the time to complain have had such charges removed from their phone bills, but many have been taken advantage of so often that they no longer react. What happens to those who do not know that they can find relief?

What about parents who find 900 charges on their bills and discover their children have been making the calls? The parents can restrict the children once the situation has been revealed, and then call SBT to have the charge removed, however the damage has been done. Do you want your children to listen to the messages that are false or suggestive in nature?

Vince, by way of copies of this letter I am asking various state agencies to get involved. I will be asking our elected representatives at the state and federal levels to consider legislation to close this avenue of obtaining money from the unsuspecting public under false pretenses

Very truly yours,

CC: Honorable Janet Reno- State Attorney's Office
Honorable Bob Butterworth-Attorney General
Honorable Jim Smith-Secretary of State
Honorable Willie Logan-Florida State Representative
Honorable John Cosgrove-Florida State Representative
Honorable Luis E. Rojas-Florida State Representative
Honorable Carrie P. Meek-Florida State Senator
Honorable Roberto Casas-Florida State Senator
Honorable William Lehman-United States Congressman
Honorable Iliana Ros-Lehtinen-United States Congresswoman
Honorable D. Robert Graham-United States Senator
Action Line-Miami Herald
AARP BULLETIN

000303

MAGIC DATA INC.
P.O. Box 19-2034
Miami Beach, FL 33119-2034

1. *called 17 aug 1990 9:50 AM*

2. **MAGIC DATA INC**

3 IT'S TIME FOR YOU
4 TO MAKE MONEY
5 FROM YOUR HOME,
6 BE YOUR OWN BOSS
7 CALL  **976-1717**

8 WE OFFER DIFFERENT
9 TYPES OF JOBS,
10 ANY AGE OR SEX
11 THE JOBS ARE EASY
12 TO DO,
13 NO EXPERIENCE
14 NECESSARY

15 CALL  **976-1717**
16 TEL CO. 113 CHARGE



000319



Devious 900 PHONE CALLS A NATIONAL DISGRACE

... that's getting worse

It seems there is no end to the fraudulent or, at best, sleazy schemes perpetrated against the elderly. Now they even masquerade in the form of "official" mailings that are surprisingly effective with some unwary senior citizens who believe they will lose some or all of their Social Security unless they contribute some of their scarce dollars.

Thanks for the series to enlighten seniors about this questionable practice. It is enough of a problem trying to out-guess Congress on the budget deficit vs. Social Security without the added burden of ambiguous mailings.

*Leah Meyers
Camp Verde, Ariz.*

SATURDAY, SEPTEMBER 8, 1990 7B
THE MIAMI HERALD

ACTION LINE

Call 376-5000. Broward only 463-0404.
Write Action Line, The Miami Herald, 1 Herald Plaza, Miami, Fla. 33132
Broward Action Line, The Miami Herald, 4000 Hollywood Blvd., Suite 200 N, Hollywood, Fla. 33021

How can you be sure you won't get ripped off if you send your money for a work-at-home job? My wife and I both work. I have a regular job and Marine Corps Reserve duty. She has a fulltime job. We are looking for a job to do at home, such as mailing, assembly work, etc. We have written away for information, called numbers, listened to recordings and we're thoroughly confused. Every company says we will make money if we send them money. They want from \$29.95 to \$49.50. How do we know we aren't throwing our money away? — Robert C. Van Leer, Miami

There's no question about it. Mail in that money and you have just thrown it away. Action Line has yet to find one of those outfits that's honest. They're all classic work-at-home mail order scams. You won't make a cent. The jobs don't exist. Companies that offer assembly work will either tell you to sell the stuff yourself, or say you won't get paid because your work doesn't meet company standards. Envelope stuffers will either take your money and run, or tell you to run an ad and sell other suckers the same scam it just sold you.

000311

MAGIC DATA INC.

WORK AND MAKE \$ FROM YOUR HOME

DIRECTORY

Thank you for being interested in how to make money from your own home.

We will show you a list of Companies so you can write them and get in contact with them.

For you to get in contact with these Companies, write them a letter explaining that you want to start working as soon as possible.

To have better oportunities write to many of these Companies, so you can choose the best for you.

WARRANTY

Our job Information is only a guide for you to get in contact with these Companies.

We are not conected with any of these Companies and we are not responsible with the problems' that can happened between you and the Companies.

We do know that these COMPANIES are responsible, this is why we have them in our Directory.

000612

- 1.- CRAFTS.
Box 660-10.
Pinellas Park. Fl. 3464.
- 2.- GOOD EARTH.
Village Sq. Center.
Oracle AZ. 85202.
- 3.- MINIWORK.
Box H.
Wilkelman AZ. 85292.
- 4.- CRESTIVE CREATIONS.
Box 4269.
Centerline MI. 4805.
- 5.- DICKENS & MATSONS USA.
21023 Gratiot Ave.
P.O.Box 476.
East Detroit MI. 40821.
- 6.- CALIFORNIA HANDCRAFT.
P.O.Box 2210.
Novato CA. 94948.
- 7.- A & R CRAFTS.
302 BA. S.S. Drive.
Suite 300.
Corpus Christy Tex. 78478.
- 8.- KAY CO.
17309 Burbank Blvd.
Encino CA. 91316.
- 9.- HOMESPUN.
P.O.Box. 3338.
Fairfield CA. 94533.
- 10.- ELECTRONIC LABORATORIES.
P.O.Box. 2437.
Smyrna Ga. 30081-2437.
- 11.- DC ELECTRONICS.
P.O.Box. 2540.
Newbury Park CA. 91319.
- 12.- JO-EL ENT.
P.O.Box. 2203.
Kissime Fl. 32742-2203.
- 13.- CARD WRITER.
T-112 Templing.
Reedsburg WI. 53959.
- 14.- N. ROLAND.
Box 350.
Elmwood NJ. 08217.

This Company will pay you for
assemble jewelry.

With this Company you will assem-
ble toys.

To make flowers.

To assemble clowns.

To assemble clowns.

With this Company you will get
pay for making plantas hangers.

This is an easy job, it consist
of hand bags.

Assemble jewelry.

Assemble pillows.

To built electronics panels.

Electronics panels.

To make good money you will
assemble musical toys.

Greetings Cards.

If you like painting, with this
Company you can touch up wood
objects.

000313

- 15.- CLARKS.
20 $\frac{1}{2}$ North High.
Bowling.
- 16.- HAWKS LANDING & CO.
Edgewater Drive. Unit 1
P.O. Box. 608310.
Orlando Fl. 32860-8310.
- 17.- FUN CRAFT.
P.O.Box. 2760.
Fairfield CA. 94533.
- 18.- CREATIVE CIRCLE.
Six Carolina Drive.
Middletown MD. 21769.
- 19.- WESTWART.
221 E. Camel Back #1 AB.
Phoenix AZ. 85012.
- 20.- SHUTU.
Box. 349.
Oregon City OR. 97045.
- 21.- SOUTHERN ELECTRONIC.
Box. 28217.
Kenneth City Fl. 33709.
- 22.- O'REILLY'S. STUDIOS. !
9401-66 Place-North.
Brookling Park MN. 55428.
- 23.- JEWELRY.
P.O.Box. 10267.
San Rafael CA. 94512.
- 24.- SEWMASTER.
P.O.Box. 283.
Ossco Minnesota 55369.
- 25.- WALPINE WOODWORK.
P.O.Box. 660.
Pinelas Park Fl. 34290.

To paint noveltys.

Assemble Clowps.

Make Baby Bibs.

Hand Sewing.

To Assemble Shoes.

Baby Shoes.

Electronics Panels.

Assemble Jewelry.

Assemble Jewelry.

Sewing Machine.

Wood work.

000314

OCTOBER 31, 1990

NAME:

INQUIRY C-P-2416-90 TEL.NO.

ADDRESS:

CITY:

CUSTOMER CONTACT:

1. NATURE OF COMPLAINT: DECEPTIVE ADVERTISEMENT FOR 976 SERVICE.
REQUEST FOR CREDIT ON LOCAL SERVICE BILLED ON AUGUST 17, 1990. COVER
LETTER TO SOUTHERN BELL CORPORATE AND EXTERNAL AFFAIRS.

DATE RECVD. 10-29-90 TIME RECVD. 16:45 HRS.

2. OPERATIONS MANAGER ANSWERING COMPLAINT RUSTY RHODES

DISTRICT MANAGER ANSWERING COMPLAINT RUSTY RHODES

DEPARTMENT AND GROUP V.M.C. BUSINESS MARKETING

3. NARRATIVE RESPONSE:

SUBSCRIBER ACKNOWLEDGED MAKING THE CALL TO 976-1717 ON AUGUST 17,
1990 AND RECEIVING THE REQUESTED MATERIALS FROM THE SPONSOR .
ALTHOUGH HE NEVER CONTACTED THE BUSINESS OFFICE OR THE
INFORMATION PROVIDER, HE IS REQUESTING THE ADJUSTMENT OF \$15.00 ON
HIS LOCAL SERVICE. (BASED ON DECEPTIVE ADVERTISEMENT)
P.S.C. INQUIRY RECEIVED OCTOBER 29, 1990 BY VENDOR MARKETING CENTER
AND ADJUSTMENT ISSUED ON ACCOUNT 871-5351 FOR \$15.00. ADJUSTMENT
SHOULD APPEAR ON NOVEMBER 1990 BILL. THE V.M.C. MADE THIS ADJUSTMENT
BASED ON THE INFORMATION CONTAINED IN PARAGRAPH 4 BELOW.

4. NARRATIVE OF ACTION AFTER THE APPEAL.

976 INFORMATION PROVIDER WAS ADVISED THAT ADVERTISING PRACTICES WERE
NOT IN CONCERT WITH ORIGINAL APPLICATION AND THAT NUMEROUS COMPLAINTS
HAVE BEEN RECEIVED BY SOUTHERN BELL AND THAT THEIR SERVICE IS BEING
TEMPORARY DENIED. (OCT. 5, 1990)
REVISIONS TO ADVERTISING AND SCRIPT WORDING RESUBMITTED FOR APPROVAL
TO SOUTHERN BELL ON OCTOBER 25, 1990. THIS DATA IS UNDER CONSIDERATION
BY THE 976 REVIEW COMMITTEE AT THIS TIME.

5. INTERIM NO FINAL YES

6. PREPARED BY J.M. POLLES ASSISTANT MANAGER

7. ADJUSTMENT YES

8. MASK N/A

9. N/A

10. WHAT COUNT ON ME APPROACH WOULD HAVE PREVENTED THIS INQUIRY.
N/A

000315

202

11.01.90 01:00 PM

NOVEMBER 1, 1990

FAX TRANSMITTAL.....

**FROM: JIM POLLES
(305) 599-8268**

FAX: (305) 477-7384

**TO: PAT SHIELDS
AT: 666 NW 79TH AVE.
FAX TELEPHONE NUMBER 264-1734**

**P.S.C. INQUIRY RESPONSE DUE TODAY
CASE G-P-2416-90 ROBERT FOWNER**

NUMBER OF PAGES 1 AND COVER SHEET

000315

P 01

11.01.90 01:00 PM



Southern Bell



PSC CASE # 30477-2 I-ING

MM
TAKEN BY:

(TEL.)

X
(MAIL)

3:47
(TIME)

(LOGGED)

(CARD)

SS
(FROM)

10-29
(DATE)

11-5
(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT. : _____

CITY : _____

TEL. # : _____

REFERRED TO : _____

CBR. # : _____

AREA : SO

00031

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSSED APPT. INS.

MAINTENANCE

MISSSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

Customer's complaint: _____

(SEE ATTACHED LETTER FROM PSC)

REP'S. INITIALS & DEPT.

INTERIM REPORT SENT _____

CLOSED DATE _____

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE. NO 30477-Inquiry

DATE RECVD. _____ DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) B (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) RMR

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO.: P-2416-90

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC- RES SVC.CENTER
PSC- PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - Maintenance

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000315

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: FCL (L-LOCAL; T-TALLAHASSEE)

*DATE RECEIVED: 12-11 *DATE CLOSED: 12/11

AREA: (2) SO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P)

AREA CODE + TEL.#: _____ (B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) RRM Rusty Rhodes

DOCA: (3) DAD (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLAS: (3) 476 (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER: (1) _____ (Y-YES ONLY)

BAC NO.: J-2885-89

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) Exp no contrl cvr whn ads aired

2SD

BOA

C & C

SERVICE MATTERS

RSC - RES. SERV. CENTER
BSC - BUS. SERV. CENTER
PSC - PUB. SERV. CENTER
HDO - HELD ORDERS/ENGRG.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS
MNT - MAINTENANCE
MAM - MISSED APPT. MNT
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
CMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY
ADS - ADVANCE SYSTEMS
MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
CML - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000319

12:10
Rhodes
(K. W.)
12:55

Message from: Ann Jordan
Executive Appeals Manager
3305A Southern Bell Center
275 N. Peachtree St. N.E.
Atlanta, Georgia 30375
Telephone: 404-524-8395
Fax to: 404-561-2341

IF MESSAGE UNCLEAR PLEASE
CALL RUTH GUY 528-7120

PLEASE HAND DELIVER IMMEDIATELY

FC: Marie Murray, Elm Avenue, 606 NY 75th St., Miami 33130
 Doug. St. 305-263-4511
 1800 Winton 305-263-1791

DATE RECEIVED _____ REC _____ ORDER _____

SECRET

_____ Their original appeal was received in Mr. Skinner's office on _____ and a
reply is due on his desk by _____. The reply should be typed to 44-38861-472.

____ Please provide the name, title, and telephone number of the operations manager who will be contacting the operator to the Executive Agency manager by _____
on _____

0487 - 6157 - AF75A-

2. This is an official appeal; the reply should be sent to the executive appeals office in 45-01.

----- This is an official appeal; however, it is excluded from ESRP measurements. Please
 respond to our office by _____ AOS _____ ESRP # _____

This complaint is unofficial. Please Linda Leachly, send a letter sheet by _____

Please provide the employee's full name, title and work address, supervisor's name, title, and address, and vice president's name, title, and work address. Please include the customer's name (see confidentiality note) by _____.

2. g. - Forward the attached reply to the appropriate field person.

Amount of the recovery from the operations account.

2. REASON FOR REQUEST

000329

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: FCL (L-LOCAL; T-TALLAHASSEE)

*DATE RECEIVED: 12-11 *DATE CLOSED: _____

AREA: (2) SO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P)

AREA CODE + TEL.#: _____ (B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) _____

DOCA: (3) _____ (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLAS: (3) _____ (SEE BOTTON OF PAGE FOR CODES)

ADJAFTER: (1) _____ (Y-YES ONLY)

BAC NO.: T-385-89

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) _____

BOA

C & C

SERVICE MATTERS

RSC - RES. SERV. CENTER
BSC - BUS. SERV. CENTER
PSC - PUB. SERV. CENTER
HDO - HELD ORDERS/ENGRG.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS
MNT - MAINTENANCE
MAM - MISSED APPT. MNT
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
CMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY
ADS - ADVANCE SYSTEMS
MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
ONL - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000321

15
16
17
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25

Dr. [illegible]

I am writing to you regarding the usage of 976 service numbers being received by children. I am outraged and shocked that the numbers are being advertised on children's programs and even during cartoons with the weak disclaimer that "children should ask their parents first".

I am speaking from my experience regarding my recent phone bill. I was billed for \$149.88 for 976 numbers and bills in a matter of two days. I received on July 11th and 12th 27th. Also \$56.14 was charged for 900 number of 114 3418 for a grand total of \$206.10 that I was unaware was being made. This charge was seemingly made by my 8 year old son, a through an "Internet" device. This is the first time I have ever been charged for a 976 number. I am not a parent of a child who is a member of the 976 club. I am not a parent of a child who is a member of the 976 club. I am not a parent of a child who is a member of the 976 club.

I am sure you will take action to prevent receipt of the 976 numbers. This is not a situation of the FCC to be involved in. I am not a parent of a child who is a member of the 976 club. I am not a parent of a child who is a member of the 976 club. I am not a parent of a child who is a member of the 976 club.

Thank you.

99 of 100
100-1000-4
100-1000-4

1 Dear Mr. [Name],

2 I am writing you regarding my telephone bill of Oct. 17, 1949.
3 The charges incurred of \$6.45 dollars I am disputing and wish to be
4 credited and not paid. This charge was incorrectly made by my
5 7 year old son, although he vehemently denies it. (Please call 1-800-234-5
6

7 I am extremely outraged that such abuse to such a costly
8 service can be gained by minors. Perhaps your company can rethink
9 your policy and a bill can be paid after only giving a credit
10 card number. This should also not be advertised on children's
11 television. I am writing you to let you know that I am not
12 going to pay this bill. I am writing you to let you know that I am
13 not going to pay this bill. I am writing you to let you know that I am
14 not going to pay this bill.

15 I am writing you to let you know that I am not going to pay this bill.
16 I am writing you to let you know that I am not going to pay this bill.
17 I am writing you to let you know that I am not going to pay this bill.
18 I am writing you to let you know that I am not going to pay this bill.
19 I am writing you to let you know that I am not going to pay this bill.
20 I am writing you to let you know that I am not going to pay this bill.

21 Thank you,

Page 5

7814

342

1.33

2. 2. 2.

[illegible]

2000

• • • • •

3. 1. 1.

1. *Chlorophyll a* (Chl *a*)

20.

2.5.5

2.05

22

● ●

200

• •

٢٤

44 27

44 27

• 54

10

7.04

2: 70.

Debit

Account No. 1234567890
Date 10/10/19

1. Service Charge 1.00
2. Monthly Fee 1.00
3. Late Fee 1.00
4. Interest 1.00
5. Total 4.00

Balance 100.00

- 1. 10/10/19 1.00
- 2. 10/11/19 1.00
- 3. 10/12/19 1.00
- 4. 10/13/19 1.00
- 5. 10/14/19 1.00
- 6. 10/15/19 1.00
- 7. 10/16/19 1.00
- 8. 10/17/19 1.00
- 9. 10/18/19 1.00
- 10. 10/19/19 1.00

11. 10/20/19 1.00
12. 10/21/19 1.00
13. 10/22/19 1.00
14. 10/23/19 1.00
15. 10/24/19 1.00
16. 10/25/19 1.00
17. 10/26/19 1.00
18. 10/27/19 1.00
19. 10/28/19 1.00
20. 10/29/19 1.00
21. 10/30/19 1.00
22. 10/31/19 1.00

Account No.	Amount	Due Date	Balance
1001 100 000 000	100.00	10/31/19	100.00
1002 100 000 000	100.00	10/31/19	100.00
1003 100 000 000	100.00	10/31/19	100.00
1004 100 000 000	100.00	10/31/19	100.00
1005 100 000 000	100.00	10/31/19	100.00
1006 100 000 000	100.00	10/31/19	100.00
1007 100 000 000	100.00	10/31/19	100.00
1008 100 000 000	100.00	10/31/19	100.00
1009 100 000 000	100.00	10/31/19	100.00
1010 100 000 000	100.00	10/31/19	100.00
1011 100 000 000	100.00	10/31/19	100.00
1012 100 000 000	100.00	10/31/19	100.00
1013 100 000 000	100.00	10/31/19	100.00
1014 100 000 000	100.00	10/31/19	100.00
1015 100 000 000	100.00	10/31/19	100.00
1016 100 000 000	100.00	10/31/19	100.00
1017 100 000 000	100.00	10/31/19	100.00
1018 100 000 000	100.00	10/31/19	100.00
1019 100 000 000	100.00	10/31/19	100.00
1020 100 000 000	100.00	10/31/19	100.00

10/31/19 100.00

10/31/19

10/31/19

10/31/19 100.00

Debit

Account No. 1234567890

Date 10/10/19

Account No.	Amount	Due Date	Balance
1001 100 000 000	100.00	10/31/19	100.00
1002 100 000 000	100.00	10/31/19	100.00
1003 100 000 000	100.00	10/31/19	100.00
1004 100 000 000	100.00	10/31/19	100.00
1005 100 000 000	100.00	10/31/19	100.00
1006 100 000 000	100.00	10/31/19	100.00
1007 100 000 000	100.00	10/31/19	100.00
1008 100 000 000	100.00	10/31/19	100.00
1009 100 000 000	100.00	10/31/19	100.00
1010 100 000 000	100.00	10/31/19	100.00
1011 100 000 000	100.00	10/31/19	100.00
1012 100 000 000	100.00	10/31/19	100.00
1013 100 000 000	100.00	10/31/19	100.00
1014 100 000 000	100.00	10/31/19	100.00
1015 100 000 000	100.00	10/31/19	100.00
1016 100 000 000	100.00	10/31/19	100.00
1017 100 000 000	100.00	10/31/19	100.00
1018 100 000 000	100.00	10/31/19	100.00
1019 100 000 000	100.00	10/31/19	100.00
1020 100 000 000	100.00	10/31/19	100.00

10/31/19 100.00

10/31/19

10/31/19

1 1705 A DRG R90 0 0000
 2 FROM SF10427 ON 10/17/89 11101
 3 SF17148,SF24001

GENERAL

4 NAME: CASE NUMBER: 10005 HOTEL NO. (305) 873-7403

5 ADDRESS:

6 CITY:

7 1. COMPLAINT DOES NOT FEEL 976 ADVERTISEMENT SHOULD BE RUN ON TV DURING
 8 CHILDREN'S PROGRAM VIEWING HOURS.

9 DATE RECD-12-11-89 TIME RECD-7107

10 2. OPERATIONS MANAGER ANSWERING COMPLAINT: KUSTY RHODES

11 DISTRICT MANAGER ANSWERING COMPLAINT: KUSTY RHODES

12 DEPARTMENT AND GROUP:

13 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
 14 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
 15 ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
 16 IS REQUIRED. PLEASE INCLUDE DATES.

17 ON SEP. 26, 1989, SON CALLED SEVERAL 976 AND 900 NUMBERS
 18 THAT WERE BEING ADVERTISED ON TV. HE CALLED FROM THEIR RESIDENCE NUMBER
 19 RUNNING A \$704.30 PHONE BILL. THIS AMOUNT WAS REFLECTED
 20 ON THE OCT. 17, 1989 B.Y.L. CALLED OUR BILLING BUSINESS OFFICE
 21 ON 10-27-89 AND WROTE TO SERVICE REPRESENTATIVE WENDY FORDMAN, MS.
 22 FORDMAN ADJUSTED ALL CALLS, FOLLOWING OUR FIRST TIME OFFENDER ADJUSTMENT
 23 GUIDELINES. SHE EDUCATED ON 976 SERVICE AND OFFERED THE
 24 OPTION OF BLOCKING CALLS TO ALL 976 AND 900 NUMBERS. ACCEPTED
 25 THIS OPTION.
 26 PG 01

27 -F1- 121389 1117/121389 1125

000326

1 017 * A DRG HRR 0 00550
2 FROM RF10427 ON 12/13/89 1111

3 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
4 DATE, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.
5 ON DEC. 11, 1989, AT 2:53 PM VLSOR MARKETING CENTER RECEIVED A COPY
6 OF THE CAL REPORT.
7 AT 4:00 PM, MR. MANUEL ROLDAN, PROJECT CONTROL MANAGER, TRIED TO
8 CONTACT BUT WAS NOT ABLE TO DO SO.
9 HE PROCEEDED TO REVIEW OUR COPIES OF 974 ADVERTISEMENT TO SEE IF THE
10 INFORMATION PROVIDERS INVOLVED, ADHERED TO OUR ADVERTISEMENT GUIDELINES.
11 RESULT OF THIS INVESTIGATION SHOULD ALL ADVERTISEMENT GUIDELINES WERE
12 BEING MET.
13 ON 12-12-89, MR. ROLDAN TRIED AGAIN TO CONTACT AND FINALLY
14 WAS ABLE TO DO SO AT 2:15 PM.
15 EXPRESSED HER CONCERN WITH 974 INFORMATION PROVIDERS USING
16 CHILDREN TV VIEWING HOURS TO EXPLOIT THE INNOCENT.
17 MR. ROLDAN EXPLAINED OUR ADVERTISING GUIDELINES IN REGARD TO 974 SUC
18 NOT REQUIRE A COPY DISCLAIMER AND CLARITY IN TONE AND FRONT MATTER THE
19 PRICE IS CONCERN AS THE VIEWING PUBLIC HAS NO DOUBT THAT MAKING A CALL
20 TO A 974 NUMBER WILL INCUR A COST TO THE CONSUMER. REGRETFULLY WE CAN
21 NOT CONTROL WHEN THESE ADS ARE Aired.
22 REPLIED SHE UNDERSTOOD BUT WANTED SOMEONE TO TAKE NOTICE OF
23 WHAT SHE FEELS IS AN UNFARMED TACTIC ON THE PART OF 974 AND 900 SUC
24 PROVIDERS.
25 MR ROLDAN OFFERED HIS ASSISTANCE AS LONG AS ITS WITH IN OUR JURISDICTION
26 WAS SATISFIED WITH WHAT SOUTHERN BELL HAD DONE.
27 75. INTERIM-YES___NO.X DATE OF NLTY OR FINAL REPORT _____
28 76. NAME AND TITLE OF PERSON PREPARING ANSWER: MANUEL ROLDAN
29 TELEPHONE NUMBER: (305) 599-8270
30 77. ADJUSTMENT-YES___NO.X AMOUNT _____ 0 DAYS & REASON FOR ADJUSTMENT
31 78. SEND THIS MARK TO ALL OTHER DISTRICTS/DEPARTMENTS/REGIONS INVOLVED IN
32 THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER IF 0
33 TELEPHONE 0 AND PERSON NOTIFIED.
34 WERE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
35 YES___NO.X IF YES, INDICATE NAME OF ON/ON ACCEPTING RESPONSIBILITY.
36 79. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
37 YES___NO.X WHY? CUSTOMER'S BILL WAS ADJUSTED ON ALL ITEMS ONE BROUGHT
38 TO OUR ATTENTION. AMF SHOULD HAVE CONTACTED THE INDIVIDUAL INFORMATION
39 PROVIDER OR THE TV STATIONS INVOLVED. THESE PEOPLE ARE THE ONES THAT
40 HAVE JURISDICTION ON WHEN THE ADS ARE Aired.
41 10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BL
42 SPECIFIC). N/A

43 PG 02L

44 -F:- 121389 1117/121389 1125

000327



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

December 12, 1989

Memorandum to: Mike Dymek

From: Mildred Rogers

Re:

Inquiry

On 10-28, the customer called 976-3366 and was charged \$35.00. He was dissatisfied with his service and called the business office on 11-24. The representative referred the customer to the vendor A.L.S. Marketing, in Austin Texas. As instructed by A.L.S. the customer sent a letter and a copy of his bill to the vendor on 11-30. He did not hear from them as quickly as he expected to, and then called the PSC.

Upon receipt of the appeal, Phil Brady, Assistant Manager, called the customer. He agreed to investigate the matter and call back. Phil checked with the vendor and they advised the letter had not been received as yet. On 12-8, Phil called the vendor again and they advised they had just received the letter, the vendor agreed verbally to the adjustment.

Phil, called the customer and advised him of the adjustment. was satisfied and thanked Phil for his intervention.

000328

01A68 A ORG MSG # 01326
FROM SF10427 ON 12/11/89 13:24
SF17148,SF24001

GENERAL

NAME_____
ADDRESS_____
CITY_____

1. COMPLAINT. HE WOULD GET REFUND OF \$35.00 IF NOT SATISFIED WITH 976
(AUTOLOAN) _____

DATE RECVD-12-6-89-TIME RECVD--4:00P- ---

2. OPERATIONS MANAGER ANSWERING COMPLAINT...RAYMOND RHODES.....

DISTRICT MANAGER ANSWERING COMPLAINT...RAYMOND RHODES.....

DEPARTMENT AND GROUP...VENDOR MARKETING CENTER.....

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

ON 10-28-89 CALLED 976-3366 AND WAS CHARGED \$35.00 ON HIS
PHONE BILL. WAS DISSATISFIED WITH THIS SERVICE AND
NOTIFIED SOUTHERN BELL ON 11-24-89. HE WAS REFERRED TO A.L.S MARKETING,
AUSTIN TEXAS, AS IS OUR POLICY ON CASES AS SUCH AS THIS.
PG 01
-F1- 121189 1403/121189 1405

1 01568 A DRG MSG # 01326
 2 FROM SF10427 ON 12/11/89 14:03

3 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
 4 DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

5 AS INSTRUCTED BY ALS MARKETING, THE CUSTOMER SENT A LETTER WITH A COPY
 6 OF HIS TELEPHONE BILL TO THE VENDOR ON 11-30-89. HE DID NOT HEAR FROM
 7 THEM AS QUICKLY AS HE EXPECTED TO, AND THEN CALLED THE P.O.C. THE SAME
 8 DAY WE RECEIVED THE COMPLAINT I CONTACTED (12-4-89 @ 3PM).
 9 I CALLED THE VENDOR IN DALLAS, TX, ON 12-7-89 AT 4:15PM, AND SPOKE WITH
 10 SALLY WHO SAID IT SOMETIMES TAKES 4-7 DAYS FROM MIAMI.
 11 ON 12-8-89 AT 11:15PM I CALLED THE VENDOR AGAIN. SHE SAID THAT THEY
 12 JUST RECEIVED THE LETTER AND AGREED VERBALLY TO ADJUST THE CUSTOMER.
 13 I CALLED (NOT AVAILABLE) AND SPOKE TO
 14 (PHONE IN HIS NAME) WHO SHARES HIS HOME WITH HE SAID THAT
 15 HE WOULD ADVISE HIM AND HE THANKED SOUTHERN BELL FOR THEIR INTERVENTION.

16 5. INTERIM-YES.....NO..X..DATE OF NEXT OR FINAL REPORT.....
 17

18 6. NAME AND TITLE OF PERSON PREPARING ANSWER...PHIL BRADY.....
 19 TELEPHONE NUMBER.....599-8271.....

20 7. ADJUSTMENT-YES.....NO..X..AMOUNT..... # DAYS & REASON FOR ADJUSTMENT

21 8. SEND THIS MSG TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
 22 THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/OF #
 23 TELEPHONE # AND PERSON NOTIFIED...N/A.....

24 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
 25 YES.....NO..X..IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

26 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
 27
 28 YES.....NO..X..WHY?.....

29 10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
 30 SPECIFIC)...N/A..
 31 PG 02L
 32 -F1- 121189 1403/121189 1405



(DUE BY)

SF1620091 (10-86)

CLIST. WAS CHARGED \$35 FOR A 976-AUTO LOAN. TV STATED IF INFORMATION PROVIDED DID NOT SECURE A LOAN HE WILL GET A CRFD. HE HAS NOT. SB REFERRED HIM TO THE 986 COMPANY HE CALLED AND ALSO WROTE A LETTER BUT STILL HAS NOT RECEIVED A RESPONSE.

COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____

CASE NO. INQ. _____

DATE RECEIVED _____ *DATE CLOSED _____

AREA: (2) SE _____ (SO, SE, NO, OT)

TYPE: (1) R_ (R, B, P)

AREA CODE + TEL. _____ (B-305, F-407, P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR'S. INIT. BAD RMR PAR

DOC: (3) BWD (DAD, BWD, PBC, CST, JAX, ORL, WFL, GNV, OTH)

CLASS: (3) 976 ^{25 E} (SEE LIST AT THE BOTTOM OF THE PAGE)

ADJAFTER: (1) _____ (Y YES ONLY)

BAC NO.: R-2848

JUST: (1) _____ (N NO ONLY)

DISPOSITION: (35) HV NT RCVD ADJ ON 976 CL _____

BOA - C&C

BSC - BUS SVC CENTER

PSC - PUB. SVC CENTER

BIL - BILLING

TRA - TREATMENT

MAI - MISSED APPT. INS.

MAM - MISSED APPT. MNT.

SWT - SWITCHED SERVICES

CMP - COMPTROLLERS

DIR - DIRECTORY

MKT - MARKETING

OTH - OTHER

RSC - RES. SVC. CENTER

C&C - CTSY AND CONCERN

HDO - HELD ORDERS/ENGRG

DEP - DEPOSITS

INS - INSTALLATION

MNT - MAINTENANCE

CON - CONSTRUCTION

OPS - OPERATOR SERVICES

ANC - ANNOYANCE CALLS

ADS - ADVANCE SYSTEMS

976 - DIAL IT SERVICE

CML - COMPL LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

FAX _____ ember 6, 1989

000333



Southern Bell

Special Assistance Bureau
888 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

June 26, 1990

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

Case No. 17725-Inquiry

Our investigation reveals that on 3-22, the customer called our office to question two 976 calls on her bill. We explained that the 976-5825 was listed to Lottery Results and 976-8000 was for foreclosures.

The customer advised that the call to the lottery number was correct, however, denied making the call to the 976-8000 number. We transferred the customer to the vendor's complaint line.

The customer called back to advise that they had spoken with Beverly at the vendor's number and received no satisfaction. The customer requested that their records be noted that the charge for \$29.00 would not be paid. The customer also requested the name and address of the vendor. We provided the requested information.

On 3-23, we referred the matter to Ms. Vicki Henderson, Service Consultant, so she could contact the vendor on behalf of the customer. There is no other indication of any contact with the customer until 6-20.

On 6-20, the customer called in reference to the 976 call in question, stating that he had received no feedback from his previous complaint. We agreed to check with the service consultant and call back by 5 PM. We called and left word for the consultant to call.

On 6-21, Ms. Barbara Smith, Assistant Manager, called the customer to acknowledge the appeal. The customer said she saw an ad on TV for some type of information which she would receive by mail. She said the number was an 800 number and not a 976 number. She said that she did call the 800 number, but nowhere was it stated that she would be billed. When she received her March bill she was surprised that she had been billed the \$29.00, especially for a 976 number that she never called. Ms. Smith explained that she would contact the vendor and call back by 6-22.

1 Ms. Smith called the vendor and spoke with Ms. Kimberly Navia.
2 representative, who advised that complaint had been
3 escalated to her supervisor, Mr. Robert Staump, who was out of the
4 office. A call back was arranged.

5
6 On 6-21, Mr. Staump returned our call and advised Ms. Smith that
7 he had spoken with on 3-22 about her complaint. Mr.
8 Staump said agreed that she had called them, but not on
9 a 976 number. She also stated that she had received the
10 information requested. Mr. Staump explained that they do not
11 advertise any 800 number on their ads and he had refused to adjust
12 the charge.

13
14 ON 6-22, At 9:45 AM, Mr. Jim Polles, Assistant Manager Marketing,
15 called Ms. Smith to advise her that Mr. Staump had agreed to
16 adjust the charge and he would be calling her to confirm. Mr.
17 Staump did call to confirm the adjustment. Ms. Smith called the
18 customer to advise that the vendor did agree to the adjustment and
19 the customer stated her satisfaction that the matter had been
20 resolved.

21
22 As information the late payment charge was also adjusted. The total
23 adjustment was for \$30.32.
24

000335



(DUE BY)

IBOSS

CUSTOMER'S NAME:

ADDRESS:

APT. :

CITY :

TEL. # :

REFERRED TO :

CBR. # :

AREA :

SO

Customer's complaint:

WIFE SAW AN AD ON TV TO CALL AN 800 #. SHE GOT BILL FOR \$29.

ON THE BILL CALL WENT TO 976-8000. CUST. CLAIMS SHE NEVER DIALED THE 976. AD DID NOT MENTION THE CHARGE. ALREADY REFERRED TO VENDOR BUT VENDOR HONT GIVE CREDIT. WANTS SE TO HELP GETTING CREDIT

RES. BUS. PUBLIC

[illegible]

CONCLUSIONS

Abstract

[illegible]

[illegible]

██████████ ███████████ ███████████

CONCLUSIONS

Figure 6

REP'S. INITIALS & DEPT.

INTERIM REPORT SENT

CLOSED DATE



Southern Bell

TAKEN BY: MW

(TEL.) ☒

(MAIL) ☐

(TIME) 4:10

(LOGGED) ☐

(CARD) ☐

(FROM) KB

(DATE) 6-20

(DUE BY) 6-22

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: SO

Customer's complaint: _____

WIFE SAW AN AD ON TV TO CALL AN 800 #. SHE GOT BILL FOR \$29.

ON THE BILL CALL WENT TO 976-8000. CUST. CLAIMS SHE NEVER DIALED THE
976. AD DID NOT MENTION THE CHARGE. ALREADY REFERRED TO VENDOR BUT
VENDOR WONT GIVE CREDIT. WANTS SB TO HELP GETTING CREDIT

SERVICE MATTERS

RES. BUS. PUBLIC

- 1 RES. SERV. CENTER
- 1 BUS. SERV. CENTER
- 2 PUB. SERV. CENTER
- 3 HELD ORDERS/ENGR.
- 4 BILLING
- 5 DEPOSITS
- 6 TREATMENT ACTIVITY
- 7 INST. ACTIVITY
- 8 MISSED APPT. INS.
- 9 MAINTENANCE
- 0 MISSED APPT. MNT.
- 1 CONSTRUCTION
- 2 SWITCHED SERVICES
- 3 OPERATION SVC.
- 4 COMPLAINTS
- 5 ANNOYANCE CALLS
- 6 DIRECTORY
- 7 ADVANCE SYSTEMS
- 8 MARKETING
- 9 DIAL-IT-SVC.
- 0 OTHER
- 1 COMPL. LETTERS

REP'S. INITIALS & DEPT.

6/20

4208

INTERIM REPORT SENT _____

CLOSED DATE _____

3368-A-ORG MSG # 00787

FROM SF10160 ON 06/25/90 16:31

SF17166,SF18071

GENERAL

NAME CASE NUMBER M 1213-90 TEL. NO.

ADDRESS

CITY 3189

1. COMPLAINT WIFE SAW AN AD ON T.V. TO CALL 800 NUMBER. SHE GOT BILLED
29.00 TO A CALL TO 976-8000. CUSTOMER CLAIMS SHE NEVER DIALED THE 976
NUMBER. ALREADY REFERRED TO VENDOR BUT VENDOR REFUSES CREDIT. CUSTOMER
WANTS SOUTHERN BELL TO HELP HIM GET CREDIT.

DATE RECD 6-20-90 TIME RECD 4:25

2. OPERATIONS MANAGER ANSWERING COMPLAINT DON BEDNAR

DISTRICT MANAGER ANSWERING COMPLAINT DON BEDNAR

DEPARTMENT AND GROUP MIAMI CSSC

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

ON MARCH 22ND CALLED SOUTHERN BELL AND SPOKE WITH MS.
BERNADETTE RUSH, SERVICE REPRESENTATIVE MIAMI DISTRICT ABOUT TWO 976
CHARGES. MS. RUSH ADVISED HER THE CALL TO 976-5825 WAS LISTED TO LOTTERY
RESULTS AND 976-8000 WAS FOR FORECLOSURES. ADVISED MS. RUSH
THAT THE CALL TO LOTTERY RESULTS WAS CORRECT AND MADE BY HER HUSBAND.
DENIED MAKING THE CALL TO 976-8000. MS. RUSH TRANSFERRED
TO THE VENDOR'S COMPLAINT LINE. ON MARCH 22ND CALLED
SOUTHERN BELL AND ADVISED THAT HIS WIFE HAD SPOKEN WITH BEVERLY AT THE
VENDOR'S NUMBER AND RECEIVED NO SATISFACTION. SPOKE WITH MS.
ALLENE SEIGEL, SERVICE REPRESENTATIVE MIAMI DISTRICT AND REQUESTED THAT
SHE NOTE HIS RECORDS THAT THE 29.00 CHARGE WOULD NOT BE PAID.

ALSO REQUESTED THE NAME AND ADDRESS OF THE VENDOR.
MS. SEIGEL ADVISED THE VENDOR'S NAME IS CHARLES STAUMP AT P.O. BOX
163914 MIAMI, FL 33116.

PG 01

-F1- 062590 1634/062590 1634

000338

0358Z A DRG MSG # 00787

FROM SF10160 ON 06/25/90 16:32

SF17168/SF18071

PAGE 02

* 3 CONTINUED:

ON MARCH 23RD MS. TULLIJKII BARRY, SERVICE REPRESENTATIVE MIAMI
DISTRICT, REQUESTED THAT CAROL AMOROSO, SERVICE REPRESENTATIVE MIAMI
DISTRICT REFER THE COMPLAINT TO VICKI HENDERSON, SERVICE CONSULTANT SO
SHE COULD CONTACT THE VENDOR ON BEHALF OF MS. HENDERSON WAS
NOT IN SO SHE LEFT WORD FOR HER TO CALL. ON MARCH 26TH MS. HENDERSON
CALLED TO ADVISE SHE WOULD INTERVENE WITH THE VENDOR FOR
THERE IS NO INDICATION OF ANY OTHER CONTACT WITH SOUTHERN BELL UNTIL
JUNE 20TH. ON JUNE 20TH SPOKE WITH MS. TAMICA MAC, SERVICE
REPRESENTATIVE IN REFERENCE TO HIS 976 COMPLAINT. STATED
THAT HE HAD RECEIVED NO FEED BACK FROM HIS PREVIOUS INQUIRY. MS. MAC
AGREED TO CONTACT THE SERVICE CONSULTANT AND CALL BACK BY
5 P.M. MS. MAC CALLED MS. KATHY GRAVELINE, SERVICE CONSULTANT, WHO WAS
NOT IN AND LEFT WORD FOR HER TO RETURN THE CALL.

20 PG 02

21 -F1- 062590 1634/062590 1634

000333

3366A-2 ORG MSG # 00767
FROM SF10160 ON 06/25/90 16:33
SF10166,SF18071

PAGE 03

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

ON 06-21-90 AT 9:30 A.M. MRS BARBARA SMITH, ASSISTANT MANAGER, CALLED. HE EXPLAINED TO HER THAT HIS WIFE HAD MADE A CALL BACK IN FEBRUARY TO A NUMBER SHE THOUGHT WAS TOLL FREE. THEN PUT ON THE LINE. SAID SHE SAW AN AD ON T.V. FOR SOME TYPE OF INFORMATION WHICH COULD BE RECEIVED BY MAIL. STATED THAT THE NUMBER THAT WAS ADVERTISED WAS AN 800 # NOT A 976 #. SHE SAID SHE DID MAKE THE CALL BUT NO WHERE WAS IT STATED THAT SHE WOULD BE BILLED. WHEN SHE RECEIVED HER MARCH 13TH BILL SHE WAS SURPRISED THAT SHE HAD BEEN CHARGED \$29.00, ESPECIALLY FOR A 976 # THAT SHE NEVER DIALED. MRS SMITH ADVISED THAT SHE NEEDED TO CONTACT THE VENDOR AND WOULD GET BACK WITH HER BY 06-22. ON 06-21-90 AT 10:30 A.M. MS. SMITH CALLED THE VENDOR'S NUMBER AND SPOKE WITH KIMBERLY NAVIA, CUSTOMER SERVICE REPRESENTATIVE. SHE ADVISED MRS SMITH THAT COMPLAINT HAD BEEN ESCALATED TO HER SUPERVISOR MR. ROBERT STAUMF WHO WAS OUT OF THE OFFICE. SHE AGREED TO HAVE MR. STAUMF CALL MS. SMITH BACK BY 5:00 P.M. ON 6/21. ON 6/21 AT 3:50 P.M. MR. STAUMF CALLED MS. SMITH. HE ADVISED HER THAT HE HAD SPOKEN WITH ON MARCH 22ND ABOUT HER COMPLAINT. MR. STAUMF SAID AGREED THAT SHE HAD CALLED THEM, BUT NOT ON A 976 NUMBER. SHE ALSO SAID THAT SHE HAD RECEIVED THE INFORMATION REQUESTED, MR. STAUMF INDICATED THAT THEY DO NOT ADVERTISE ANY 800 # IN THEIR T.V. AD AND THAT HE WAS NOT ADJUSTING THE CHARGE BECAUSE HE FELT WAS TRYING TO GET OUT OF PAYING FOR INFORMATION SHE REQUESTED.

ON 06-22 AT 9:45 A.M. MR. JIM POILES, ASST MGR MARKETING CALLED MS. SMITH TO ADVISE HER THAT MR. ROBERT STAUMF HAD AGREED TO ADJUST THE 29.00 CHARGE. HE STATED THAT HE HAD ALSO RECEIVED A COPY OF THE PSC COMPLAINT. HE ADVISED MS. SMITH THAT MR. STAUMF WOULD BE CALLING HER ALSO TO CONFIRM. ON 06-22 AT 11:10 A.M. MR. ROBERT STAUMF CALLED MS. SMITH TO ADVISE THAT HE HAD AGREED TO ADJUST THE CHARGE. MS. SMITH CALLED MR. BANKS AT 1:45 P.M. TO ADVISE HIM THAT THE VENDOR HAD AGREED TO ADJUST THE CHARGE. MR. BANKS WAS SATISFIED THE MATTER HAD BEEN RESOLVED.

39:0 00
40-71- 062590 1634/062590 1635

000349

03486 A'DRG MSG # 00787
FROM SF10160 ON 06/25/90 16:34
SF17068/SF18071

PAGE 04

5. INTERIM-YES...NO X DATE OF NEXT OR FINAL REPORT

6. NAME AND TITLE OF PERSON PREPARING ANSWER BARBARA SMITH, ASSISTANT
MANAGER

TELEPHONE NUMBER 303-243-5144

7. ADJUSTMENT-YES X NO...AMOUNT \$30.32 # DAYS & REASON FOR ADJUSTMENT

THE VENDOR AGREED TO ADJUST THE CHARGE TO SATISFY THE CUSTOMER. ALSO
ADJUST LATE PAY CHARGE OF .44 FOR 3 MOS.

8. SEND THIS MSG TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED. N/A

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES...NO X IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES X NO...WHY? AFTER REPEATED CALLS TO SOUTHERN BELL SOMEONE SHOULD
HAVE TAKEN THE INITIATIVE TO HANDLE THE CUSTOMER'S
COMPLAINT WITH THE VENDOR.

10. GIVEN THE OPPORTUNITY, DO YOU FEEL THAT A "COUNT ON ME" ATTITUDE
COULD HAVE HELPED AVOID THIS CASE? YES X NO...WHY? AFTER THE CUSTOMER
CALLED SOUTHERN BELL SEVERAL TIMES IN REGARDS TO THE
SAME COMPLAINT SOMEONE SHOULD HAVE REALIZED JUST HOW
DISSATISFIED THE CUSTOMER WAS AND TOOK RESPONSIBILITY
FOR RESOLVING HIS PROBLEM.

PG 04L

-F1- 062590 1634/062590 1635

000341

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO: 17725-Inquiry

DATE RECVD. _____ DATE CLOSED _____

AREA: (2) SO (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) (YES ONLY)

STATE APPEALS NO.: M-1213-90

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC - RES. SVC. CENTER
PSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000343



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

June 25, 1990

MEMORANDUM TO: Melinda Guess

FROM: Pat Shields

RE:

CASE NO. 1741B - P

Our investigation reveals that the customer called Southern Bell on March 24, to question three calls placed on March 9, to 976-8000. The customer was advised that the three calls were all for 2 minutes in duration and were placed at 6:15 AM, 6:18 AM and 6:21 AM. The customer advised that one time she reached a busy signal and the other two times she left her name and address for information to be sent regarding foreclosure and government jobs. The customer advised she had received packages on both subjects, but she returned the information and wanted a credit on the calls. The customer was given the vendor's number to call.

On May 14, the 976 vendor, Investment Capital, issued an adjustment for this customer for \$29.00.

On June 22, after the appeal was received, Mrs. Leibold, Assistant Manager, contacted the Vice President of Investment Capital. He said that Mrs. Oglesby did in fact call three times on March 9, and left a recorded message of her name and address. He advised that two calls were to request a book on federal jobs and one call was for a book on foreclosure of homes. He said that when the customer had called in, he did agree to adjust one \$29.00 charge, since the customer had made two calls for the federal job book. He also stated that no return package was ever received, but he would make an adjustment of another \$29.00, because the customer advised in her letter that it was sent back. He feels that the remaining \$29.00 charge on the bill is justified.

000343

1

2

2
3
4
5

also said that he does advertise in compliance with Southern Bell, and that the charge for the call is shown on TV, plus voicing the charge. He also advised that busy line conditions are not charged to the customer.

6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

Mrs. Leibold attempted to contact the customer several times after the appeal was received on June 19, but was not able to reach her. On June 26, Mrs. Leibold spoke with Mrs. Oglesby and acknowledged the receipt of the appeal. The customer insisted that she reached a busy signal and then got thru for federal jobs and then called again for foreclosure information. She stated that when the envelopes were received she did not open them, but returned them because they were so thin she felt they could not be worth anything. Mrs. Leibold apologized for any inconvenience and advised that the vendor had agreed to adjust one call for an additional adjustment of \$29.00. Also, because the customer was so sure she did not get a busy signal, Mrs. Leibold agreed to adjust the third \$29.00 charge.

The customer is satisfied.

000344



(DUE BY)

CUSTOMER'S NAME: _____

APT

TEL. # :

AREA : 51

009090

(SEE ATTACHED REPORT)

PUBLIC

COMPL. LETTERS

REP'S. INITIALS & DEPT.

0.0050 0.15



Southern Bell

mw

TAKEN BY:

(TEL.)

✓

(MAIL)

2:30

(TIME)

D-1190-90

✓

(LOGGED)

✓

(CARD)

46

(FROM)

6/26 6/22
6/19 6-26

(DATE)

(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

- CLYDE PHILLIPS -

ADDRESS: _____

APT.: _____

C-2

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

1

AREA: SE

PSO CASE # 17418-P

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
FIELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
UNNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

Customer's complaint: _____

(SEE ATTACHED REPORT)

6/22 Normal - old.
not a/c check cent
due Monday

Per Normal - we have mon. by 5
6/26

REP'S. INITIALS & DEPT.

6/19 - D. L. L. L.
305 - P.M.
407-449-9323

000346

STATE OF FLORIDA



FLORIDA PUBLIC SERVICE COMMISSION
101 EAST GAINES STREET
TALLAHASSEE, FL 32399-0864

FACSIMILE TRANSMITTAL COVER SHEET

PRIORITY TO TRANSMIT:

DATE: 6/19/90 TIME SUBMITTED: 8:45 A.M.

NOT TO EXCEED 2 HOURS
NOT TO EXCEED 30 MIN.

TO: Southern Bell / Marie Murray

OFFICE/BUSINESS: _____

FACSIMILE SPEED NO.: 19 if available. OR FAC. NO.: (305) 264-173

TELEPHONE NO.: () _____

FROM: CRF/PSC

OFFICE/DIVISION: _____

FACSIMILE NO.: (904) 487-0509

TELEPHONE NO.: (904) 488-7238

COMMENTS:

NUMBER OF PAGES INCLUDING THIS COVER SHEET: 2

IF PROBLEMS ARE EXPERIENCED WITH THIS TRANSMISSION, PLEASE CALL:
ALONZO AT: SUNCOM 278-4733 OR (904) 488-4733.

000347



THE WISE THING
TO DO IS TO

SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 6.19-90

URGENT ☒ YES / NO

HAND DELIVER ☒ YES / NO

TOTAL NUMBER OF PAGES 1

MESSAGE TO: DOTIE / mixom

ROOM NUMBER _____

ADDRESS _____

CITY _____

FAX NUMBER 407-967-8559

TELEPHONE NUMBER 407-439-9323

CASE# P-1190

MESSAGE _____

FROM: PAT SHIELDS

TELEPHONE NUMBER 305 - 263 - 4816

DEPARTMENT EXECUTIVE

MESSAGE _____

SENT BY _____ DATE _____ TIME SENT _____

000343

STATE OF FLORIDA



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERV.

SEVILE CONSUMER COMMISSIONER

MAYO BUILDING

TALLAHASSEE 32399-0000

June 14, 1990

In Reply Refer To:
90-06-09890/MHS

Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399

Consumer:

Business:

Enclosed is a complaint which appears to fall within your jurisdiction
as an enforcement agency of Florida's consumer laws.

Would you please review the file and take whatever action you deem
appropriate, if any. If you determine that this represents a case for
investigation, we would appreciate your informing the consumer, as well
as this office.

The complainant is being advised that the State of Florida cannot serve
as personal attorney for an individual; therefore, the consumer may
wish to consider contacting an attorney for legal advice, or filing a
small claims action in county court.

If you have questions regarding this file, please contact me.

Sincerely,

Mary Helen Shelton
Senior Consumer Complaint Analyst
Division of Consumer Services
904-488-2221/1-800-342-2176 (Florida Only)

MHS/kki

Enclosure

cc: ;

000345

3000

Company SOUTHERN BELL

Attn. MARIE MURRAY

Consumer's
Telephone _____

Can Be
Reached _____

Request No. 17418P

By MLG Time 4:01 PM Date 06/18/90

To CO Time fax Date 06/19/90

Complaint Type tb-06

Justification _____

Closed By _____ Date / /

Reply received _____

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Melinda Guiss

By 07/05/1990

Has collected company? Yes ☒ No ☐ Who _____
of Request 2. Report of Action

See attached and respond. Check information in 976 ads and billing
for calls reaching busy signal.

Can Be Reached

Complaint Type tb-06

Reply received

07/05/1990.

See attached and respond. Check information in 976 ads and billing for calls reaching busy signal.

90-06-07890

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
Doyle Conner, CommissionerDivision of Consumer Services
Consumer Complaint Form

90 JUN -1 PM 3:49

Date: May 4, 1990

PLEASE TYPE OR PRINT CLEARLY

(Unreadable complaints will be returned.)

Person Complaining

Business Or Person Complained Against
(Use full, legal name.)

Miss

Mrs.

Mr. (Last Name/ First name, M.D. initial)

Address:

Address:

(City)

(County)

(City)

(County)

(State)

(ZIP Code)

(State)

(ZIP Code)

Telephone: home

(Area Code/Number)

Telephone:

(Area Code/Number)

Product or service involved:

Returned product as of date company has not
credited my account

Date of purchase:

March 9, 1990Cost of product or service: \$187.22

Did you complain to the business?

☒

When and to whom?

Kimberly (last name unknown)Attach copies of any letters written to or received from the business. Also, attach
copies of contracts, cancelled checks and other proofs of purchase. PLEASE DO NOT SEND
ORIGINALS.

Are you presently represented by a lawyer?

No

If so, you should rely on the advice

of your lawyer. Have you filed suit in any court?

NoIF YOUR COMPLAINT INVOLVES THE PURCHASE OF A NEW CAR OR TRUCK, PLEASE SUPPLY THE
FOLLOWING INFORMATION:

Vehicle Year: _____ Make _____ Model _____ Date Purchased _____

Purchased: New _____ Demo _____ Leased _____ Current Mileage _____

Vehicle Use: Personal _____ Commercial _____

How many times has the vehicle been in for repairs for the same problem? _____

How many days has the vehicle been out of service for repairs? _____

Phone listed in Clyde Phillips

000351

2 Explain your complaint fully, giving events in the order in which they happened.
3 (Use additional sheets if necessary.) REMEMBER TO PRINT CLEARLY OR TYPE.

4
5
6 *See attachment*
7
8
9
10
11

12 If your complaint is about a product or service which was advertised, attach a copy of
13 the advertisement.

14 What would satisfy your complaint? *Credit my phone bill in the*
15 *amount of \$587.00.*

16 Are you over 18 years of age? yes ☒ no ☐ Over 65? yes ☐ no ☒

17 "I do ☒ do not ☐ authorize you to send a copy of my complaint
18 to the business I am complaining about, or any other government agency
19 deemed necessary for purposes of mediation, investigation, or
20 enforcement."

21 If your complaint is referred to another agency it might become public
22 record and released to individuals over whom the Division of Consumer
23 Services has no control.

24 (If permission is denied your complaint will be filed for information
25 only.)

26 FALSE OFFICIAL STATEMENTS - Whoever knowingly makes a false statement
27 in writing with the intent to mislead a public servant in the
28 performance of his official duty shall be guilty of a misdemeanor of
29 the second degree, punishable as provided in s. 775.082, s. 775.083,
30 or s. 775.084, Florida Statutes.

31 I understand that your office does not give legal advice to any individual. I also
32 understand that your office cannot take legal action for me. I am filing this complaint
33 to notify your office of the activities of this business/individual and to seek any
34 assistance you may be able to render.

35 RETURN COMPLETED COMPLAINT FORM TO:

36 Florida Department of Agriculture
37 and Consumer Services
38 Division of Consumer Services
39 The Wave Building
40 Tallahassee, Florida 32399-0800
41 904-488-2221/1-800-342-2176 (Florida only)

42 CS-2.- 1/89

000352

31 day of May 1990
Rita M. [Signature]
(Notary Public)
Commission Expired 1/30/91
State of Florida, Palm Beach County
OFFICIAL NOTARY SEAL

Company:

Representatives I talked to:
Martha Goldman
Kimberly (Last name unknown)

A commercial came on television regarding foreclosures, with a number to call for more information. I never saw or heard anything regarding a fee for the call. Shortly thereafter I received two envelopes from the company (8 1/2 x 14). I did not open the envelopes and I returned same to the company.

I returned the envelopes because I did not want the merchandise. I felt I was tricked out of \$87.00. I was charged \$29 per phone call. I called twice and the line was busy and the third call, I only left my name and address because the recorded message requested same.

I contacted Southern Bell and they referred me to a company dbq Investment Capital. I explained to the representative my problem and I requested a credit as the merchandise had been returned to them. She denied receipt of same.

000353

A few days later I called back, and advised that I was going to take this matter to the Division of Consumer Services.

2 Once I told her that, she offered
3 to credit my account \$29, providing
4 I did not contact the Division of
5 Consumer Services. I find it
6 quite interesting how the representative
7 decided to make an adjustment
8 AFTER, I advised her of my plans.

9 I feel this company is a boiler-room
10 operation that is designed to take
11 advantage of honest and hardworking
12 people.



Southern Bell
AMERICAN COMPANY

Account Number:
Bill Date:

Mar 16, 1990
Page 2

Other Charges and Credits

Mar 3 90 80 E911

4. E911 (or 911) installation charges. This charge has been placed on your bill by PALM BEACH COUNTY

5. E911 (or 911) monthly charges. This tariff charge is billed on behalf of PALM BEACH COUNTY

Subtotal

A 976 Service Calls Billed for Sponsor(s)

Date	Place Called	Number Called	*Rate	Time	Min.	
6. MAR 2	NORTHDA B<FL	305 976-8000		615AM	2	29.00
7. MAR 9	NORTHDA B<FL	305 976-8000		618AM	2	29.00
8. MAR 9	NORTHDA B<FL	305 976-8000		621AM	2	29.00

Subtotal

II Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.	
9. FEB 21	FTLAUDERDL	FL 305 731-5374	AN	1105PM	14	1.16
10. FEB 27	FTLAUDERDL	FL 305 731-5374	AE	843PM	1	.19
11. MAR 6	HOLLYWOOD	FL 305 987-8609	AE	753PM	11	1.49
12. MAR 9	NORTHDADE	FL 305 976-8000	AN	615AM	2	.20
13. MAR 9	NORTHDADE	FL 305 976-8000	AN	618AM	2	.20
14. MAR 9	NORTHDADE	FL 305 976-8000	AN	621AM	2	.20
15. MAR 12	FTLAUDERDL	FL 305 731-5374	AE	803PM	1	.19
16. MAR 15	CORAL SPO	FL 305 344-3800	AD	418PM	2	.50

(Federal Tax .13)

Subtotal

Calling Card Calls

Date	Place Called	Number Called	*Rate	Time	Min.	
17. MAR 5	HOLLYWOOD	FL 305 987-8609	AEO	1000PM	1	.94
	FR W PALM	FL 407 476-7414				

(Federal Tax .02)

Subtotal

Total Charge for Itemized Calls

92.07

*Rate Applied - See Back of Page

CP 015659

(continued)▶

000355

6/2/90

3683 A RETRANSMIT BY SF2028;
ORG MSG # 00468 (00215)
3 FROM SF2028; ON 06/05/90 14:22
4 ST/30
5 F17168,SF27770

6 GENERAL
7 NAME ... CASE NUMBER ¹¹⁹⁹ 1199-90 ... TEL. NO.

8 ADDRESS

9 CITY WEST PALM BEACH, FL

10 COMPLAINT. CUSTOMER WROTE LETTER TO DEPARTMENT OF CONSUMER AFFAIRS.
11 WAS CHARGED \$27.00 FOR 976 CALLS WHEN CUSTOMER GOT BUSY SIGNALS.
12 FEELS SHOULD'NT HAVE TO PAY.

13 DATE REC'D--6-20-90--TIME REC'D--4:00--

14 OPERATIONS MANAGER ANSWERING COMPLAINT LARRY NIXON

15 DISTRICT MANAGER ANSWERING COMPLAINT

16 DEPARTMENT AND GROUP CUSTOMER SERVICES, WEST PALM BEACH OSSC

18 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
19 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
20 ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
21 IS REQUIRED. PLEASE INCLUDE DATES.

22 CUSTOMER CALLED SOUTHERN BELL ON 3-24 AND GOT NUMBER OF 976 VENDOR TO
23 CALL ABOUT 976 CALLS. ON 5-14 THE COMPANY (CALLED
24 ISSUED A \$29.00 ADJUSTMENT. CUSTOMER THEN WROTE TO FLORIDA DEPARTMENT
25 OF CONSUMER AFFAIRS WHO IN TURN FORWARDED LETTER TO PSC WHO IN TURN
26 SENT CASE TO SOUTHERN BELL TO HANDLE. THE PROBLEM IS THAT CUSTOMER
27 SAYS SHE DID CALL 976-8000 THREE TIMES BUT ONE TIME IT WAS BUSY AND THE
28 OTHER TWO TIMES SHE DID LEAVE HER NAME AND ADDRESS FOR FORECLOSURE
29 INFORMATION AND FOR GOVERNMENT JOBS. SHE SENT BACK BOTH PACKAGES AND
30 WANTED CREDIT. SHE CALLED THE VENDOR COMPANY BUT THEY ONLY ADJUSTED
31 \$29.00 AS A GOOD WILL MEASURE.

32 PD 01

33 -F2- 062590 1445/062590 1445

34 -F1- 062590 1447/062590 1447

000356

03485 A RETRANSMIT BY SF20281
1 A ORG MSG # 00448 (00215)
3 FROM SF20281 ON 06/25/90 14:30

4 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
5 DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

6 ON 6-22 MRS. LEIBOLD, ASSISTANT MANAGER, SPOKE TO THE VICE PRESIDENT
7 OF ... AT
8 ADVISED THAT ... DID IN FACT CALL THREE TIMES ON THAT DAY
9 AND LEFT RECORDED MESSAGE OF HER NAME AND ADDRESS. 2 CALLS WERE FOR A
10 BOOK ON FEDERAL JOBS AND 1 CALL WAS FOR BOOK ON FORECLOSURE HOMES. WHEN
11 CUSTOMER CALLED IN ... DID AGREE TO ADJUST ONE \$29.00 CHARGE
12 SINCE CUSTOMER MADE 2 CALLS FOR FEDERAL JOBS BOOK. HE ALSO STATED NO
13 RETURN PACKAGE WAS EVER RECEIVED BUT HE WOULD MAKE AN ADJUSTMENT OF
14 ANOTHER \$29.00 BECAUSE CUSTOMER ADVISED IN HER LETTER THAT IT WAS
15 SENT BACK. THAT LEAVES A \$29.00 CHARGE ON CUSTOMER'S BILL WHICH MR.
16 STUMP FEELS IS JUSTIFIED. ... ALSO ADVISED THAT HE DOES
17 ADVERTISE IN COMPLIANCE WITH SOUTHERN BELL, THAT THE CHARGE FOR CALL
18 IS SHOWN ON TV PLUS VOICING THE CHARGE. HE ALSO STATED THAT BUSY
19 LINE CONDITIONS ARE NOT CHARGED TO THE CUSTOMER. ON 6-22 MRS. LEIBOLD
20 FINALLY SPOKE TO CUSTOMER. SHE INSISTED THAT SHE GOT A BUSY SIGNAL AND
21 THEN GOT THRU FOR FEDERAL JOBS AND CALLED AGAIN FOR FORECLOSURE
22 INFORMATION. WHEN ENVELOPES CAME SHE DID NOT OPEN THE ENVELOPES. JUST
23 SENT THEM BACK BECAUSE THEY WERE SO THIN IT COULDN'T BE WORTH
24 ANYTHING. MRS. LEIBOLD AGREED TO ADJUST THE THIRD CALL BECAUSE
25 CUSTOMER WAS VERY SURE OF HERSELF IN GETTING BUSY SIGNALS AND NOT
26 CONNECTING THROUGH. SHE CLAIMS SHE ONLY CALLED TWICE AND VENDOR
27 CLAIMS SHE CALLED THREE TIMES. ... WAS SATISFIED.

28 PG 02

29 -F2- 062590 1445/062590 1445

30 -F1- 062590 1447/062590 1440

000357



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

June 25, 1990

MEMORANDUM TO: Melinda Guess

FROM: Pat Shields

RE:

CASE NO. 17418 - P

Our investigation reveals that the customer called Southern Bell on March 24, to question three calls placed on March 9, to 976-8000. The customer was advised that the three calls were all for 2 minutes in duration and were placed at 6:15 AM, 6:18 AM and 6:21 AM. The customer advised that one time she reached a busy signal and the other two times she left her name and address for information to be sent regarding foreclosure and government jobs. The customer advised she had received packages on both subjects, but she returned the information and wanted a credit on the calls. The customer was given the vendor's number to call.

On May 14, the 976 vendor, . issued an adjustment for this customer for \$29.00.

On June 22, after the appeal was received, Mrs. Leibold, Assistant Manager, contacted the Vice President of . said that did in fact call three times on March 9, and left a recorded message of her name and address. He advised that two calls were to request a book on federal jobs and one call was for a book on foreclosure of homes. said that when the customer had called in, he did agree to adjust one \$29.00 charge, since the customer had made two calls for the federal job book. He also stated that no return package was ever received, but he would make an adjustment of another \$29.00, because the customer advised in her letter that it was sent back. feels that the remaining \$29.00 charge on the bill is justified.

000358

-c3.4

also said that he does advertise in compliance with Southern Bell, and that the charge for the call is shown on TV. plus voicing the charge. He also advised that busy line conditions are not charged to the customer.

Mrs. Leibold attempted to contact the customer several times after the appeal was received on June 19, but was not able to reach her. On June 26, Mrs. Leibold spoke with and acknowledged the receipt of the appeal. The customer insisted that she reached a busy signal and then got thru for federal jobs and then called again for foreclosure information. She stated that when the envelopes were received she did not open them, but returned them because they were so thin she felt they could not be worth anything. Mrs. Leibold apologized for any inconvenience and advised that the vendor had agreed to adjust one call for an additional adjustment of \$29.00. Also, because the customer was so sure she did not get a busy signal, Mrs. Leibold agreed to adjust the third \$29.00 charge.

The customer is satisfied.

000359



Southern Bell

TAKEN BY: MW

(TEL.)

(MAIL) ☒

(TIME) 2:30

(LOGGED) ☒

(CARD) ☒

(FROM) MB

(DATE) 6/19

(DUE BY) 6-26

IBOSS



CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: JE

Customer's complaint: _____

(SEE ATTACHED REPORT)

SERVICE MATTERS

RES. BUS. PUBLIC

- 9 RES. SERV. CENTER
- 10 BUS. SERV. CENTER
- 11 PUB. SERV. CENTER
- 12 HELD ORDERS/ENGR.
- 13 BILLING
- 14 DEPOSITS
- 15 TREATMENT ACTIVITY
- 16 INSTALLATION
- 17 MISSED APPT. INS.
- 18 MAINTENANCE
- 19 MISSED APPT. MNT.
- 20 CONSTRUCTION
- 21 SWITCHED SERVICES
- 22 OPERATOR SVC.
- 23 CONTROLLERS
- 24 ANNOYANCE CALLS
- 25 DIRECTORY
- 26 ADVANCE SYSTEMS
- 27 MARKETING
- 28 DIAL-IT-SVC.
- 29 OTHER
- 30 COMPL. LETTERS

REP'S. INITIALS & DEPT.

000360



Southern Bell

PSC CASE # 17418-P

TAKEN BY: mu

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

IBOSS

CUSTOMER'S NAME:

- CLYDE PHILLIPS -

ADDRESS:

APT.: C-2

CITY:

TEL. #:

REFERRED TO:

CBR. #:

AREA: SE

Customer's complaint:

(SEE ATTACHED REPORT)

6/22 Norma - old.
not able to reach cust
due Monday

Per Norma - we have mon - by 5
6-26

REP'S. INITIALS & DEPT.

6-19 - Duffel

305 - P.M.

407-449-9323

10 SERVICE MATTERS

RES.

BUS.

PUBLIC

11 RES. SERV. CENTER

12 BUS. SERV. CENTER

13 PUB. SERV. CENTER

14 HELD ORDERS/ENGR.

15 BILLING

16 DEPOSITS

17 TREATMENT ACTIVITY

18 INSTALLATION

19 MISSED APPT. INS.

20 MAINTENANCE

21 MISSED APPT. MNT.

22 CONSTRUCTION

23 SWITCHED SERVICES

24 OPERATOR SVC.

25 COMPTROLLERS

26 ANNOYANCE CALLS

27 DIRECTORY

28 ADVANCE SYSTEMS

29 MARKETING

30 DIAL-IT-SVC.

31 OTHER

32 COMPL. LETTERS

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STATE OF FLORIDA



FLORIDA PUBLIC SERVICE COMMISSION
101 EAST GAINES STREET
TALLAHASSEE, FL 32399-0864

FACSIMILE TRANSMITTAL COVER SHEET

PRIORITY TO TRANSMIT:

NOT TO EXCEED 2 HOURS
NOT TO EXCEED 30 MIN.

DATE: 4/22/90 TIME SUBMITTED: 8:45 A.M.

TO:

OFFICE/BUSINESS:

FACSIMILE SPEED NO.: 19 if available. OR FAX NO.: (305) 264-17

TELEPHONE NO.: ()

FROM:

OFFICE/DIVISION:

FACSIMILE NO.: (904) 487-0509

TELEPHONE NO.: (904) 488-723

COMMENTS:

NUMBER OF PAGES INCLUDING THIS COVER SHEET: 8

IF PROBLEMS ARE EXPERIENCED WITH THIS TRANSMISSION, PLEASE CALL:
ALONZO AT: SUNCOM 278-4733 OR (904) 488-4733



THE WISE THING
TO DO IS TO
SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 6-19-90

URGENT ☒ YES / NO

HAND DELIVER ☒ YES / NO

TOTAL NUMBER OF PAGES 1

MESSAGE TO:

DOTIE / mixom

ROOM NUMBER _____

ADDRESS _____

CITY _____

FAX NUMBER 407-967-8559

TELEPHONE NUMBER 407-439-9323

CASE# P-11901

MESSAGE _____

Reply By 6-22

FROM: PAT SHIELDS

TELEPHONE NUMBER 305 - 263 - 4816

DEPARTMENT EXECUTIVE

MESSAGE _____

SENT BY _____ DATE _____ TIME SENT _____

000363

STATE OF FLORIDA



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICE

GOV. CORNER COMMISSIONER



MAYO BUILDING

TALLAHASSEE 32309-0000

June 14, 1990

In Reply Refer To:
90-06-09890/MHS

Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399

JUN 18 1990

Consumer:

Business:

Enclosed is a complaint which appears to fall within your jurisdiction as an enforcement agency of Florida's consumer laws.

Would you please review the file and take whatever action you deem appropriate, if any. If you determine that this represents a case for investigation, we would appreciate your informing the consumer, as well as this office.

The complainant is being advised that the State of Florida cannot serve as personal attorney for an individual; therefore, the consumer may wish to consider contacting an attorney for legal advice, or filing a small claims action in county court.

If you have questions regarding this file, please contact me.

Sincerely,

Mary Helen Shelton

Mary Helen Shelton
Senior Consumer Complaint Analyst
Division of Consumer Services
904-488-2221/1-800-342-2176 (Florida Only)

MHS/kki

Enclosure

cc:

000362

Company SOUTHERN BELL
 Attn. MARIE MURRAY
 Consumer's Telephone (407)-684-1830
 Can Be Reached (407)-689-8711

Request No. 17418P
 By MLG Time 4:01 PM Date 06/18/90
 To CO Time fax Date 06/18/90
 Complaint Type tb-06

3000

Justification _____
 Closed By _____ Date 1/1
 Reply received _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Melinda Guess

07/05/1990

See attached and respond. Check information in 976 ads and billing
 for calls reaching busy signal.

90-06-07890

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
Doyle Conner, CommissionerDivision of Consumer Services
Consumer Complaint Form

90 JUN -4 PM 3:49

Date: May 4, 1990

PLEASE TYPE OR PRINT CLEARLY

(Unreadable complaints will be returned.)

Person Complaining

Business Or Person Complained Against
(Use full, Legal name,)

Miss

Mrs. (

Mr. (

Mr. (

Address

Address:

Telephone:

Telephone: (

Product or service involved:

Returned product as of date company has not
credited my account

Date of purchase:

March 9, 1990

Cost of product or service:

\$587.22Did you complain to the business? ☒

When and to whom?

Kimberly (last name unknown)Attach copies of any letters written to or received from the business. Also, attach
copies of contracts, cancelled checks and other proofs of purchase. PLEASE DO NOT SEND
ORIGINALS.Are you presently represented by a lawyer? No
of your lawyer. Have you filed suit in any court? No

If so, you should rely on the advice

IF YOUR COMPLAINT INVOLVES THE PURCHASE OF A NEW CAR OR TRUCK, PLEASE SUPPLY THE
FOLLOWING INFORMATION:

Vehicle Year	_____	Make	_____	Model	_____	Date Purchased	_____
Purchased:	New	Demo	Leased	Current Mileage	_____		
Vehicle Use:	Personal	Commercial	_____				
How many times has the vehicle been in for repairs for the same problem?	_____						
How many days has the vehicle been out of service for repairs?	_____						

Phone listed in

000365

Explain your complaint fully, giving events in the order in which they happened.
(Use additional sheets if necessary.) REMEMBER TO PRINT CLEARLY OR TYPE.

SEE attachment

If your complaint is about a product or service which was advertised, attach a copy of the advertisement.

What would satisfy your complaint? Credit my phone bill in the amount of \$87.00.

Are you over 18 years of age? yes ☒ no ☐ Over 65? yes ☐ no ☒

"I do ☒ do not ☐ authorize you to send a copy of my complaint to the business I am complaining about, or any other government agency deemed necessary for purposes of mediation, investigation, or enforcement."

If your complaint is referred to another agency it might become public record and released to individuals over whom the Division of Consumer Services has no control.

(If permission is denied your complaint will be filed for information only.)

FALSE OFFICIAL STATEMENTS - Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, Florida Statutes.

I understand that your office does not give legal advice to any individual. I also understand that your office cannot take legal action for me. I am filing this complaint to notify your office of the activities of this business/individual and to seek any assistance you may be able to render.

RETURN COMPLETED COMPLAINT FORM TO:

Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
The Mayo Building
Tallahassee, Florida 32399-0800
904-488-2221/1-800-342-2176 (Florida only)

Sworn to and subscribed before me this

31 day of May 1991

Notary Public
Commission Expired 1/31/92
State of Florida, Palm Beach County
RETA M. SMITH

Company:

Representatives I talked to:
Martha Goldman
Kimberly (Last name unknown)

A commercial came on television regarding foreclosures, with a number to call for more information. I never saw or heard anything regarding a fee for the call. Shortly thereafter I received two envelopes from the company (8 1/2 x 14). I did not open the envelopes and I returned same to the company.

I returned the envelopes because I did not want the merchandise. I was tricked out of \$87.00. I was charged \$29 per phone call. I called twice and the line was busy and the third call, I only left my name and address because the recorded message requested same.

I contacted Southern Bell and they referred me to a company dbq Investment Capital. I explained to the representative my problem and I requested a credit as the merchandise had been returned to them. She denied receipt of same.

A few days later I called back, and advised that I was going to take this matter to the Division of Consumer Services.

000368

JUN 19 1960 4:40 PM '60

Once I told her that, she offered to credit my account \$20, providing I did not contact the Division of Consumer Services. I find it quite interesting how the representative decided to make an adjustment AFTER, I advised her of my plans.

I feel this company is a boiler-room operation that is designed to take advantage of honest and hardworking people.

7

2



Southern Bell
AMERICAN COMPANY

Account Number:
Bill Date:

Mar 16, 1990
Page 2

Other Charges and Credits

- Mar 3 90 80 E911
4. E911 (or 911) installation charges. This charge has been placed on your bill by PALM BEACH COUNTY
5. E911 (or 911) monthly charges. This tariff charge is billed on behalf of PALM BEACH COUNTY

Subtotal

A 976 Service Calls Billed for Sponsor(s)

Date	Place Called	Number Called	*Rate	Time	Min.
6. MAR 2	NORTHDADE FL	305 976-8000		615AM	2
7. MAR 9	NORTHDADE FL	305 976-8000		618AM	2
8. MAR 9	NORTHDADE FL	305 976-8000		621AM	2

Subtotal

II Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
9. FEB 21	FTLAUDERDL	FL 305 731-2374	AN	1103PM	14
10. FEB 27	FTLAUDERDL	FL 305 731-2374	AZ	843PM	1
11. MAR 6	HOLLYWOOD	FL 305 987-8609	AZ	753PM	11
12. MAR 9	NORTHDADE	FL 305 976-8000	AN	615AM	2
13. MAR 9	NORTHDADE	FL 305 976-8000	AN	618AM	2
14. MAR 9	NORTHDADE	FL 305 976-8000	AN	621AM	2
15. MAR 12	FTLAUDERDL	FL 305 731-2374	AZ	803PM	1
16. MAR 15	CORAL SPR	FL 305 344-3800	AD	418PM	2

(Federal Tax .13)

Subtotal

Calling Card Calls

Date	Place Called	Number Called	*Rate	Time	Min.
17. MAR 3	HOLLYWOOD	FL 305 987-8609	AEO	1000PM	1
	FR W PALM	FL 407 478-7414			

(Federal Tax .02)

Subtotal

Total Charge For Itemized Calls

92.07

AMOUNT	TOTAL
.01	
.23	
29.00	217.24
29.00	
29.00	
	87.50
1.16	
.19	
1.49	
.20	
.20	
.20	
.19	
.50	
	4.13
.94	
	.94

*Rate Applied - See Back of Page

OF 015659

(continued)

000370

CASE & RETRANSMIT BY SF20261
ORG PST # 00468 (00215)
INBR SF20261 ON 06/25/90 14:22

6/26

GENERAL

1199

CASE NUMBER 1199-90 TEL. NO.

INBR...

SALIN...

1001...

1. COMPLAINT. CUSTOMER WROTE LETTER TO DEPARTMENT OF CONSUMER AFFAIRS.
WAS CHARGED \$87.00 FOR 976 CALLS WHEN CUSTOMER GOT BUSY SIGNALS.
FEELS SHOULDNT HAVE TO PAY.

DATE RECVD--6-20-90--TIME RECVD-4:00-----

2. OPERATIONS MANAGER ANSWERING COMPLAINT. LARRY NIXON

SUBSTANT MANAGER ANSWERING COMPLAINT.

4. DEPARTMENT AND GROUP. CUSTOMER SERVICES, WEST PALM BEACH DDDO

5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
ARE REQUIRED. PLEASE INCLUDE DATES.

CUSTOMER CALLED SOUTHERN BELL ON 3-24 AND GOT NUMBER OF 976 VENDOR TO
CALL ABOUT 976 CALLS. ON 5-14 THE COMPANY CALLED INVESTMENT CAPITAL
OFFERED A \$87.00 ADJUSTMENT. CUSTOMER THEN WROTE TO FLORIDA DEPARTMENT
OF CONSUMER AFFAIRS WHO IN TURN FORWARDED LETTER TO PSD WHO IN TURN
SENT CASE TO SOUTHERN BELL TO HANDLE. THE PROBLEM IS THAT CUSTOMER
DID NOT DID CALL 976-8000 THREE TIMES BUT ONE TIME IT WAS BUSY AND THE
OTHER TWO TIMES SHE DID LEAVE HER NAME AND ADDRESS FOR FORECLOSURE
INFORMATION AND FOR GOVERNMENT JOBS. SHE SENT BACK BOTH PACKAGES AND
WANTED CREDIT. SHE CALLED THE VENDOR COMPANY BUT THEY ONLY ADJUSTED
\$829.00 AS A GOOD WILL MEASURE.

4.0 01
22-7- 062590 1445/062590 1445
22-1- 062590 1447/062590 1447

000371

3422 A REIRAPHOIT 21 SF20281
AD 100 4 00448 (00215)
3 1105 01 18 ON 05/25/90 14:36

44. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

ON 5-22 MRS. LEIBOLD, ASSISTANT MANAGER, SPOKE TO THE VICE PRESIDENT
73F AT

ADVISED THAT : DID IN FACT CALL THREE TIMES ON THAT DAY
AND LEFT RECORDED MESSAGE OF HER NAME AND ADDRESS. 2 CALLS WERE FOR A
BOOK ON FEDERAL JOBS AND 1 CALL WAS FOR BOOK ON FORECLOSURE HOMES. WHEN
CUSTOMER CALLED IN DID AGREE TO ADJUST ONE \$29.00 CHARGE
SINCE CUSTOMER MADE 2 CALLS FOR FEDERAL JOBS BOOK. HE ALSO STATED NO
RETURN PACKAGE WAS EVER RECEIVED BUT HE WOULD MAKE AN ADJUSTMENT OF
ANOTHER \$29.00 BECAUSE CUSTOMER ADVISED IN HER LETTER THAT IT WAS
SENT BACK. THAT LEAVES A \$29.00 CHARGE ON CUSTOMER'S BILL WHICH I
FEELS IS JUSTIFIED. ALSO ADVISED THAT HE DOES
ADV-KTIS- IN COMPLIANCE WITH SOUTHERN BELL, THAT THE CHARGE FOR CALL
IS ONLY ON TV PLUS VOICING THE CHARGE. HE ALSO STATED THAT BUSY
SIGNALS ARE NOT CHARGED TO THE CUSTOMER. ON 6-24 MRS. LEIBOLD
CALLS TO CUSTOMER. SHE INSISTED THAT SHE GOT A BUSY SIGNAL AND
DID NOT CALL FOR FEDERAL JOBS AND CALLED AGAIN FOR FORECLOSURE
HOMES. WHEN ENVELOPES CAME SHE DID NOT OPEN THE ENVELOPES. JUST
SENT THEM BACK BECAUSE THEY WERE SO THIN IT COULDN'T BE WORTH
ANYTHING. MRS. LEIBOLD AGREED TO ADJUST THE THIRD CALL BECAUSE
CUSTOMER WAS VERY SURE OF HERSELF IN GETTING BUSY SIGNALS AND NOT
CONNECTING THROUGH. SHE CLAIMS SHE ONLY CALLED TWICE AND VENDOR
CALLED THREE TIMES. WAS SATISFIED.

05-2590 1445/062590 1445
05-2590 1447/062590 1440

000372

03583 H AFTSANGMIT BY SF20281
- GRS MSR # 00462 (00215)
FROM SF20281 ON 06/25/90 14:40

5. INTERIM-YES...NO. X. DATE OF NEXT OR FINAL REPORT.....

6. NAME AND TITLE OF PERSON PREPARING ANSWER...N. LEIBOLD,
ASSISTANT MANAGER

TELEPHONE NUMBER...407-439-9310.....

7. ADJUSTMENT-YES...X...NO. ... AMOUNT...\$58.00... # DAYS & REASON FOR ADJUSTMENT
THE VENDOR IS SENDING IN ADJUSTMENT FOR \$29.00 FOR ONE 926 CALL AND
SOUTHERN BELL ADJUSTING \$29.00

8. SEND THIS TASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED.....N/A.....

9. ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES...NO...X...IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES...NO...X...WHY?...CUSTOMER SHOULD HAVE STRAIGHTENED OUT WITH VENDOR.
CUSTOMER AND VENDOR DO NOT HAVE MATCHING STORIES.

10. WHAT "FOUNT OR ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (SEE
OPTIONAL) NONE - CUSTOMER DID NOT VOICE A COMPLAINT TO SOUTHERN
BELL FOR US TO INVESTIGATE.

PG 031
-17- 062590 1445/062590 1446
-11- 062590 1447/062590 1446

000373

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO: 17418-P _____

DATE RECVD. 06-19-90 DATE CLOSED _____

AREA: (2) SE (SO: SE: NO: OT:) _____

TYPE: (1) P (R: B: P:) _____

AREA CODE = TEL. NO. (B-305: F-407: P-904) _____

LATE: (1) (YES ONLY) _____

OPER. MGR.'S INITIALS: (3) LEM _____

DOCA: (3) PBC (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH) _____

CLASS (3) 976 (SEE BOTTOM FOR CODE) _____

ADJ. AFTER: (1) Y (YES ONLY) _____

STATE APPEALS NO: P-1199-90 _____

JUST: (1) (N - NO ONLY) _____

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST) _____

RSC - RES. SVC. CENTER
PSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - MAINTENANCE

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000371

03003 A RETRANSMIT BY SF20281
- ORG H20 # 00462 100215,
FROM SF2028, ON 06/25/90 1414J

2. INTERIM-YES... NO. X. DATE OF NEXT OR FINAL REPORT.....

3. NAME AND TITLE OF PERSON PREPARING ANSWER...N. LEIROLL,
ASSISTANT MANAGER

TELEPHONE NUMBER...407-439-5310.....

4. ADJUSTMENT-YES. X. NO. ... AMOUNT...\$58.00... # DAYS & REASON FOR ADJUSTMENT
THE VENDOR IS SENDING IN ADJUSTMENT FOR \$29.00 FOR ONE 9/8 CALL AND
SOUTHERN BELL ADJUSTING \$29.00

5. SEND THIS WORK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/OF #
TELEPHONE # AND PERSON NOTIFIED.....N/A.....

6. ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES... NO. X. IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

7. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES... NO. X. WHY?...CUSTOMER SHOULD HAVE STRAIGHTENED OUT WITH VENDOR.
CUSTOMER AND VENDOR DO NOT HAVE MATCHING STORIES.

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC)...NONE - CUSTOMER DID NOT VOICE A COMPLAINT TO SOUTHERN
BELL FOR US TO INVESTIGATE.

PG 071

-F2- 062590 1445/062590 1440

-F1- 062590 1447/062590 1440

000372

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO: 17418-P

DATE RECVD. 06-19-90 DATE CLOSED _____

AREA: (2) SE (SO: SE: NO: OT:)

TYPE: (1) R (R: B: P:)

AREA CODE = TEL. NO. (B-305: F-407: P-904)

LATE: (1) (YES ONLY)

OPER. MGR.S INITIALS: (3) LEM

DOCA: (3) PBC (DAD: BWD: PBC: CST: GNV: JAX: ORL: WFL: OTH)

CLASS (3) 976 (SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) Y (YES ONLY)

STATE APPEALS NO: P-1199-90

JUST: (1) (N - NO ONLY)

CAUSE CODE: (5) 25H00 (SEE CAUSE CODE LIST)

RSC - RES. SVC. CENTER
PSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - MAINTENANCE

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000370



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 19, 1990

Memorandum to: Nancy Pruitt

From: Marie Forbes

Re:

Case No. 4894-P

Our investigation reveals that on 1-9, the customer called our office and we explained 976/900 calls and agreed to adjust the calls from the December bill. We also explained that a block of these calls from his line was available at a \$10.00 connection charge, with no monthly rate. The customer refused the block and spoke to Ms. Maria Bellon, Assistant Manager, who again explained the 976/900 block and sustained the connection charge.

On 2-5, the customer called again and spoke to Ms. Bellon, who agreed to add the block to the line and waive the connection charge. The order was issued with a due date of 2-7.

On 2-16, Ms. Noreen Chervinski, Assistant Manager, contacted the customer to acknowledge the appeal. Ms. Chervinski spoke with (customer's fiance), who advised that everything had been taken care of by Ms. Bellon in the business office and she understood that there was no monthly rate for the block. The customer stated that they were satisfied with the block added to the line.

00037:



Southern Bell

PSC CASE # 4891-P

TAKEN BY: IB

(TEL.)

X
(MAIL)

1:40
(TIME)

(LOGGED)

(CARD)

NP
(FROM)

2-13
(DATE)

2-20
(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: 50

000573

SERVICE MATTERS

RES. BUS. PUBLIC

- 0 RES. SERV. CENTER
- 1 BUS. SERV. CENTER
- 2 PUB. SERV. CENTER
- 3 FIELD ORDERS/ENGR.
- 4 BILLING
- 5 DEPOSITS
- 6 TREATMENT ACTIVITY
- 7 INSTALLATION
- 8 MISSED APPT. INS.
- 9 MAINTENANCE
- 20 MISSED APPT. MNT.
- 21 CONSTRUCTION
- 22 SWITCHED SERVICES
- 23 OPERATOR SVC.
- 24 COMPTROLLERS
- 25 ANNOYANCE CALLS
- 26 DIRECTORY
- 27 ADVANCE SYSTEMS
- 28 MARKETING
- 29 DIAL-IT-SVC.
- 30 OTHER
- 31 COMPL. LETTERS

REP'S. INITIALS & DEPT.

Customer's complaint: _____

(SEE ATTACHED LETTER FROM THE PSC)

BOA / TS

INTERIM REPORT SENT _____

CLOSED DATE

2/15

02433 A ORG MSG # 01157
FROM SF10160 ON 02/16/90 13:07
SF17168,SF18071

GENERAL

NAME: CASE NUMBER: K 324-90 TEL. NO..
ADDRESS:
CITY

1. COMPLAINT: CUSTOMER DENIES MAKING 900 CALLS IN DECEMBER WANTS AD-
JUSTED. ALSO WANTS TO KNOW WHY COSTS \$4 PER MONTH FOR CUSTOMIZED CODE
RESTRICTION.
DATE RECVD: 02/13 TIME RECVD: 2:35

2. OPERATIONS MANAGER ANSWERING COMPLAINT: D. L. BEDNAR
DEPARTMENT AND GROUP: CUSTOMER SERVICE/MIAMI DISTRICT

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

#1 ON 1-9-90 SERVICE REPRESENTATIVE, MARITZA PASCUAI, EXPLAINED 976/900
CALLS TO THE CUSTOMER AND AGREED TO ADJUST THE CALLS FROM THE CUSTOMERS
DECEMBER BILL. SHE ALSO EXPLAINED THAT A BLOCK OF THESE CALLS FROM HIS
LINE WAS AVAILABLE AT \$10 CONNECTION CHARGE, WITH NO MONTHLY RATE.
THE CUSTOMER REFUSED TO ADD THE BLOCK TO HIS LINE, HE WANTED TO SPEAK
TO AN ASSISTANT MANAGER.

#2 ON 1-9-90 ASSISTANT MANAGER, MARIA BELLON, SPOKE TO THE CUSTOMER
AND AGAIN EXPLAINED THE 976/900 BLOCK AND SUSTAINED THE \$10 CONNECTION
CHARGE.

#3 ON 2-5-90 THE CUSTOMER AGAIN CALLED THE BUSINESS OFFICE AND ASKED TO
SPEAK TO MRS. BELLON, ASSISTANT MANAGER.

PG 01

-F1- 021690 1315/021690 1330

000379

1 02433 A ORG MSG # 01157
2 FROM SF10160 ON 02/16/90 13:14
3 SF17168,SF18071
4 PAGE 02

5 #4 2-6-90 MRS. BELLON AGREED TO ADD THE 976/900 CUSTOMIZED CODE
6 RESTRICTION TO THE CUSTOMERS LINE AND WAIVE THE \$10 CONNECTION
7 CHARGE - SHE ADVISED THEM THAT THERE WAS NO MONTHLY RATE. THE
8 ORDER WAS ISSUED TO ADD THE BLOCK TO THE CUSTOMERS LINE WITH A
9 DUE DATE OF 2/7.

10 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
11 DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.
12 ON 2/16 MRS. CHERVINSKI, ASSISTANT MANAGER IN THE BUSINESS OFFICE,
13 SPOKE TO (THE CUSTOMERS FIANCE) SHE SAID EVERYTHING HAD
14 ALREADY BEEN HANDLED BY MRS. BELLON IN THE BUSINESS OFFICE AND SHE
15 UNDERSTOOD THERE WAS NO MONTHLY RATE FOR THE BLOCK, THEY WERE NOW
16 SATISFIED.

17 5. INTERIM-YES___NO_X DATE OF NEXT OR FINAL REPORT: N/A

18 6. NAME AND TITLE OF PERSON PREPARING ANSWER: NOREEN CHERVINSKI
19 ASSISTANT MANAGER

20 TELEPHONE NUMBER: (305) 263-5219

21 7. ADJUSTMENT-YES_X_NO_____AMOUNT:\$10.00 # DAYS & REASON FOR ADJUSTMENT
22 ADJUSTING 900 CALLS FROM BILL.

23 8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
24 THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
25 TELEPHONE # AND PERSON NOTIFIED. N/A

26 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

27 YES_____NO_X IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

28 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

29 YES___NO_X WHY? WE HAD ADJUSTED THE 900 CALLS FROM THE CUSTOMERS BILL IN
30 JANUARY. THERE WAS APPARENTLY A MISUNDERSTANDING ABOUT THE \$4.00 MONTHLY
31 RATE FOR THE BLOCK.

32 10. WHAT 'COUNT ON ME' APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
33 SPECIFIC) WE ADJUSTED THE 900 CALLS FROM THE CUSTOMERS BILL AND OFFERED
34 THEN THE SERVICE TO BLOCK ANY FUTURE CALLS.

35 PG 02L
36 -F1- 021690 1315/021690 1330

000380



Southern Bell

PSC CASE # 4894-P

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____ TEL. #: _____

REFERRED TO: _____ CBR. #: _____ AREA: SO

APT.: _____
00000

Customer's complaint: _____

(SEE ATTACHED LETTER FROM THE PSC)

RES. BUS. PUBLIC

RES. SERV. CENTER	_____	_____	_____
BUS. SERV. CENTER	_____	_____	_____
PUB. SERV. CENTER	_____	_____	_____
FIELD ORDERS/ENGR.	_____	_____	_____
BILLING	_____	_____	_____
DEPOSITS	_____	_____	_____
TREATMENT ACTIVITY	_____	_____	_____
INSTALLATION	_____	_____	_____
MISSED APPT. INS.	_____	_____	_____
MAINTENANCE	_____	_____	_____
MISSED APPT. MNT.	_____	_____	_____
CONSTRUCTION	_____	_____	_____
SWITCHED SERVICES	_____	_____	_____
OPERATOR SVC.	_____	_____	_____
COMPTROLLERS	_____	_____	_____
ANNOYANCE CALLS	_____	_____	_____
DIRECTORY	_____	_____	_____
ADVANCE SYSTEMS	_____	_____	_____
MARKETING	_____	_____	_____
DIAL-IT-SVC.	_____	_____	_____
OTHER	_____	_____	_____
COMPL. LETTERS	_____	_____	_____

REP'S. INITIALS & DEPT. _____

INTERIM REPORT SENT _____

CLOSED DATE _____

SF1580D91 (10 88)



THE WISE THING
TO DO IS TO
SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 2-13

TOTAL PAGES 8

FAX NUMBER _____

TO: Mrs. Holland

TEL. NUMBER: 263 / 2146

FROM: MARIE FORBES

TEL. #: 305-263-4816

STATE APPEALS OFFICE

MESSAGE _____

See Attached

RE CASE #: M 324-90

DUE BY: 2-16

000387

Company SOUTHERN BELL

Area _____

Consumer's
Telephone _____

Can be
Reached _____

Request No. 4896P

By NI P Time 11:51 AM 02/12/

To CO. Time fax Date 02/13/

Complaint Type cb-20

Seq. # _____

Justification _____

Closed By _____ Date 1/1

Highly received _____

CONSUMER REQUEST

0000

FLORIDA PUBLIC SERVICE COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Nancy Pruitt

2-16

Customer denies having made a 976 number call on Dec. 2, and requests

that his bill be credited for the amount billed, \$10, and applied

to _____

Please explain why the customer was told that the charge for a

customized code restriction would be a monthly fee of \$4.

4893 P
and
4894 P

February 1, 1990



Public Service Commission
101 E. Ganev Street
Tallahassee, FL 32399-0867
(1-800) 342-3552

ATTN: George Hanna

Dear Mr. Hanna:

Enclosed you will find a copy of an MCI bill for December 1989 for calls never made from my phone. At the time those calls were made I was at home and no one in my household has placed such calls. I have no children nor do I have any friends who are allowed to use my phone.

The only solution to this matter as a SoutherBell supervisor stated was to pay for BLOCKING call with the 900 numbers. However, this is designed to prevent children or any one from making those calls, but this service is not suitable to our needs, for as I said no one uses my phone. Although the installation is FREE, there are monthly payments of \$4.00.

As a customer I do not need to be coerced into paying for a service whose purpose is to prevent a bad service. Please advise me what my alternatives are in my predicament.

A customer who pays for the service he needs,

000384

2 Miami Beach, January 30, 1990

3 SouthernBell
4 P.O. Box 324000
5 Miami, Florida 33110

6 Attention: Linda Boyde
7 Assistant Manager

8 Dear Ms. Boyde:

9 Your billing for December 29, 1989, was a nasty surprise for us
10 for you included a MCI bill for calls that were not placed by us
11 or from our phone. Furthermore we were at home at the time those
12 distasteful calls were made. There are no children in our house-
13 hold and friends are not allowed to use our phone.

14 When we spoke with one of your supervisors Mrs. Bellone, she sug-
15 gested to us that in order to avoid calls placed to the 900 numbers
16 you can provide us with one of the services you advertise. This
17 service, which would block 900 calls, requires no installation fee,
18 IT IS FREE, but we have to pay \$4.00 monthly. To our mind, it is
19 ridiculous to buy a service that a person does not need. But that is
20 not all. Your employee gave us no assistance in preventing this
21 from happening again. We are outraged that you are coaxing your
22 customers to buy something for which there is not need and which
23 would be superfluous if you were to provide your customers (for more
24 than 5 years now) with efficient service.

25 There are not extra persons using our phone besides us. We are both
26 too busy to waste our time. We are going to make your company liable
27 for the damages your action might cause to us in the future.

28 A dissatisfied customer,
29

30
31
32
33
34 cc: Public Utility Commission

000385



Southern Bell

March 22. 1990

MEMORANDUM TO: Kathy Brown

FROM: Sherry Cox

RE:

CASE NO. 8349

Our investigation reveals that on March 13 spoke with a service representative regarding two calls to 976-8000. advised that the advertisement did not quote the charge and requested to speak with the vendor. The service representative transferred Ms. Green to to the vendor,

On March 20 Ms. L. Summers, Assistant Manager, called regarding the appeal. Ms. Summers agreed to a one time adjustment of \$58.00 for the two 976 calls. declined the 976 block and agreed to pay all future 976 charges. explained that her dissatisfaction stemmed from the vendor's pricing structure and further explained that she was not dissatisfied with Southern Bell's handling of the call.

The customer is satisfied.

000386



(DUE BY)

CUSTOMER'S NAME: _____

ADDRESS:

CITY :_____

TEL. # :

REFERRED TO :

CBR. # :

AREA :

PSC CASE #

8349

85

000581

SERVICE MATTERS

RES.

BUS.

PUBLIC

Customer's complaint:

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HIELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSED APPT. INS.

MAINTENANCE

MISSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

CONTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COPL. LETTERS

REP'S. INITIALS & DEPT.

BQA / TS

INTERIM REPORT SENT

CLOSED DATE

1 Re _____
2 Ad _____
3 _____
4 City _____
5 Account Number _____

Company SOUTHERN BELL
Attn MARTIE MURRAY
Consumer's
Telephone (305) 563-0030
Can Be
Reached _____

Request No. 8349P
By KDB Time 4:23 PM Date 03/16/
To CO Time fast Date 03/19/
Complaint Type ch-06
Seq. # _____
Justification _____
Closed By _____ Date 1/1
Reply received _____

6 Has consumer contacted company? Yes No Who _____

1. Nature of Request 2. Report of Action

7 Customer complains that 876 ad did not state there was a charge for
8 call. Please investigate.
9 _____
10 _____
11 _____
12 _____
13 _____
14 _____
15 _____
16 _____
17 _____
18 _____
19 _____
20 _____
21 _____

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GANES STREET
TALLAHASSEE, FLORIDA 32309**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Kathryn Dyal Brown

By 1/1

Dear Sir :



Per our telephone conversation today, March 13, please find enclosed a copy of my March 5 telephone bill with items 5 and 6 highlighted.

I made both calls after seeing a television advertisement about receiving free lists of government jobs. I never saw anything stating the charge was \$29.00! I gave my name and address to a computer - never spoke with anyone - and certainly would not have made the calls if I had any idea that they cost \$29.00 apiece. I did expect to pay a reasonable long distance fee for the "900" call.

After receiving my telephone bill, I talked with someone from the company - Internet Capital Co. - and told them I did not want their list and that I wanted a refund. They said this was not possible.

I believe I have been misled and unjustly charged this unfair amount. I would appreciate anything that you can do on my behalf - please. Thank you for your time. Sincerely,

000380



BILL DATE:

Page 2

00039J



Southern Bell

PSC CASE #

1349

TAKEN BY:

IBOSS

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

CUSTOMER'S NAME: _

ADDRESS:

CITY: _

TEL. #:

REFERRED TO: _

CBR. #:

AREA: 86

163000

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: _

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
FIELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

BOA / TS

INTERIM REPORT SENT

CLOSED DATE



THE WISE THING
TO DO IS TO

SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-268-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 3-19

TOTAL PAGES 4

FAX NUMBER 1 / 938 / 5351

TO: J. Rea

TEL. NUMBER: 1 / 492 / 3605

FROM: MARIE FORBES

TEL. #: 305-263-4816

STATE APPEALS OFFICE

MESSAGE

Any question - please call

RE CASE #: S-525-90

DUE BY: 3-22

000392

02784 A ORG MSG # 00146 (00012)
FROM SF24102 ON 03/22/90 08:20
SF17168

GENERAL

NAME..

CASE # S525 90.....TEL. NO.

ADDRESS...

CITY..

1. COMPLAINT REGARDING TWO 976 CALLS FOR 29.00 EACH ON THE 3/5/90 BILL.
THE CUSTOMER CLAIMED TO BE UNAWARE OF THE CHARGE AND WANTED AN
ADJUSTMENT.

DATE RECVD-3/19/90-TIME RECVD--2:26

2. OPERATIONS MANAGER ANSWERING COMPLAINT...MARK BUTTERWORTH.....

DISTRICT MANAGER ANSWERING COMPLAINT.....

DEPARTMENT AND GROUP...CUSTOMER SERVICES RESIDENCE

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

ON 3/13/90 SPOKE WITH KATHY ANDERSON, SERVICE REP, REGARDING
TWO CALLS TO 976-8000. SAID THE ADVERTISEMENT DIDN'T QUOTE
THE CHARGE. THEN ASKED TO SPEAK TO THE VENDOR AND WAS
TRANSFERRED ON LINE TO

PG 01

-F2- 032290 0825/032290 0825

-F1- 032290 0825/032290 0840

000393

02784 A DRG MSG # 00146 (00012)
FROM SF24102 ON 03/22/90 08:25

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.
ON MARCH 20, 1990 LAURA SUMMERS, ASST. MGR., CALLED TO
DISCUSS THE 976 CALLS. MRS. SUMMERS AGREED TO A ONE TIME ADJUSTMENT
OF \$58.00 FOR THE TWO 976 CALLS. DECLINED THE 976 BLOCK AND
AGREED TO PAY ALL 976 CHARGES IN THE FUTURE. EXPLAINED HER
DISSATISFACTION STEMMED FROM THE VENDORS PRICING STRUCTURE NOT SOUTHERN
BELLS HANDLING OF THE CALL.

5. INTERIM-YES_____NO_X_____DATE OF NEXT OR FINAL REPORT_____

6. NAME AND TITLE OF PERSON PREPARING ANSWER LAURA SUMMERS, ASST. MGR.
TELEPHONE NUMBER_____305 492-9821_____

7. ADJUSTMENT-YES_X_NO_____AMOUNT_58.00_____ # DAYS & REASON FOR ADJUSTMENT
ACCORDING TO SOUTHERN BELL GUIDELINES, A ONE TIME ADJUSTMENT MAY BE
MADE ON 976 CALLS.

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED._____

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES_____NO_X_____IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES_____NO_X_____WHY? THE CUSTOMER REQUESTED TO SPEAK WITH THE VENDOR
REGARDING THE CHARGE AND SEEMED SATISFIED WITH SOUTHERN BELLS INITIAL
EXPLANATION._____

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC)_____A COUNT ON ME APPROACH WAS DEMONSTRATED.

PG 02L

-F2- 032290 0825/032290 0825

-F1- 032290 0825/032290 0840

000391

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 8349 LOCAL: TALLAHASSEE

DATE RECEIVED: _____ DATE CLOSED: _____

AREA: (1) SE (SO: SE: NO: ST)

TYPE: (1) R (R: B: P)

AREA CODE - TEL.: _____ (B-305: F-407: F-904)

DATE: (1) _____ (Y-YES ONLY)

PRNS. MGR.'S CODE: (1) MD8

LOCAL: (1) BWD CAD: BWD: REC: EST: INV: FAX: REL: TEL: OTH

FILE: (1) 976 SEE BOTTOM OF PAGE FOR CODES

ADJASTER: (1) _____ (Y-YES ONLY)

SAC NO.: S-525-90

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 25D00 1

30A

3 3 3

SERVICE MATTERS

RSC - RES. SERV. CENTER
 ESC - BUS. SERV. CENTER
 PSC - PUB. SERV. CENTER
 HDO - HELD ORDERS/ENGRG.
 BIL - BILLING
 DEP - DEPOSITS
 TRA - TREATMENT ACTIVITY
 INS - INSTALLATION
 MAI - MISSED APPT. INS
 MNT - MAINTENANCE
 MAM - MISSED APPT. MNT
 CON - CONSTRUCTION
 SNT - SWITCHED SERVICES
 OPS - OPERATOR SVCS.
 CMP - COMPTROLLERS
 ANC - ANNOYANCE CALLS
 DIR - DIRECTORY
 ADS - ADVANCE SYSTEMS
 MKT - MARKETING
 976 - DIAL-IT-SVC.
 OTH - OTHER
 OML - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000395



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 7, 1990

MEMORANDUM TO: Margaret Ring

FROM: Norma Coyne

RE:

INQUIRY - CASE NO. 5580-1

This is with final reference to our interim report dated February 27, 1990.

On March 6, 1990, Mr. M. Roldan, Project Control Manager, finally was able to speak with [redacted] in regard to his appeal. Mr. Roldan explained to the customer Southern Bell's roll as a billing agent for the 976 services. Even though we can have no jurisdiction over the information providers equipment, Mr. Roldan placed three test calls to the 976-2000 number. He obtained access each time with different PIN number except when he, on purpose, dialed the wrong PIN number, in which case his call was disconnected from the system.

In addition, a call to the information provider on the 976-2000 number, Mr. Battigliari, confirmed that the system was in working order. There have been no similar complaints about this program.

Since the vendor is solely responsible for the quality of the service, [redacted] was referred to the vendor, Mr. Battigliari, for an adjustment.

[redacted] agreed that he would deal with the vendor.

000395

FAKED
S.C.



Southern Bell

PSC CASE / INQUIRY 55-80-1

MM
TAKEN BY: (TEL.)
IBOSS



X
(MAIL)

9:00
(TIME)

(LOGGED)

(CARD)

MR
(FROM)

2-20
(DATE)

3/7
2-27
(DUE BY)

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

REFERRED TO: _____

TEL. #: _____

CBR. #: _____

APT.: _____

AREA: SE

00000

Customer's complaint: _____

(SEE ATTACHED LETTER)

SERVICE MATTERS

RES. BUS. PUBLIC

- RES. SERV. CENTER
- BUS. SERV. CENTER
- PUB. SERV. CENTER
- HELD ORDERS/ENGR.
- BILLING
- DEPOSITS
- TREATMENT ACTIVITY
- INSTALLATION
- MISSED APPT. INS.
- MAINTENANCE
- MISSED APPT. MNT.
- CONSTRUCTION
- SWITCHED SERVICES
- OPERATOR SVC.
- COMPTROLLERS
- ANNOYANCE CALLS
- DIRECTORY
- ADVANCE SYSTEMS
- MARKETING
- DIAL-IT-SVC.
- OTHER
- COMPL. LETTERS

REP'S. INITIALS & DEPT.

BOA / TS

INTERIM REPORT SENT

2/27

CLOSED DATE

3/7



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 27, 1990

MEMORANDUM TO: Margaret King

FROM: Norma Covne

RE:

INQUIRY - CASE NO. 5580-1

Our investigation reveals that, on February 14, 1990, [redacted] called our business office in regard to the billing of a 976 call on his statement. He advised that his wife had made the call and the representative gave the listing and vendor information to the customer. We had no further contact with this customer prior to the receipt of this appeal.

On February 21 and 22, 1990, Ms. L. Revere, Associate Manager-Vendor Marketing Center, made a number of attempts to reach this customer but received no answer. She, therefore, sent the attached letter to acknowledge receipt of his complaint and to request that he contact her to discuss the matter.

A further report will be provided by March 7, 1990.

ATTACHMENT

000393



Southern Bell

1-800-333-3333
Long Distance

12/12/90

Dear Sir:

This is to inform you that we have received your complaint in reference to 975 service. We have made several attempts to contact you and let you know we are investigating this matter.

Please contact us at your earliest convenience, at 1-800-333-3333.

Sincerely,

Theresa Hevere
Theresa Hevere
Associate Manager
Vendor Marketing Center

22/21

000399



Southern Bell

PSC CASE # INQUIRY 55-80-1

MW
TAKEN BY: _____ (TEL.)

IBOSS

X
(MAIL)

9:00
(TIME)

(LOGGED)

(CARD)

MR
(FROM)

2-20
(DATE)

2-27
(DUE BY)

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

TEL. # : _____

REFERRED TO : _____

CBR. # : _____

AREA : _____

SE

APT. : C-2

4

0

0

0

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSED APPT. INS.

MAINTENANCE

MISSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

Customer's complaint: _____

(SEE ATTACHED LETTER)

REP'S. INITIALS & DEPT.

INTERIM REPORT SENT _____

CLOSED DATE _____

SF1580091 (10-88)

1
2
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Customer: SOUTHERN RPT 1

Request No. 55801

Adm. MARIE MURRAY

By MHR Time 9:57 AM Date 02/19/

Customer's
Telephone

To CO Time 6:45 Date 02/20/

Can be
Revised

Completion Type 1st-02

Copy #

Justification

Closed By

Date

Copy received

000000

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION

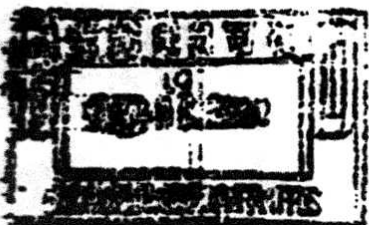


101 EAST GAILLARD STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Margaret King

02/20/1990



RECEIVED

FEB 15 1990

Florida Public Service Comm.
Miami, Florida

FEB 14 1990

Plans No

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION
FEB 19 1990
MAIL ROOM

PUBLIC SERVICE COMMISSION
1310 N.W. 36th ST.
MIAMI, FL. 33166

GENTLEMEN:

I WISH TO REGISTER A COMPLAINT ABOUT
DIAL INDUSTRIES OF
- TELEPHONE NO

ON JAN. 30, 1990 THEY ADVERTISED ON TELEVISION
STATING THAT JOB LISTS WERE AVAILABLE. I CALLED
THE NUMBER AND THEY GAVE ME A CODE NO. AND
ANOTHER PHONE NO. TO CALL (305-935-6664). AFTER
CALLING THIS NO. I WAS TOLD THAT THE CODE NO.
WAS NOT VALID. NOTHING FURTHER WAS DONE.

I JUST RECEIVED MY TELEPHONE BILL WITH
A CHARGE OF \$34.95, FOR WHICH NOTHING WAS
DONE.

MY EXPERIENCE INDICATES THAT THIS IS A
FRAUD. SHOULD I PAY THIS WHEN I SEND MY CHECK TO
SOUTHERN BELL? IS THERE ANY WAY THAT I CAN
RECOVER THE MONEY IF IT IS PAID?

ANY ADVICE THAT YOU CAN GIVE ME WILL BE
GREATLY APPRECIATED.

VERY TRULY YOURS,

cc: SOUTHERN BELL

000402

(27)

02496 A ORG MSG # 00189
FROM SF10427 ON 02/23/90 10:08
SF17168,SF24001

C O R R E C T I O N

GENERAL

NAME.....CASE NUMBER..N35690..TEL. NO.

ADDRESS..

CITY..

1. COMPLAINT..CUSTOMER CLAIMS WAS UNABLE TO USE CODE NUMBER RECEIVED
FROM 976-2000 FOR JOB LIST.....

DATE RECVD-02-20-90 TIME RECVD-2:12PM-----

2. OPERATIONS MANAGER ANSWERING COMPLAINT..RAYMOND RHODES.....

DISTRICT MANAGER ANSWERING COMPLAINT...RAYMOND RHODES.....

DEPARTMENT AND GROUP...VENDOR MARKETING CENTER.....

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL. IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

..... CALLED TO THE BUSINESS OFFICE ON 2-14-90 SPOKE TO SERVICE
REP SUSAN KIRSIC IN BROWARD CO SC 2. THE CUSTOMER ADVISED HIS WIFE MADE
THE 976 CALL. THE SERVICE REP GIVE LISTING AND VENDOR INFORMATION TO
..... NO FURTHER CONTACT WITH THE SUBSCRIBER.

PG 01

-F1- 022390 1010/022390 1010

000403

02496 A ORG MSG # 00189
FROM SF10427 ON 02/23/90 10:10

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.
2-21-90 CALLED CUSTOMER 8:00 AM, 2:30PM & 3:30PM NO ANSWER
2-22-90 CALLED CUSTOMER 8:05 AM, NO ANSWER
2-22-90 SENT LETTER TO SUBSCRIBER ASKING THAT HE CALL AT HIS CONVIENCE.

5. INTERIM-YES_X_NO___DATE OF NEXT OR FINAL REPORT___03-02-90_____

6. NAME AND TITLE OF PERSON PREPARING ANSWER..LORENE REVERE-ASSOC MGR___
TELEPHONE NUMBER___599-8300_____

7. ADJUSTMENT-YES___NO_X_AMOUNT_____ # DAYS & REASON FOR ADJUSTMENT

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF # TELEPHONE # AND PERSON NOTIFIED.---

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
YES___NO_X_IF YES, INDICATE NAME OF OM/DH ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES___NO_X_WHY?..THE CUSTOMER DID NOT INDICATE TO SOUTHERN BELL THAT HE WAS DISSATISFIED WITH THE 976 SERVICE

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE SPECIFIC).NONE OF THE CORPORATE VALUES APPLY, THE CUSTOMER DID NOT GIVE SOUTHERN BELL AN OPPORTUNITY TO RESPOND.
PG 02L

-F1- 022390 1010/022390 1011

000401

2- 22-27-92 8 132301/2219 MPST 1PR

3 FB 2321 RTA TAX NNNN TPA CC B

4 RA NT ICL TAP 297821 MOB 1 DEP

5 RB 472 CT DCR CSN DOI 1169 SC

6 PPD CBAL 105.1

7 CI PSTD GENERAL RESEARCH TX-7P 12YR ON NONE PR DAUG E

8 8116 1169251672 PSOR TX 32

9 10 2 22226 2/22261 2/22277 TBT 20322302227 PCT 222070 TY SS 266 14 63

10 10 2 22226 2/22261 2/22277

11 22 29.31 BAL TOT 125.17 LP/A

12 12 22 29.31 BAL TOT 125.17 LP/A

13 13 22 29.31 BAL TOT 125.17 LP/A

14 14 22 29.31 BAL TOT 125.17 LP/A

15 15 22 29.31 BAL TOT 125.17 LP/A

16 16 22 29.31 BAL TOT 125.17 LP/A

17 17 22 29.31 BAL TOT 125.17 LP/A

18 18 22 29.31 BAL TOT 125.17 LP/A

19 19 22 29.31 BAL TOT 125.17 LP/A

20 20 22 29.31 BAL TOT 125.17 LP/A

21 21 22 29.31 BAL TOT 125.17 LP/A

22 22 22 29.31 BAL TOT 125.17 LP/A

23 23 22 29.31 BAL TOT 125.17 LP/A

24 24 22 29.31 BAL TOT 125.17 LP/A

25 25 22 29.31 BAL TOT 125.17 LP/A

26 22-27-92 8 132301/22219 MPST 1PR

27 27 22 29.31 BAL TOT 125.17 LP/A

28 28 22 29.31 BAL TOT 125.17 LP/A

29 29 22 29.31 BAL TOT 125.17 LP/A

30 30 22 29.31 BAL TOT 125.17 LP/A

31 31 22 29.31 BAL TOT 125.17 LP/A

32 32 22 29.31 BAL TOT 125.17 LP/A

33 33 22 29.31 BAL TOT 125.17 LP/A

34 34 22 29.31 BAL TOT 125.17 LP/A

35 35 22 29.31 BAL TOT 125.17 LP/A

36 36 22 29.31 BAL TOT 125.17 LP/A

37 37 22 29.31 BAL TOT 125.17 LP/A

38 38 22 29.31 BAL TOT 125.17 LP/A

39 39 22 29.31 BAL TOT 125.17 LP/A

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41 41 22 29.31 BAL TOT 125.17 LP/A

42 42 22 29.31 BAL TOT 125.17 LP/A

43 43 22 29.31 BAL TOT 125.17 LP/A

44 44 22 29.31 BAL TOT 125.17 LP/A

45 45 22 29.31 BAL TOT 125.17 LP/A

46 46 22 29.31 BAL TOT 125.17 LP/A

47 47 22 29.31 BAL TOT 125.17 LP/A

48 48 22 29.31 BAL TOT 125.17 LP/A

49 49 22 29.31 BAL TOT 125.17 LP/A

SALES:

INIT:

MSC

1911 10 12 SERVICE CENTER LISTING SCREEN

ORDER N

WEST PALM BEACH
WEST PALM BEACH
WEST PALM BEACH

INITIALS
SSK

SALES CODE
036A

77N. PAY. CA
325 432 981
325 936 538
325 432 981

UPDATED: 22-22-

KITTSVILLE, JONNIE
WEST PALM BEACH 0350 11

CRK

012A

427 439 929
427 967 855
427 439 921

UPDATED: 11-16-

WEST PALM BEACH
WEST PALM BEACH

LTP

036A94

325 432 987
325 939 535
325 432 986

UPDATED: 22-14-

000406



Southern Bell

PAX COVER SHEET

SEND TO
PAX NUMBER:

266-1493

PLEASE DELIVER TO:

NAME:

POST ASSISTANCE Bureau

COMPANY:

ADDRESS:

CITY/STATE

DATE:

2-23-90

TIME:

8.30A

OF PAGES ATTACHED:

3

REMARKS:

ATTACHMENTS FOR PSC
CASE # N 35690

FROM:

Loene Revere

TELEPHONE: (305) 599-8300

FAX: (305) 592-4722

ADDRESS: 7780 N.W. 50th Street, B-2

Miami, Florida 33166

00040

02607 A RETRANSMIT BY SF10427
A DRG MSG # 00389
FROM SF10427 ON 03/07/90 09:19
SF13000

GENERAL

NAME... ..CASE NUMBER_N35690_TEL. NO.

ADDRESS

CITY.

1. COMPLAINT_CUSTOMER CLAIMS WAS UNABLE TO USE CODE NUMBER RECEIVED
FROM 976-2000 FOR JOB LIST.

DATE RECVD-2-20-90-TIME RECVD--2:12PM----

2. OPERATIONS MANAGER ANSWERING COMPLAINT.....RAYMOND RHODES.....

DISTRICT MANAGER ANSWERING COMPLAINT.....RAYMOND RHODES.....

DEPARTMENT AND GROUP...VENDOR MARKETING CENTER.....

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

..... CALLED TO THE BUSINESS OFFICE ON 2-14-90 SPOKE TO SERVICE
REP SUSAN KIRSIC IN BROWARD CSSC 2. CUSTOMER ADVISED WIFE MADE THE
976 CALL. SERVICE REP GAVE LISTING AND VENDOR INFORMATION TO
NO FURTHER CONTACT WITH SUBSCRIBER.

PG 01

-F1- 030790 1030/030790 1030

000403

02607 A RETRANSMIT BY SF10427
A ORG MSG # C0389
FROM SF10427 ON 03/07/90 09:41

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER. ON 3-6-90 MR ROLDAN, PROJECT CONTROL MANAGER EXPLAINED TO SOUTHERN BELL'S ROLL AS A BILLING AGENT FOR THE 976 SERVICE. EVEN THOUGH WE CAN HAVE NO JURISDICTION OVER THE INFORMATION PROVIDERS EQUIPMENT, MR ROLDAN PLACED THREE TEST CALLS TO THE 976-2000. HE OBTAINED ACCESS EACH TIME WITH DIFFERENT PIN NUMBERS EXCEPT WHEN HE, ON PURPOSE, DIALED THE WRONG PIN NUMBER IN WHICH CASE HIS CALL WAS DISCONNECTED FROM THE SYSTEM. A CALL TO MR RATTIGLIARI, THE INFORMATION PROVIDER, IN CHARGE OF 976-2000 CONFIRMED THE SYSTEM WAS IN WORKING ORDER. THERE WERE NO SIMILAR COMPLAINTS ABOUT THIS PROGRAM. SINCE THE VENDOR IS SOLELY RESPONSIBLE FOR THE QUALITY OF THE SERVICE, WAS REFERED TO MR RATTIGLIARI FOR AN ADJUSTMENT. AGREED TO DEAL WITH THE VENDOR.

5. INTERIM-YES___NO_X DATE OF NEXT OR FINAL REPORT_____

6. NAME AND TITLE OF PERSON PREPARING ANSWER LORENE REVERE, ASSOC MGR TELEPHONE NUMBER 599-8300_____

7. ADJUSTMENT-YES___NO_X AMOUNT_____ # DAYS & REASON FOR ADJUSTMENT

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF # TELEPHONE # AND PERSON NOTIFIED. N/A_____

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES___NO_X IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES___NO_X WHY? CUSTOMER DID NOT INDICATE TO SOUTHERN BELL THAT HE WAS DISSATISFIED WITH THE 976 SERVICE.

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE SPECIFIC) NONE OF THE CORPORATE VALUES APPLY. THE CUSTOMER DID NOT GIVE SOUTHERN BELL AN OPPORTUNITY TO RESPOND.

PG 02L

-F1- 030790 1030/030790 1031

000403

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 5580-I LOCAL: TALLAHASSEE

DATE RECEIVED: _____ DATE CLOSED: _____

AREA: SE (SO: SE: NO: OT)

TYPE: R (R: B: P)

AREA CODE - TEL.: _____ (B-305: F-407: F-904)

DATE: (1) _____ (Y-YES ONLY)

PRNS. MGR.'S CODE: Rmr

DOCA: BWD DAD: END: REC: EST: ENV: FAX: REL: (TH)

CLASS: 976 SEE BOTTOM OF PAGE FOR CODES

ADJASTER: (1) _____ (Y-YES ONLY)

SAC NO.: N 356-90

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 25 A

30A

SERVICE MATTERS

RSC - RES. SERV. CENTER
 SSC - BUS. SERV. CENTER
 PSC - PUB. SERV. CENTER
 HDO - HELD ORDERS/ENGRG.
 BIL - BILLING
 DEP - DEPOSITS
 TRA - TREATMENT ACTIVITY
 INS - INSTALLATION
 MAI - MISSED APPT. INS
 MNT - MAINTENANCE
 MAM - MISSED APPT. MNT
 CON - CONSTRUCTION
 SWT - SWITCHED SERVICES
 OPS - OPERATOR SVCS.
 CMP - COMPTROLLERS
 ANC - ANNOYANCE CALLS
 DIR - DIRECTORY
 ADS - ADVANCE SYSTEMS
 MCT - MARKETING
 976 - DIAL-IT-SVC.
 OTH - OTHER
 OCL - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000-10



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

May 14, 1990

MEMORANDUM TO: Mike Dymek

FROM: Sherry Cox

RE:

CASE NO. 6505-0 Supplemental Inquiry

Our investigation reveals that on February 1, [redacted] called the business office to request 976 blocking. On March 1 and 2 Ms. I. Rodriguez, Assistant Manager, tried to contact the customer and left a message to return the call. Finally on March 5 Ms. Rodriguez spoke to [redacted] at which time she agreed to adjust the calls on his January bill in the amount of \$118.00. On April 4 correspondence from [redacted] was received in the business office disputing another 976 call on his February 19 bill. The service representative issued an on line adjustment for \$35.00. which cleared on [redacted] account on his April 19 bill.

On April 26 [redacted] called our business office and questioned the \$118.80 credit which was agreed upon and which she still had not received. The service representative advised her that he would refer the claim to Ms. Rodriguez and have her call her back. On April 30 [redacted] called the business office again referencing her April 26 conversation. Ms. W. Wiseman, Assistant Manager, left a message for Ms. Rodriguez to call [redacted] Ms. Rodriguez returned the call and spoke with [redacted] on April 30 and apologized for the delay in the adjustment and assured him that his May 19 bill will reflect the \$118.80 credit.

The customer is satisfied.

000411



Southern Bell

TAKEN BY: _____ (TEL.) _____ (MAIL) Y (TIME) 9:40 (LOGGED) _____ (CARD) _____ (FROM) _____ (DATE) _____ (DUE BY) 11

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT. : _____

CITY : _____

TEL. # : _____

REFERRED TO : _____

CBR. # : _____

AREA : 70

PSC CASE # INQ. SUPPL -6505-P

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: _____

~~(SEE ATTACHED SUPPLEMENTAL INFORMATION)~~

REP'S. INITIALS & DEPT. _____

INTERIM REPORT SENT _____

CLOSED DATE _____

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NAME: MARGARETA VILLI...
ADDRESS: ...
CITY: ...
STATE: ...
ZIP: ...

SOUTHERN BELL
MARGARETA VILLI...
...
...
...

65050
No. ...
MID ... 04 PM 03/27/90
CO ... 1110 PM 03/27/90
Date ... 10-00
... Sylvia ...
...
MID ... 03/08/90
...
...

... charges for 076 6262 on last month's
... she has no knowledge of. She will inform my who agreed to
... charges as well as provide a check. On a recent bill, she
... charged for 076 calls and no credit for the previous
... Spanish
... by chance.

PLEASE SEE ATTACHED FOR ADDITIONAL INFORMATION

...

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Mike Dyack

05/22/90

03280 A ORG MSG # 00468
FROM SF10150 ON 05/11/90 12:06
SF17168,SF18071

GENERAL

NAME

CASE NUMBER 9867 90 TEL. NO.

ADDRESS

CITY

1. COMPLAINT CUSTOMER DENIED ALL KNOWLEDGE OF DIRECT DIAL 976 SERVICE CALLS ON HIS 01-19-90 BILL, WAS PROMISED ADJUSTMENT BUT DID NOT RECEIVE ADJUSTMENT IN A TIMELY MANNER.

DATE RECVD 05-07-90 TIME RECVD 10:20

2. OPERATIONS MANAGER ANSWERING COMPLAINT DON BEDNAR

DISTRICT MANAGER ANSWERING COMPLAINT DON BEDNAR

DEPARTMENT AND GROUP CUSTOMER SERVICE

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION IS REQUIRED. PLEASE INCLUDE DATES.

ON FEBRUARY 1, 1990 CALLED THE RESIDENT ORDERING DEPARTMENT REQUESTING BLOCK 976 SVC, CNTY060 DD 02-05-90 ORDER WAS ISSUED BY SERVICE REP. FRANCINE SHAPIRO. ON MARCH 1 & 2, 1990 MRS. RODRIGUEZ, ASST MGR, TRIED TO CONTACT CSR AND LEFT MESSAGE TO CALL HER. FINALLY ON 03-05-90 MRS. RODRIGUEZ SPOKE TO AT WHICH TIME SHE AGREED TO ADJUST THE CALLS ON HIS JANUARY BILL IN THE AMOUNT OF 118.80. ON APRIL 4, 1990, CORRESPONDENCE FROM WAS RECEIVED IN THE BUSINESS OFFICE BY DARLENE STUBBS, SERVICE REP, AGAIN DISPUTING ANOTHER 976 SVC CALL ON HIS FEB 19, 1990 BILL. MRS. STUBBS ISSUED AN ON LINE ADJ. FOR \$35, WHICH CLEARED ON MRS. STUBBS'S ACCOUNT FOR HIS 04-19-90 BILL.

PG 01

-F1- 051190 1224/051190 1224

000415

1 03280 A ORG MSG # 00468
2 FROM SF10150 ON 05/11/90 12:15
3 SF17168, SF18071

4 PAGE 02

5 # 3 CONTINUED:

6 ON 04-26-90 MRS. I. ALONSO CALLED OUR BUSINESS OFFICE, SPOKE TO JORGE LUIS
7 ALONSO, SERVICE REPRESENTATIVE, MR. ALONSO QUESTIONED THE \$118.80
8 CREDIT WHICH WAS AGREED UPON AND SHE STILL HAD NOT RECEIVED. MR. ALONSO
9 ADVISED MR. ALONSO HE WOULD REFER THE CLAIM TO MRS. RODRIGUEZ AND HAVE
10 MRS. RODRIGUEZ CALL HER BACK.

11 ON 04-30-90 MRS. SILVIA BLANCO CALLED BUSINESS OFFICE AGAIN SPOKE TO
12 EMILY PEREZ, SERVICE REPRESENTATIVE, IN REFERENCE TO 04-26-90 CONVERSA-
13 TION. MS. EMILY PEREZ REFERRED MESSAGE TO MS. SOFIA WISEMAN, ASSISTANT
14 MANAGER. MS. WISEMAN, ASSISTANT MANAGER, LEFT MESSAGE FOR MS. RODRIGUEZ
15 TO CALL HER BACK.

16 ON 04-30-90 MRS. RODRIGUEZ CALLED MR. ALONSO APOLOGIZED FOR THE DELAY
17 IN THE ADJUSTMENT AND ASSURED MR. ALONSO HIS MAY 12TH BILL WILL
18 REFLECT THE \$118.80 CREDIT.

19 PG 02
20 -F1- 051190 1224/051190 1224

000416

03280 A DRG MSG # 00468
FROM SF10150 ON 05/11/90 12:24
SF17168,SF18071

PAGE 03

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER. ON 05-10-90 MRS. MORMENED REISSUED PAPER ADJUSTMENT FOR \$118.80.

5. INTERIM-YES.....NO.....DATE OF NEXT OR FINAL REPORT.....

6. NAME AND TITLE OF PERSON PREPARING ANSWER ADELA M. MORMENED REL. ASST. MGR.

TELEPHONE NUMBER 263-5303

7. ADJUSTMENT-YES X NO.....AMOUNT \$118.80 * DAYS & REASON FOR ADJUSTMENT READJUSTED 976 SERVICE CALLS TO SATISFY.

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF * TELEPHONE # AND PERSON NOTIFIED.....

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES.....NO X IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES X NO.....WHY? WAS PROMISED A CREDIT NOT RECEIVED IN A TIMELY MANNER.

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE SPECIFIC) A COUNT OF ME ATTITUDE COULD HAVE HELPED IN THIS CASE. THE FIRST REPRESENTATIVE THAT CAME IN CONTACT WITH SHOULD HAVE ISSUED AN ON LINE ADJUSTMENT TO SATISFY AS HE WAS A FIRST TIME OFFENDER.

THE SECOND AND MANY OTHER REPRESENTATIVES THAT CAME IN CONTACT WITH COULD HAVE ALSO ISSUED THE ADJUSTMENT IN ORDER TO PREVENT CUSTOMER DISSATISFACTION INSTEAD OF PASSING THE COMMITMENT.

PG 03L

-F1- 051190 1224/051190 1225

000417

Wanna know the fax about
the state appeals office?



DATE 5-7

URGENT YES / NO

HAND DELIVER YES / NO

TOTAL NUMBER OF PAGES 10

MESSAGE TO: Don Butler

ROOM NUMBER _____

ADDRESS _____

CITY _____

FAX NUMBER -262-2677

TELEPHONE NUMBER -262-2116

MESSAGE Case # S-867-90 . This is a supplemental inquiry to
old case # S-409-90 . Reply is due 5-10-90.

FROM: SHERRY COXE

TELEPHONE NUMBER 305 - 263 - 4816

DEPARTMENT STATE APPEALS OFFICE/EXECUTIVE

MESSAGE _____

SENT BY _____ DATE _____ TIME SENT _____

000413

Florida Public Service Commission
1976-77
1978-79, 1979-80, 1980-81

Mr. Mike Dunne

Southern Bell - Miami

On February 27, 1990 at approximately 9:55 AM I spoke to you in reference to my January 1990 telephone bill from Southern Bell. The telephone company had charged us \$118.80 for calls to 076 Service which we never placed. After speaking to a Southern Bell representative I paid the full bill of \$165.03 with the assurance that my February bill would reflect a credit for the \$118.80.

When I received my February statement the \$118.80 had not been credited and in addition we were charged \$35.00 for more calls to 076 Service even though we had begun paying for optional service to block these type of calls. Having read about your agency I decided to call and see if you can be of help to me. We decided to follow your suggestion to pay the regular bill and not the additional \$35.00. You also told me that you would look into the \$118.80 charge in my January bill and that I would receive a phone call within a week in reference to this matter. Within a few days Mrs. Rodriguez from Southern Bell called and spoke to my husband. She told him that the \$118.80 would be credited to our March bill.

In the March bill Southern Bell billed us the \$35.00 as delinquent and charged us \$0.53 as a late fee. I called Southern Bell and spoke to Mrs. Perez on April 9, 1990 at 9:00 AM and she promised me that the matter would be resolved and the \$118.80 would definitely be credited on our next bill.

I received April's bill yesterday and it reflected a credit of \$35.00. However, I was charged \$0.01 late fee for the \$0.53 late payment of my previous bill and the \$118.80 was not credited to my account as I had been promised. I then called Southern Bell at approximately 9:05 AM and spoke to Jorge Alonso. After speaking to him for over forty minutes, he informed me that he would send my claim for the \$118.80 to his supervisor Mrs. Rodriguez who would call me back the same day. This was the same Mrs. Rodriguez that called us in February and assured my husband that the \$118.80 would be credited to our account in our March bill. She did not call me back yesterday.

000419

1 I would appreciate it if you would look into this matter once again since
2 had no luck as far as the \$10.00 owed to us. I think I have been
3 sufficiently patient with Southern Bell and have continued to pay my bill

4 Since I wished to have a written statement of all that has transpired I
5 had to engage the service of someone else to translate from Spanish
6 since I have trouble with English.

7 I wish to express my deepest gratitude for your assistance and consi-
8 deration in this matter and hopefully with your help it will be resolved.

9 Sincerely yours,

10
11
12
13
14
15

16 Enclosure: Southern Bell statements

000420



ACCOUNT NUMBER

211 2355

Feb 1978

PAYMENT DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS AND CREDITS	NEW TOTAL SOUTHERN BELL CHARGES	PLUS OTHER COMPANIES' CHARGES	TOTAL AMOUNT DUE
FEB 15	\$100.75	\$40.75	\$145.42	\$15.00	\$160.42

*** PLEASE NOTE *** See Thank You Message following the ***
*** Southern Bell Current Charges. ***

Detailed Statement of Charges

*** PLEASE NOTE: A 1.5% Late Payment Charge will apply
to any unpaid balance as of Feb 22. ***

Monthly Service Charges

1. Monthly Service-Jan 17 thru Feb 18
- (Recognition of local billing available upon request)
2. 400 Charge for Interstate Toll Access

AMOUNT	TOTAL
19.50	
1.50	

(continued)

Helpful Numbers

Southern Bell
ATTN

Billing Questions
760-2455
1-800-722-3360

To Place An Order
760-2355

000421

Special Service Charges (continued)

1. Maintenance Service

Other Charges and Credits

- 2. \$111 for 911 month maintenance. This charge has been placed on your bill by DATE COUNTY FLORIDA
- 3. \$111 for 911 month maintenance. This charge has been placed on your bill by DATE COUNTY FLORIDA

4. Cost of Dade County Sheriff's Ordinance #53-2

976 Service Calls Billed for Sponsors

Date	Place Called	Number Called	Rate	Time	Min
7 JAN 6 976 SERVICE		305 976-5252		107PM	3
8 JAN 6 976 SERVICE		305 976-5845		130PM	1
9 JAN 6 976 SERVICE		305 976-1849		133PM	1
10 JAN 6 976 SERVICE		305 976-6262		135PM	1
11 JAN 8 976 SERVICE		305 976-16-5		135PM	2
12 JAN 8 976 SERVICE		305 976-3845		150PM	2
13 JAN 8 976 SERVICE		305 976-3845		153PM	1

Subtotal

Direct Dialed Calls

Date	Place Called	Number Called	Rate	Time	Min
14 DEC 21 FALAUDERDL	FL 305 771-3539	AE		512PM	4
15 JAN 18 FALAUDERDL	FL 305 563-2399	AD		528PM	1
16 JAN 18 FALAUDERDL	FL 305 565-2717	AD		133PM	1
17 JAN 18 POMPANOON	FL 305 943-1025	AD		341PM	2
18 JAN 18 FALAUDERDL	FL 305 565-2717	AD		353PM	1
19 JAN 18 FALAUDERDL	FL 305 926-1658	AD		354PM	1

Rate Applied - See Back of Page

CP 911377

(continued)

000422



Southern Bell
BellSouth Corporation

ACCOUNT NUMBER
DATE DUE

PAYMENT DUE BEFORE	PREVIOUS BALANCE	CHARGES PAID THIS MONTH	NEW TOTAL MONTHLY BILL AMOUNT	PAID OTHER MONTHLY AMOUNT	TOTAL AMOUNT DUE
Mar 14	\$7.65	\$1.35	\$9.00	\$0.00	\$9.00

Monthly Statement of Charges

--- Please note: A \$1.50 late payment charge will apply
to any unpaid balance as of Mar 20

Monthly Service Charges

1. Monthly Service Fee for your Mar 10
(itemization of local billing available upon request)
2. FCC Charge for interstate toll access
3. Maintenance Plan(s)

CHARGE	AMOUNT
Monthly Service Fee	\$9.00
FCC Charge	\$3.50
Maintenance Plan(s)	\$2.50

(continued)

Helpful Numbers

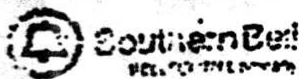
Southern Bell
ATTN

Billing Questions
780-2345
1-800-262-0000

To Place An Order
780-2015

000423

000424



Account Number

Bill Date

1-10-19

120

Date Place Called
11. JAN 30 ATLANTA GANumber Called Rate Time Min.
111 553-8102 120PM 1

Subtotal

Direct Dated Calls

We did not pay for this call

Date Place Called

Number Called Rate Time Min.

15. FEB 6 ATLANTA GA

11 501 551-8102 AM 120PM 1

15. FEB 6 ATLANTA GA

11 501 553-8102 AM 120PM 1

Federal Tax

031

Subtotal

Total Charges for 11-1-70 C. 1

34.00

Franchise Taxes

17. Franchise Charges

18. Federal Tax

19. City Tax

20. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Total

Subtotal

Important Information

Regarding your Inside Wire Maintenance Service Plan
Thank you for subscribing to Southern Bell's Service Plan.
Pursuant to this plan, Southern Bell will maintain or repair
all single telephone wiring inside your residence or
business, excluding damage caused by fire, acts of God, riots,
acts of war, gross negligence, willful damage, vandalism, or
wire not meeting Southern Bell's technical standard or
installation guidelines.

Southern Bell shall not be liable for injuries to persons or
property arising out of the installation, maintenance or
repair of inside wiring nor shall Southern Bell be liable for
damage, including incidental or consequential, arising from a
customer's inability to use such wiring.

Rate Applied - See Back of Page

CP 011059

(continued)

000425



Southern Bell
SHELLY THE BELL

ACCOUNT NUMBER
101 1200

PAID BY	PAID TO	PAID FOR	PAID BY	PAID TO	PAID FOR
101 1200	101 1200	101 1200	101 1200	101 1200	101 1200

Detailed Statement of Charges

NOTE: Please note. A 1.0% Late Payment Charge will apply to any unpaid balance as of Apr 20.

Monthly Service Charge

1. Late Payment Charge 1.0% on unpaid balance
2. Monthly Service Charge 1.00 thru Apr 18
(Authorization of local billing available upon request)
3. FCC Charge for Interstate Toll Access
4. Maintenance Plans

CHARGE	AMOUNT
1. Late Payment Charge	0.00
2. Monthly Service Charge	1.00
3. FCC Charge for Interstate Toll Access	0.00
4. Maintenance Plans	0.00
TOTAL	1.00

100111111111

Helpful Numbers

Southern Bell
AT&T

Billing Questions

780-2100
1-800-470-1000

To Place An Order

780-2100

000426



COMPLAINT INPUT SHEET

CUSTOMER'S NAME _____

CASE NO: 6505-P SUPPL. INQ.

DATE RECEIVED _____

DATE CLOSED _____

AREA SO (SO. SE. NO. OT)

TYPE R (R, B. P)

LATE _____ (Y YES ONLY)

OPERATIONS MANAGER DLB

DOC DAD (DAD, BWD, PBC, CST, GNV, JAX, ORL, WFL. OTH.)

CLASS 976 (SEE CODES BOTTOM OF PAGE)

ADJAFTER _____ (Y YES ONLY)

SAD NO: S-867-90

JUST _____ (N NO ONLY)

CAUSE CODE 25E00 CHARACTERS, SEE CAUSE CODE LIST)

RSC - RESIDENCE SVC. CENTER
PSC - PUBLIC SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SVC.
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER
MNT - MAINTENANCE

BSC - BUSINESS SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SVC.
CMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPL. LETTERS

000428



Southern Bell

Special Assistance Bureau
606 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 7. 1990

Memorandum to: Mike Dymek

From: Marie Forbes

Re:

Case No. 6934-P

Our investigation reveals that on 12-13, our office was contacted and an order was issued to remove the 976/900 call restriction.

On 1-29, called and placed an order to disconnect his service. On 1-31, the customer called and cancelled his disconnect order. At the same time he made payment arrangements on his overdue bill.

On 2-2, called to request that the 900 and 976 call restriction be connected to his line again. The order was issued with a due date of 2-5.

On 2-5, our collection sent a high toll letter in the amount of \$2113.07, due on 2-12.

On 2-7, the we received a call from Doris with AT&T advising us of a pending adjustment in the amount of \$692.69. Later that day

 called and requested that all calls to 900 and 976 numbers, made through different carriers, TNI, MCI, and AT&T be investigated. claimed he had a block on his line. We agreed to check and call back on 2-14.

We conducted an investigation and it was determined that someone who had access to telephone, called our office on 12-13 and requested that the 900/976 restriction be removed and they advised that the customer would be responsible for all calls made from his telephone. The charges were sustained. The customer was called and advised of the results of our investigation and advised that the charges were sustained. The customer was further advised to call the collection department and make payment arrangements.

000423

1 On 2-15, = called and made arrangements to pay \$300.00
2 per month plus the current charges. He also agreed to pay \$500.00
3 by 3-5, as an initial payment.

4 On 3-5, Ms. Maria Bellon, Assistant Manager, contacted
5 to acknowledge the appeal. The customer stated that he does not
6 know who called us to remove the restriction and that the same day
7 he realized that someone had done so, he contacted us to get the
8 restriction put back on his line. The customer said that the only
9 reason he made payment arrangements was to prevent his line from
10 being disconnected, since he had to go out of town.
11 stated that he attempted to find out who could have called to
12 disconnect the restriction, however, he has not been able to do so.
13 Ms. Bellon agreed to check further and call back on 3-6.

14 On 3-6, Ms. Bellon called and advised that an
15 adjustment will be given on his account in the amount of \$2077.91,
16 for all the 900/976 calls which appear on his January and February
17 bills. will be responsible for payment of the rest of
18 his long distance calls which were not supposed to be restricted
19 under this particular service. Ms. Bellon advised that
20 the different long distance carriers may pursue their own
21 independent investigation and collection action. is
22 aware of this information and will contact our collection department
23 to make arrangements on the balance of his bill.

000430



Southern Bell

PSC CASE #

SERVICE MATTERS

- RES. SERV. CENTER
- BUS. SERV. CENTER
- PUB. SERV. CENTER
- FIELD ORDERS/ENGR.
- BILLING
- DEPOSITS
- TREATMENT ACTIVITY
- INSTALLATION
- MISSED APPT. INS.
- MAINTENANCE
- MISSED APPT. MNT.
- CONSTRUCTION
- SWITCHED SERVICES
- OPERATOR SVC.
- COMPTROLLERS
- ANNOYANCE CALLS
- DIRECTORY
- ADVANCE SYSTEMS
- MARKETING
- DIAL-IT-SVC.
- OTHER
- COMPL. LETTERS

RES. BUS. PUBLIC

REP'S. INITIALS & DEPT.

TAKEN BY:

IBOSS

(TEL.)

(MAIL)

(TIME)

(LOGGED)

(CARD)

(FROM)

(DATE)

(DUE BY)

CUSTOMER'S NAME:

ADDRESS:

CITY:

REFERRED TO:

TEL. #:

CBR. #:

AREA:

Customer's complaint:

BILLED FOR OVER \$2,000 BIRTH OF CALLS TO 900 AND 976
NUMBERS. DAK. BLOCK ON LINE TO ADDID THESE CALLS.
SOMEONE CALLED BELL AND REQUESTED THE BLOCK BE REMOVED,
HE NEVER REQUESTED THIS. SO, BELL REMOVED THE BLOCK
WITHOUT VARYING WITH HIM. VERY UPSET. HE IS DOL TO
BE DISCONNECTED ON MONDAY 3/5. VERY UPSET.

INTERIM REPORT SENT

CLOSED DATE

SF1580D91 110



Southern Bell

PSC CASE #

SERVICE MATTERS

- RES. SERV. CENTER
- BUS. SERV. CENTER
- PUB. SERV. CENTER
- HELD ORDERS/ENGR.
- BILLING
- DEPOSITS
- TREATMENT ACTIVITY
- INSTALLATION
- MISSED APPT. INS.
- MAINTENANCE
- MISSED APPT. MNT.
- CONSTRUCTION
- SWITCHED SERVICES
- OPERATOR SVC.
- COMPTROLLERS
- ANNOYANCE CALLS
- DIRECTORY
- ADVANCE SYSTEMS
- MARKETING
- DIAL-IT-SVC.
- OTHER
- COMPL. LETTERS

RES. BUS. PUBLIC

REP'S. INITIALS

CUSTOMER'S NAME:

ADDRESS:

CITY:

REFERRED TO:

Customer's complaint:

BILLED FOR OVER \$2,000 WORTH OF CALLS TO 900 AND 976 NUMBERS. DAK. BLOCK ON LINE TO AVOID THESE CALLS. SOMEONE CALLED BELL AND REQUESTED THE BLOCK BE REMOVE, HE NEVER REQUESTED THIS. SO. BELL REMOVED THE BLOCK WITHOUT VERYING WITH HIM. VERY UPSET. HE IS DUE TO BE DISCONNECTED ON MONDAY 3/5. VERY UPSET.

3-5 Cust Old Cus not Cont agt

3/5 Called Cus
8 to Cus
ent old

INTERIM REPORT SENT

CLOSED DATE

SF 1580091 110

02609 A ORG MSG # 00751
FROM SF10150 ON 03/07/90 11:03
SF17168,SF18071

GENERAL

NAME:
ADDRESS:
CITY:

CASE NUMBER: M 432-90 TEL. NO.

1. COMPLAINT: BILLED OVER \$2000.00 OF 900 AND 976 CALLS. HAD BLOCK TO
RESTRICT CALLS. SOMEONE CALLED SOUTHERN BELL AND HAD BLOCK REMOVED
WITHOUT HIS KNOWLEDGE.
DATE RECVD: 3-2 TIME RECVD: 4:54

2. OPERATIONS MANAGER ANSWERING COMPLAINT: DON BEDNAR
DEPARTMENT AND GROUP: CUSTOMER SERVICES-MIAMI

3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

ON DECEMBER 13, 1989 THE BUSINESS OFFICE WAS CONTACTED AND AN ORDER WAS
ISSUED TO REMOVE THE 776 AND 900 CALLS RESTRICTION (CREX-4). ON JANUARY
29, 1990 CALLED THE BUSINESS OFFICE AND PLACED AN ORDER TO
DISCONNECT HIS TELEPHONE SERVICE 247-4073. ON JANUARY 31, 1990 THE
CUSTOMER CALLED TO CANCEL HIS DISCONNECT ORDER. AT THAT TIME
ALSO MADE PAYMENT ARRANGEMENTS ON HIS OVERDUE TELEPHONE BILL.
ON FEBRUARY 2, 1990 CALLED TO REQUEST THAT THE 900 AND 976
RESTRICTION BE CONNECTED BACK ON HIS ACCOUNT. THE ORDER WAS ISSUED WITH
AN EFFECTIVE DUE DATE OF FEBRUARY 5. ON FEBRUARY 5TH THE COLLECTION
DEPARTMENT SENT A HIGH TOLL LETTER IN THE AMOUNT OF \$2113.07 DUE ON
FEBRUARY 12. ON FEBRUARY 7 THE BUSINESS OFFICE RECEIVED A CALL FROM
DORIS FROM ATT ADVISING US OF A PENDING ADJUSTMENT OF \$692.69.

PG 01

-F1- 030790 1122/030790 1122

000433

1 02609 A ORG MSG # 00751
2 FROM SF10150 ON 03/07/90 11:09
3 SF17168,SF18071

4 PAGE 02

5 LATER THAT DAY CONTACTED THE BUSINESS OFFICE AND SPOKE TO
6 SERVICE REPRESENTATIVE, CARMEN MAGARINO. THE CUSTOMER REQUESTED THAT
7 ALL CALLS TO 900 AND 976 FROM DIFFERENT CARRIERS, TNJ, HGI AND ATT BE
8 INVESTIGATED AND CLAIMED HE HAD A BLOCK ON HIS LINE. MRS. MAGARINO
9 AGREED TO CHECK AND CALL BACK ON FEBRUARY 14. SERVICE REPRESENTATIVE,
10 RENE ACOSTA, CONDUCTED AN INVESTIGATION AND IT WAS DETERMINED THAT SOME-
11 ONE WHO HAD ACCESS TO THE CUSTOMER'S TELEPHONE CALLED THE BUSINESS
12 OFFICE ON DECEMBER 13 AND REQUESTED THAT THE 900 AND 976 RESTRICTION
13 BE REMOVED AND THE CUSTOMER WAS ADVISED THAT HE WOULD BE RESPONSIBLE
14 FOR ALL THE CALLS MADE FROM HIS TELEPHONE. THE CHARGES WERE SUSTAIN-
15 ED. MRS. DAWN GRAFFE, RELIEVING ASSISTANT MANAGER, CONTACTED
16 AND ADVISED HIM THAT THE CHARGES WERE SUSTAINED AND ADVISED
17 THE CUSTOMER TO CONTACT THE COLLECTION DEPARTMENT TO MAKE ARRANGEMENTS
18 ON THE TELEPHONE BILL. ON FEBRUARY 15 SPOKE TO SERVICE
19 REPRESENTATIVE, NILSON DIAZ, AND AGREED TO PAY \$300 A MONTH PLUS HIS
20 CURRENT CHARGES. THE CUSTOMER AGREED TO PAY \$500 BY MARCH 5TH AS
21 INITIAL PAYMENT. ON MARCH 2ND THE CUSTOMER CONTACTED THE COMMISSION.

22 PG 02

23 -F1- 030790 1122/030790 1123

000434

02609 A ORG MSG # 00751
FROM SF10150 ON 03/07/90 11:17
SF17148,SF18071

PAGE 3

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

ON MARCH 5, MRS. MARIA BELLON, ASSISTANT MANAGER, CONTACTED THE CUSTOMER STATED THAT HE DOES NOT KNOW WHO CALLED US TO REMOVE THE RESTRICTON AND THAT THE SAME DAY HE REALIZED THAT SOMEONE HAD DONE SO, HE CONTACTED US TO GET THE RESTRICTON BACK ON HIS LINE. THE CUSTOMER ALSO SAID THAT THE ONLY REASON HE MADE PAYMENT ARRANGEMENTS WAS TO PREVENT HIS LINE FROM BEING DISCONNECTED SINCE HE HAD TO GO OUT OF TOWN. SAID HE TRIED TO FIND OUT WHO COULD HAVE CALLED, HOWEVER, HAVE NOT BEEN ABLE TO DO SO. MRS. BELLON AGREED TO CHECK THE MATTER FURTHER AND RE-CONTACT ON MARCH 6.

ON MARCH 6TH MRS. BELLON CONTACTED AND ADVISED THAT AN ADJUSTMENT WILL BE GIVEN ON THE ACCOUNT IN THE AMOUNT OF \$2077.91 FOR ALL THE 900 AND 976 CALLS WHICH APPEAR ON THE CUSTOMER'S JANUARY AND FEBRUARY BILLS. WILL BE RESPONSIBLE FOR PAYMENT OF THE REST OF HIS LONG DISTANCE CALLS WHICH WERE NOT SUSPOSED TO BE RESTRICTED UNDER THIS PARTICULAR SERVICE. MRS. BELLON ALSO ADVISED THAT THE DIFFERENT LONG DISTANCE CARRIERS MAY PURSUE THEIR OWN INDEPENDENT INVESTIGATION AND COLLECTION ACTION. IS AWARE OF THIS INFORMATION AND WILL CONTACT THE COLLECTION DEPARTMENT TO MAKE ARRANGEMENTS ON THE BALANCE OF HIS BILL.

PG 03
-F1- 030790 1122/030790 1123

000435

02609 A DRG MSG # 00751
FROM SF10150 ON 03/07/90 11:22
SF17168,SF18071

PAGE 04

5. INTERIM-YES.....NO_X...DATE OF NEXT OR FINAL REPORT.....

6. NAME AND TITLE OF PERSON PREPARING ANSWER: MARIA BELLON
ASSISTANT MANAGER

TELEPHONE NUMBER: 263-5276

7. ADJUSTMENT-YES_X_NO...AMOUNT..... # DAYS & REASON FOR ADJUSTMENT
\$2246.13 REASON-RESTRICTION OF 900 & 976 CALLS REMOVED WITHOUT
CUSTOMER'S AUTHORITY.

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS/MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED.....

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES....NO_X...IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES....NO_X...WHY? A FRIEND OF THE CUSTOMER CALLED TO REMOVE 900 & 976 RE-
STRICTION WITHOUT HIS APPROVAL. THE CUSTOMER IS RESPONSIBLE FOR CHARGES
MADE FROM HIS TELEPHONE.

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC) THE CUSTOMER WAS ALLOWED TO MAKE PAYMENT ARRANGEMENT OVER A
LONG PERIOD OF TIME. ADJUSTMENT GIVEN IN AN EFFORT TO CLEAR THE
CUSTOMER'S TELEPHONE BILL.

BB

PG 04L

-F1- 030790 1122/030790 1123

000436

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 6934-P

* DATE RECEIVED: _____

DATE CLOSED _____

AREA: (2) SO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P;)

AREA CODE + TEL. NO.: (B-305:F-407:P-904)

LATE (1) (Y-YES ONLY)

OPERS. MGR'S. INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLAS: (3) 976 (SEE BOTTOM FOR CODES)

ADJ. AFTER: (1) Y (Y-YES ONLY)

BAC NO.: M-432-90

JUST: (1) (N-NO ONLY)

DISPOSITION: (35) 25E

SERVICE MATTERS

RSC- RES. SERV. CENTER
BSC- BUS. SERV. CENTER
PSC- PUB. SERV. CENTER
HDO- HELD ORDERS/ENGERS
BIL- BILLING
DEP.-DEPOSITS
TRA- TREATMENT ACTIVITY
INS.-INSTALLATION
MNT- MAINTENANCE

CON- CONSTRUCTION
SWT- SWITCHED SERVICES
OPS- OPERATOR SERVICES
CMP.- COMPTROLLERS
ANC- ANNOYANCE CALLS
DIR- DIRECTORY
MKT.- MARKETING
976- DIAL IT SERV.
OTH.- OTHER
CML.- COMPLIMENTARY

000437



Southern Bell

Special Assistance Bureau
686 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

March 23, 1990

Memorandum to: Kathy Brown

From: Marie Forbes

Re:

Case No. 8350-P

Our investigation reveals that on 3-8, the customer called our office to request the listing on two 976 calls. We provided the name Sports Hotline. We explained that the 976 calls were direct dialed and offered call block. An order was issued to add the block. The customer requested to be transferred to the vendor and we on line transferred the customer.

On 3-19, Ms. Terry Holman, Assistant Manager, contacted the customer to acknowledge the appeal. The customer explained that he is 72 years old and not up at midnight calling a sports hotline. Ms. Holman apologized and agreed to adjust the two calls on the next bill in the amount of \$50.28. Ms. Holman confirmed the block and it was agreed to leave it on the line. The adjustment will reflect on the 4-11 bill and the customer expressed his satisfaction.

000433



Southern Bell

PSC CASE # 8350-P

MW
TAKEN BY:

(TEL.)

X
(MAIL)

8:40
(TIME)

(LOGGED)

(CARD)

KB
(FROM)

3-19
(DATE)

3-26
(DUE BY)

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____ CBR. #: _____ A: SE

APT.: _____

000439

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: _____

- 9 RES. SERV. CENTER
- 10 BUS. SERV. CENTER
- 11 PUB. SERV. CENTER
- 12 FIELD ORDERS/ENGR.
- 13 BILLING
- 14 DEPOSITS
- 15 TREATMENT ACTIVITY
- 16 INSTALLATION
- 17 MISSED APPT. INS.
- 18 MAINTENANCE
- 19 MISSED APPT. MNT.
- 20 CONSTRUCTION
- 21 SWITCHED SERVICES
- 22 OPERATOR SVC.
- 23 COMPTROLLERS
- 24 ANNOYANCE CALLS
- 25 DIRECTORY
- 26 ADVANCE SYSTEMS
- 27 MARKETING
- 28 DIAL-IT-SVC.
- 29 OTHER
- 30 COMPL. LETTERS

REP'S. INITIALS & DEPT.

(SEE ATTACHED CASE)

BOA / TS

INTERIM REPORT SENT _____

CLOSED DATE _____



THE WISE THING
TO DO IS TO
SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7483 OR

305-264-1734

WE GIVE A HOOT !

DATE 3-19

TOTAL PAGES 8

FAX NUMBER 1 938 5351

TO: Judie / Pat

TEL. NUMBER: 492 3605

FROM: MARIE FORBES

TEL. #: 305-263-4816

STATE APPEALS OFFICE

MESSAGE

Any question - please call

RE CASE #: M 526-90

DUE BY: 3-22

000440

1 Mr. _____
2 Add _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____
9 _____
10 _____
11 _____
12 _____
13 _____
14 _____
15 _____
16 _____
17 _____
18 _____
19 _____
20 _____

Company SOUTHERN BELL
Agent MARIE MURRAY
Consumer's Telephone # _____
Can Be Reached _____

Request No. 83508
By KDB Time 6:26 PM Date 03/16/
To CO Time 5:44 Date 03/16/
Complaint Type Ch. 05
Seq. # 000
Justification _____
Closed By _____ Date 1/1
Reply received _____

Has consumer contacted company? Yes _____ No _____ Who _____

1. Nature of Request 2. Report of Action

7 Customer denies making calls to 876 numbers, has called Southern Bell
8 about this 3 or 4 times and thinks problem may be due to a person
9 having had the same number in Davis.
10 _____
11 _____
12 _____
13 _____
14 _____
15 _____
16 _____
17 _____
18 _____
19 _____
20 _____

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAMES STREET
TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:

Kathryn Dyal Brown

PER-19-'90 MON 08:17:10: PUBLIC SERVICE COM. TEL. N.J. 1-800-487-1007 . REC'D 101

8350P

1
2
3 Date: 3-11-90

4 To: The Florida Public Service
Commission

5
6 Division of Consumer Affairs

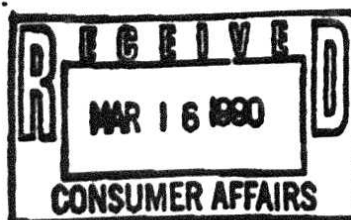
7 101 East Gaines St.

8 Tallahassee, Fl. 32301-8153

9 From:

10
11 Southern Bell Account #

12
13
14 Re: Southern Bell Feb. 11th 1990 billing.
15 overcharge.



000443

Dear Sirs,

Our phone was connected and services started at the above address and # on Jan 9th 1990. with number

The February 11th billing included two 976 Service calls made on Feb. 6 and 7 for 3 and 1 minutes respectively.

We are the only two persons living in this household and we are absolutely positive that we did not make those calls. yet we had to pay the full amount of the bill or as not to be disconnected.

After contacting Southern Bell 3 or 4 times to report the error, we could not get any satisfaction or corrective action. We

000443

- 2 -
are presenting this case to
the commission for study
and re-evaluation and/or correc-
tion.

Almost every day since
we have had this phone num-
ber, we get a call for a Mr.
Speaker. We do not personally
know any Mr. Speaker but upon
looking in the 1990 phone directory
we discovered that a H. Speaker
of 5740 SW. 54th Ave. Davie
holds the same phone number,
namely 791-0684.

There is no way for us
to find out when his phone
number was changed or/and disconnected.

000441

- 3 -

nor if it has anything to do with
this case, but we feel that
it is very unfair to have to
pay these calls that we did
not make in order to retain
Southern Bell services.

We appreciate anything
you can do in regard to
this matter.

Sincerely Yours

Included are copies of the do-
cuments to support all transactions
mentioned above.

000445

4 or Charges and Credits

5 Feb 1 90 00 E911
6 4. E911 (or 911) installation charges. This
7 charge has been placed on your bill by
8 BROWARD COUNTY
9 5. E911 (or 911) monthly charges. This tariff
10 charge is billed on behalf of BROWARD
11 COUNTY

Subtotal

13 Service Calls Billed for Sponsor(s)

14 Date Place Called Number Called *Rate Time Min.
15 6. FEB 6 976 SERVICE 305 976-2378 1203AM 3
16 7. FEB 6 976 SERVICE 305 976-2378 1228AM 1
17 Subtotal

18 out Diald Calls

19 Date Place Called Number Called *Rate Time Min.
20 6. FEB 6 NORTHADE FL 305 976-2378 AM 1203AM 3
21 9. FEB 6 NORTHADE FL 305 976-2378 AM 1228AM 1
22 0. FEB 11 BOCA RATON FL 407 391-9160 AM 826AM 2
23 1. FEB 12 BOCA RATON FL 407 391-9160 AZ 854PM 1
24 (Federal Tax .02)

Subtotal

26 al Charge For Itemized Calls

30.50

27 nchies/Taxes

28 2. Franchise Charges

29 3. Federal Tax

30 4. City Tax

31 5. Florida Gross Receipts Surcharge

Subtotal

32 Southern Bell Current Charges

33
34
35
36
37
38
39
40

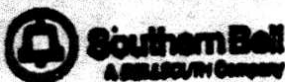
41 as Applied - See Back of Page

FP 047595

(continued)

AMOUNT	TOTAL
.02	.02
.14	.16
25.00	25.00
25.00	50.00
.17	.17
.08	.08
.12	.12
.13	.13
.50	.50
.12	.12
.48	.48
.86	.86
.05	.05
1.51	1.51
69.82	69.82

000446



Account Number:

Bill Date:

Feb 11, 1990

Page 1

PAYMENT DUE BEFORE	PREVIOUS BALANCE	PAYMENTS AND ADJUSTMENTS	NEW TOTAL SOUTHERN BELL CHARGES	PLUS OTHER COMPANIES CHARGES	TOTAL AMOUNT DUE
Mar 7	\$78.13	\$78.13	\$69.82	\$38.66	\$108.48

Detailed Statement of Charges

AMOUNT	TOTAL
11.65	
8.50	
2.50	
	17.65

Please note: A 1.5% Late Payment Charge will apply

to any unpaid balance as of Mar 13.

Monthly Service Charges

1. Monthly Service-Feb 11 thru Mar 10

(localization of local billing available upon request.)

2. FCC Charge for Interstate Toll Access

3. Maintenance Plan(b)

Subtotal

Total Numbers

Billing Questions

To Place An Order

(continued)

Southern Bell

780-2355

780-2355

AT&T

1-800-822-0300

AGENT 3540

REG PAYMENT

03/09/90

BATCH 3069

DRAWER 1

17154

TEL @ 3067910684 CC 203 SC/RAO R251808

38 PAYMENT AMOUNT 108.98

CHECK 108.98

CHANGE .00

THANK YOU

000447



Southern Bell

PSC CASE # 8350-1

~~10~~
TAKEN BY:

IBOSS

(TEL.)

~~X~~
(MAIL)

~~8:40~~
(TIME)

(LOGGED)

(CARD)

~~KB~~
(FROM)

~~3-19~~
(DATE)

~~3-26~~
(DUE BY)

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____ CBR. #: _____ AREA: SB

APT.: 000

3
4
0
0

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: _____

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
FIELD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

(SEE ATTACHED CASE)

BOA / TS

INTERIM REPORT SENT _____ CLOSED DATE _____

1 02793 A ORG MSG # 00932 (00586)
2 FROM SF24102 ON 03/22/90 15:50
3 SF17168,SF28019

4 GENERAL

5 NAME _____ CASE # M526-90 _____ TEL. NO.

6 ADDRESS _____

7 CITY _____

10 1. COMPLAINT _____ LETTER DENIES 976 CALLS, CALLED SOUTHERN BELL 3 TIMES
11 AND NO SATISFACTION.
12 _____
13 _____
14 _____

15 DATE RECVD-3/17----TIME RECVD--2125

16 2. OPERATIONS MANAGER ANSWERING COMPLAINT _____ MARK BUTTERWORTH _____
17 _____
18 _____

19 DISTRICT MANAGER ANSWERING COMPLAINT _____
20 _____

21 DEPARTMENT AND GROUP _____ CUSTOMER SERVICES/RESIDENCE _____
22 _____

23 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
24 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
25 ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
26 IS REQUIRED. PLEASE INCLUDE DATES.
27 _____

28 CALLED ON 3/8 TO GET A LISTING ON TWO 976 CALLS. MRS.
29 D. WEILER, SVC REP, PROVIDED THE NAME SPORTS HOTLINE. MRS. WEILER
30 EXPLAINED 976 CALLS WERE DIRECT DIALED AND OFFERED CALL BLOCK.

31 ALSO CALLED ON 3/8 TO QUESTION THE 976 CALLS. MS. E.
32 KNOWLES, JPB, SVC REP, GAVE THE LISTING AND ADVISED THE CALLS WERE
33 DIRECT DIALED, BLOCK WAS OFFERED AND ORDER ISSUED. THE CUSTOMER
34 REQUESTED TO BE TRANSFERRED TO THE 976 VENDOR. MS. KNOWLES ON LINE
35 TRANSFERRED THE CUSTOMER.
36 _____

37 PG 01

38 -F2- 032290 1557/032290 1557
39 -F1- 032290 1557/032290 1558
40

02773 A ORG MSG # 00932 (00586)
FROM SF24102 ON 03/22/90 15:57

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.
MRS. TERRY HOLMAN, ASST MGR, CONTACTED ON 3/19/90 TO
DISCUSS THE PROBLEM. EXPLAINED THERE WERE NO VISITORS
IN THE HOUSE. HE IS 72 YEARS OLD AND NOT UP AT MIDNIGHT CALLING A
SPORTS HOTLINE. MRS. HOLMAN APOLOGIZED AND AGREED TO ADJUST THE TWO
CALLS ON THE NEXT BILL. MRS. HOLMAN CONFIRMED THE BLOCK AND IT WAS
AGREED TO LEAVE IT ON THE LINE. ADJUSTMENT WILL REFLECT ON APRIL 11
BILL. CUSTOMER IS SATISFIED.

5. INTERIM-YES.....NO_X DATE OF NEXT OR FINAL REPORT.....
6. NAME AND TITLE OF PERSON PREPARING ANSWER.....BETTY THAYER, MANAGER
TELEPHONE NUMBER.....305 492-9862.....

7. ADJUSTMENT-YES_X_NO.....AMOUNT_50.20..... # DAYS & REASON FOR ADJUSTMENT

8. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED.....AS INFORMATION COPY TO LARRY NIXON,
SF28019.

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?

YES_..NO_X..IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

YES_X_NO_...WHY?...WE SHOULD HAVE ADJUSTED THE CALLS ON THE SECOND
CONTACT.

10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC) CUSTOMER FIRST. OUR CUSTOMERS ARE NOT AWARE OF OUR POLICIES
WE SHOULD EXPLAIN THEM. WE SHOULD HAVE OFFERED TO ADJUST SINCE OUR
976 POLICY ALLOWS ADJUSTMENT ON FIRST TIME COMPLAINTS.

PG 02L

--F2- 032290 1557/032290 1558

--F1- 032290 1557/032290 1558

000450

COMPLAINT INPUT SHEET

CUSTOMER'S NAME. _____

CASE NO.: 8350-P _____

* DATE RECEIVED: _____ DATE CLOSED _____

AREA: (2) SE (SO; SE; NO; OT)

TYPE: (1) R (R; B; P;)

AREA CODE + TEL. NO.: (B-305:F-407:P-904)

LATE (1) (Y-YES ONLY)

OPERS. MGR'S. INITIALS: (3) MDB

DOCA: (3) BWD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLAS: (3) 976 (SEE BOTTOM FOR CODES)

ADJ. AFTER: (1) Y (Y-YES ONLY)

BAC NO.: M-526-90

JUST: (1) (N-NO ONLY)

CAUSE CODE: (5) 25H00

SERVICE MATTERS

RSC- RES. SERV. CENTER
BSC- BUS. SERV. CENTER
PSC- PUB. SERV. CENTER
HDO- HELD ORDERS/ENGERS
BIL- BILLING
DEP.-DEPOSITS
TRA- TREATMENT ACTIVITY
INS.-INSTALLATION
MNT- MAINTENANCE

CON- CONSTRUCTION
SWT- SWITCHED SERVICES
OPS- OPERATOR SERVICES
CMP.- COMPTROLLERS
ANC- ANNOYANCE CALLS
DIR- DIRECTORY
MKT.- MARKETING
976- DIAL IT SERV.
OTH.- OTHER
CML.- COMPLIMENTARY

000451



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

February 12, 1990

MEMORANDUM TO: Mike Dymek

FROM: Norma Coyne

RE:

INQUIRY - CASE NO 2570-1

This is with final reference to our interim report dated February 7, 1990.

Following the letter being sent to the customer on February 2nd, Mr. M. Roldan, Assistant Manager-Vendor Marketing Center, continued to make attempts to contact . . . Finally, on February 7, 1990, he reached . . . and acknowledged receipt of her appeal. . . expressed her concern with the advertising on the number 976-6262. In her opinion, it is geared to an unsavory class of people in our society. Her son had made the calls to the number without her knowledge and she sees him as a "victim" to an underhanded tactic being used by the information provider.

Mr. Roldan explained Southern Bell's policy in regard to 976 advertisements. The ads follow our guidelines; however, we have no control over the type of marketing the information provider uses or what time the ads are aired.

Mr. Roldan offered to have a meeting with . . . the information provider for the 976 service in question, in order to address his marketing tactic. He also offered to adjust the charges for these calls billed as a first time offender.

. . . was satisfied with the adjustment of the calls and also accepted the blocking feature for 976-900 service. She stated that she could understand that Southern Bell cannot control the marketing that . . . uses and was satisfied that Mr. Roldan would contact the vendor to express her views on his program advertising.

Mr. Roldan arranged to have an adjustment issued to credit Mrs. Nunez' account in the amount of \$251.79.

On February 8, 1990, Mr. Roldan met with . . . They discussed the complaint regarding his ads and . . . agreed to vary his marketing tactic by airing his ads after midnight and redoing the advertising spots.

1 Miami Beach, January 30, 1990

2 MCI
3 4170 Ashford Dunwoody Rd.
4 Suite 300
5 Atlanta, Georgia 30346

6 Attention: Mr. Andy Giddings

7 Dear Ms. Giddings:

8 We have requested the service of AT&T as our long distance company.
9 We do not have business with your company at all.

10 In December 1989, we were very surprised to find your bill included
11 with the SoutherBell bill for calls that were not placed from our
12 phone. (more than \$30.00) There are no children in our household
13 and we do not allow friends to use our phone. Furthermore, at the
14 time those calls were placed, we were at home. We do not have the
15 inclination to call 900 numbers, and furthermore, we find them very
16 distasteful.

17 This letter is to let you know that we are not going to pay for
18 service that we do not request and we will hold your company MCI,
19 liable for any damage and aggravation your action might cause to
20 us in the future.

21 It is your responsibility to know who requests your service and to
22 prevent unauthorized long distance calls. It is an outrage that
23 you allow decent people who use an entirely different long distance
24 carrier to be victimized simply because profit is the highest
25 priority at MCI.

26 An angry AT&T customer,

27
28
29
30 cc: Public Utility Commission

000455

MCI*unconditional subscription*

Account Number:

Bill Date:

Dec 29, 1989

Page 3

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min
1. DEC 2	SP RESUMES	900 988-8900	AE	1012PM	1
2. DEC 2	SP RESUMES	900 988-8900	AE	1018PM	5
3. DEC 2	H O T S	900 988-4587	AE	1022PM	1
4. DEC 3	SP RESUMES	900 988-8900	AN	1248AM	5

(Federal Tax

.73)

Subtotal

Total Charge for Itemized Calls

24.00

Taxes

5. Federal Tax

.73

6. Florida Gross Receipts Surcharge

.36

Subtotal

9 MCI Current Charges

To
Fr

10. Florida Gross Receipts Surcharge

.43

.76

.05

Southern Bell Current Charges

Subtotal

Messages

 RightTouch® service is improved! Now you can check your account, make payment arrangements and order Custom Calling Services. You can still suspend, restore or disconnect your service. Just call toll-free, 1 800 826-6290, from a touch-tone phone to use the service.
 *** Your Personal Access Code is 0500; please protect it. ***

Nonpayment of Receiving Charges may result in disconnection of service. The amount of Regulated Charges may be recovered by calling either Southern Bell number.

*Rate Applied - See Back of Page

CP 017892

*continued

000451



Southern Bell
A BELL SOUTH COMPANY

Account Number:
Bill Date:

Dec 25, 1989
Page 2

Other Charges and Credits

Nov 29 89 90 MANHOLE
1. Cost of Dade county manhole ordinance #63-3

Dec 2 89 90 E911
4. E911 (or 911) installation charges. This charge has been placed on your bill by DADE COUNTY FLORIDA

5. E911 (or 911) monthly charges. This earlier charge is billed on behalf of DADE COUNTY FLORIDA

976 Service Calls Billed for Sponsor(s)

Subtotal

Date Place Called
6. DEC 2 976 SERVICE

Number Called
305 976-3327

*Rate Time Min.
1030PM 3

Subtotal

Total Charge For Itemized Calls

10.00

Franchise/Taxes

7. Franchise Charges

8. Federal Tax

9. City Tax

10. Florida Gross Receipts Surcharge

Subtotal

Southern Bell Current Charges

Messages

RightTouch® Service is Improved! Now you can check your account, make payment arrangements and order Custom Calling Services. You can still suspend, restore or disconnect your service. Just call toll-free, 1 800 826-6290, from a touch-tone phone to use the service.
*** Your Personal Access Code is 0600; please protect it. ***

Payment of Required Charges may result in discontinuance of service. The amount of Required Charges may be obtained by calling either Southern Bell number.

*Rate Applied - See back of Page

CP 017052

000455

(ECHO) 12/27/89



Account Number:
Bill Date:

Dec 25, 1989
Page 4

Direct Dialed Calls

Date	Place Called	Number Called	*Rate	Time	Min.
1. DEC 3	NEW YORK	NY 212 754-6520	AN	1253AM	1
2. DEC 3	CYNBLUWPK	CA 819 337-9981	AN	1257AM	1
3. DEC 3	BREWSTER	NY 914 279-7818	AN	1043AM	10
4. DEC 27	BREWSTER	NY 914 279-7818	AN	1113PM	9
5. DEC 27	BROOKLYN	NY 718 965-3756	AN	1124PM	3
6. DEC 26	PERU	5134321522	AY	1207AM	1
7. DEC 28	BREWSTER	NY 914 279-7818	AD	851AM	11
8. DEC 28	BREWSTER	NY 914 279-7818	AD	1210PM	12
9. DEC 28	BREWSTER	NY 914 279-7818	AC	644PM	8
(Federal Tax		.36)			
Subtotal		11.76			

Total Charge For Itemized Calls

Taxes

- 10. Federal Tax
- 11. Florida Gross Receipts Surcharge

AT&T Current Charges

- 10. Florida Gross Receipts Surcharge

Southern Bell Current Charges

Messages

RightTouch service is improved! Now you can check your account, make payment arrangements and order Custom Calling services. You can still suspend, restore or disconnect your service. Just call toll-free, 1 800 626-6290, from a touch-tone phone to use the service.
** Your Personal Access Code is 0600; please protect it. **

Nonpayment of Regulated Charges may result in discontinuance of service. The amount of Regulated Charges may be obtained by calling either 800 or toll number.

*Rate Applied - See Back of Page

AMOUNT	TOTAL
.13	
.13	
1.30	
1.17	
.39	
1.55	
2.75	
3.00	
1.34	
	11.76
.36	
.18	
	12.30
.05	
	1.35
	25.99

CP 517852

(cont. next page)

000456

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 4894-P

* DATE RECEIVED: _____

DATE CLOSED _____

AREA: (2) SO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P;)

AREA CODE + TEL. NO. (B-305:F-407:P-904)

LATE (1) (Y-YES ONLY)

OPERS. MGR'S. INITIALS: (3) DLB

DOCA: (3) DAD (DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLAS: (3) 976 (SEE BOTTOM FOR CODES)

ADJ. AFTER: (1) (Y-YES ONLY)

BAC NO.: M-324-90

JUST: (1) (N-NO ONLY)

DISPOSITION: (35) 1D1

SERVICE MATTERS

RSC- RES. SERV. CENTER
BSC- BUS. SERV. CENTER
PSC- PUB. SERV. CENTER
HDO- HELD ORDERS/ENGERS
BIL- BILLING
DEP.-DEPOSITS
TRA- TREATMENT ACTIVITY
INS.-INSTALLATION
MAI- MISSED APPT. INS
MNT- MAINTENANCE
MAH- MISSED APPT. MNT.

CON- CONSTRUCTION
SWT- SWITCHED SERVICES
OPS- OPERATOR SERVICES
CMP.- COMPTROLLERS
ANC- ANNOYANCE CALLS
DIR- DIRECTORY
MKT.- MARKETING
976- DIAL IT SERV.
OTH.- OTHER
CML.- COMPLIMENTARY

00045?



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

February 1, 1990

MEMORANDUM TO: Paula Isler

FROM: Norma Coyne

RE:

CASE NO. 2932-P

Our investigation reveals that, on January 8, 1990, contacted our business office in regard to a 976 call billed on her December 17th statement. denied having made the call but was advised that the call had been directly dialed to 976- Foreclosures and could not be adjusted. then said that she would deduct the charge from her payment and check with her handyman to see if he could have made the call. On January 9th we were in receipt of a payment of \$18.48 which left the 976 call of \$29.00 as a balance on the account.

As information, our business office was advised on January 16, 1990, that the 976 Foreclosure vendor, had requested that all inquiries regarding charges concerning his 976 number be referred to his representative. The business office was therefore advised that they should not apply the 1st time offender policy to this service and that the customers should be on-line transferred to the vendor's representative.

Our next call from was on January 24th following receipt of her January 17th which showed the \$29.00 appearing as a balance, as well as a late payment charge of \$.44. She again advised that she had not made the 976 call billed on her December statement. The representative explained that she was not authorized to adjust the call for the vendor and on-line transferred to the 976 vendor's representative.

.. later that same day, recalled the business office and requested to speak with the representative she had spoken with earlier. It was agreed that the other representative would call her back after 3:30PM. When the representative attempted to call the customer at 5PM, there was no answer. She was then advised that an appeal had been received from your office and was being handled by Ms. B. Smith, Assistant Manager.

000455

2 It was determined that, upon receipt of this appeal on January
3 24th. Ms. Smith had called the 976 vendor's number and spoke with
4 stated that they were not adjusting the 976
5 call on bill because their records indicated that
6 the call had been made.

7 Ms. Smith then made two unsuccessful attempts to reach
8 on January 24th. recalled the business
9 office on January 25th and spoke with another representative about
10 the 976 charge. When the representative checked the records, she
11 found that Ms. Smith was handling her complaint and agreed to have
12 Ms. Smith call her back.

13 Ms. Smith recalled on January 25th and acknowledged
14 receipt of her complaint. explained that she had
15 been billed \$29.00 on her December statement for a 976 call which
16 she had not made. She then stated that she was charged for another
17 976 call to the same number on her January bill. Ms. Smith
18 explained that the 976 calls were being direct dialed by someone
19 at her residence and, therefore, we were not able to adjust the
20 charges.

21 advised that the only person who had been in her
22 apartment was the handyman who works for the building. She said
23 she had checked with him and he had denied making the calls. Ms.
24 Smith said that she would need to check further because our
25 guidelines stated that we could not adjust the charges. She said
26 that she had checked with the vendor about the call billed in
27 December and their records indicated that someone from her
28 residence had placed it.

29 Later that afternoon, Ms. Smith received new guidelines for the
30 handling of charges billed by this particular vendor. The new
31 guidelines specified that the charges involving 976-Foreclosures
32 should be handled according to the guidelines prescribed for all
33 other 976 vendors. Ms. Smith called on January 26th
34 and explained that, because of the new guidelines established by
35 this vendor, she would adjust both 976 calls from the bill in the
36 total amount of \$58.00.

37 requested that the 976 block be added to her
38 account. Ms. Smith issued an order to add the block as of January
39 29th.

40 On February 1, 1990, Ms. C. Johnson, Assistant Manager, called
41 to advise her that she will also receive an adjustment
42 on her account for the late payment charge of \$.44 which was
43 applied to her January bill.

44 The customer was satisfied.

000459



Southern Bell

TAKEN BY: JB

(TEL.) ✓

(MAIL) ✓

(TIME) 12:14

(LOGGED) ✓

(CARD) ✓

(FROM) (P1)

(DATE) 1/31

(DUE BY) 1/31

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____ CBR. #: _____ AREA: _____

PSC CASE # 2932

SERVICE MATTERS

RES. BUS. PUBLIC

Customer's complaint: _____

~~BILLED FOR 976 CALL \$29.00~~

~~HER TOTAL BILL WAS \$47.87. SHE PAID ALL DEDUCTING~~

~~THE \$29.00 SHE DAK THE CALL. SPOKE WITH MS. SHAE~~

~~AT SO. BELL WHO SAID HAD TO PAY FOR THE CALL~~

~~AND WILL BE BILLED INTEREST ON THE UNPAID~~

~~BALANCE. SHE IS VERY UPSET AND WILL NOT PAY FOR~~

~~THE CALL SHE ENHIX DID NOT MAKE NOR THE INTEREST.~~

REP'S. INITIALS & DEPT.

BOA / TS

INTERIM REPORT SENT _____

CLOSED DATE _____



Southern Bell

PSC CASE # _____

TAKEN BY: ALB

(TEL.) ✓

(MAIL) _____

(TIME) 12:14

(LOGGED) ✓

(CARD) ✓

(FROM) Tom

(DATE) 6/4

(DUE BY) 1/31

IBOSS _____

CUSTOMER'S NAME: _____

ADDRESS: _____

CITY: _____

ch

TEL. # : _____

REFERRED TO : _____

CBR. # : _____

AREA : _____

194600

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HOLD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

Customer's complaint: _____

BILLED FOR 976 CALL \$29.00
HER TOTAL BILL WAS \$47.87. SHE PAID ALL DEDUCTING
THE \$29.00 SHE DAK THE CALL. SPOKE WITH MS. SHAE
AT SO. BELL WHO SAID HAD TO PAY FOR THE CALL
AND WILL BE BILLED INTEREST ON THE UNPAID
BALANCE. SHE IS VERY UPSET AND WILL NOT PAY FOR
THE CALL SHE ENVTX DID NOT MAKE NOR THE INTEREST.

BOA / TS

INTERIM REPORT SENT _____

CLOSED DATE _____

(31)

1 02217 A DRG MSG # 00803
2 FROM SF10160 ON 01/29/90 16:52
3 SF17168,SF18071

4 GENERAL

5 NAME CASE NUMBER..N196-90TEL. NO

6 ADDRESS

7 CITY

8 1. COMPLAINT_BILLED FOR 976 CALL \$29.00, TOTAL \$47.87 PAID ALL AFTER
9 THE \$29.00 .. DENIED ALL KNOWLEDGE OF CALL SPOKE TO MRS. SHEA WHO SAID
10 SHE HAD TO PAY FOR THE CALL. SHE WILL BE BILLED INTEREST ON THE UNPAID
11 BALANCE. SHE WILL NOT PAY FOR THE CALL OR INTEREST.

12 DATE RECVD-1-24-90-TIME RECVD---2:30PM---

13 2. OPERATIONS MANAGER ANSWERING COMPLAINT.....DON BEDNAR.....

14 DISTRICT MANAGER ANSWERING COMPLAINT.....

15 DEPARTMENT AND GROUP.....MIAMI CUSTOMER SERVICE.....

16 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
17 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
18 ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
IS REQUIRED. PLEASE INCLUDE DATES.

19 ON JANUARY 8, MRS. NATALIE GOLDENBERG SPOKE WITH MS. PAT WALKER, SERVICE
20 REPRESENTATIVE, MIAMI DISTRICT ABOUT A 976 SERVICE CALL BILLED TO HER
21 IN DECEMBER. MS. GOLDENBERG DENIED SHE HAD MADE THE CALL. SHE WAS
22 ADVISED THE CALL WAS DIRECT DIALED TO FORECLOSURES AND WOULD NOT BE
23 ADJUSTED. MS. GOLDENBERG SAID SHE WOULD DEDUCT THE CHARGE FROM HER
24 BILL AND CHECK WITH HER HANDYMAN TO SEE IF HE COULD HAVE MADE THE CALL.
25 ON JANUARY 24 MS. GOLDENBERG SPOKE WITH MS. KATHLEEN REYNOLDS, SERVICE
26 REPRESENTATIVE MIAMI DISTRICT, AND ADVISED HER THAT SHE DID NOT MAKE
27 THE 976 CALL ON HER DECEMBER BILL. MS. REYNOLDS ADVISED HER THAT SHE
28 WAS NOT AUTHORIZED TO MAKE ADJUSTMENTS FOR THE VENDOR AND ON LINE
29 TRANSFERRED THE CALL TO THEIR SERVICE REPRESENTATIVE KIMBERLY.

30 PG 01
31 -F1- 012990 1723/012990 1724

000462

02217 A DRG MSG # 00803
FROM SF10160 ON 01/29/90 17:09
SF17168,SF18071

3. CONTINUED

CALLED MS. ELA DOMINGUEZ, SERVICE REPRESENTATIVE, MIAMI DISTRICT ON JANUARY 24 AND REQUESTED SHE HAVE MS. REYNOLDS CALL HER AFTER 3:30PM. MS. REYNOLDS CALLED AT 5:00PM BUT RECEIVED NO ANSWER. SHE NOTICED A PSC COMPLAINT WAS BEING HANDLED BY MS. SMITH AND REFERRED IT TO HER.

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATE, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

MS. BARBARA SMITH, ASSISTANT MANAGER, MIAMI DISTRICT CALLED THE 976 VENDOR ON JANUARY 24 AT 3:00PM AND SPOKE WITH . ADVISED HER THAT THEY WERE NOT ADJUSTING THE 976 CALL BECAUSE THEIR RECORDS INDICATED THAT THE CALL HAD BEEN MADE. MS. SMITH CALLED ON JANUARY 24, 1990 AT 3:15PM AND RECEIVED NO ANSWER. MS. SMITH CALLED HER AGAIN AT 5:15PM, STILL NO ANSWER. ON JANUARY 25, 1990 CALLED THE OFFICE AND SPOKE WITH MS. ALITHEA CHAMBERS, SERVICE REPRESENTATIVE, MIAMI DISTRICT, ABOUT THE 976 CALL. MS. CHAMBERS ADVISED HER MS. SMITH WAS HANDLING HER COMPLAINT AND AGREED TO HAVE MS. SMITH CALL HER BACK. MS. SMITH CALLED MS. GOLDBERG AT 11:00AM. EXPLAINED TO HER SHE HAD BEEN BILLED \$29.00 IN DECEMBER FOR A 976 CALL THAT SHE HAD NOT MADE. SHE ALSO STATED THAT SHE HAD RECEIVED HER JANUARY BILL AND WAS CHARGED FOR AN ADDITIONAL 976 CALL TO THE SAME NUMBER. MS. SMITH EXPLAINED THAT THE 976 CALLS WERE DIRECT DIALED BY SOMEONE AT HER RESIDENCE THEREFORE WE WERE NOT ADJUSTING THE CHARGE. STATED THE ONLY PERSON WHO HAD BEEN IN HER HOUSE WAS A HANDYMAN WHO WORKS FOR THE BUILDING. SHE SAID SHE HAD CHECKED WITH HIM AND HE DENIED MAKING THE CALLS. MS. SMITH EXPLAINED HER HER THAT SHE NEEDED TO CHECK FURTHER BECAUSE SHE COULD NOT ADJUST THE CHARGE. MS. SMITH EXPLAINED THAT SHE HAD CHECKED WITH THE VENDOR AND THEIR RECORDS DO SHOW THAT SOMEONE FROM HER RESIDENCE HAD PLACED THE CALL.

PG 02

-F1- 012990 1723/012990 1724

000463

02217 A DRG MSG # 00803
FROM SF10160 ON 01/29/90 17:19
SF17168,SF18071

PAGE 3

4. CONTINUED

ON JANUARY 25, LATE AFTERNOON, MS. SMITH RECEIVED NEW GUIDELINES FOR THE 976 VENDOR. SEE COPY OF LETTER ATTACHED. MS. SMITH CALLED ON JANUARY 26, 1990 AND EXPLAINED TO HER THAT BECAUSE OF NEW GUIDELINES ESTABLISHED BY THE VENDOR, SHE WOULD ADJUST BOTH 976 CALLS FROM HER BILL TOTALING \$58.00. REQUESTED THE 976 BLOCK BE ADDED. MS. SMITH ISSUED A COMOP417 DUE DATED JANUARY 29, 1990 TO ADD THE BLOCK. WAS SATISFIED WITH THE ADJUSTMENT. AS INFORMATION:

VENDOR AT FORECLOSURES, HAD REQUESTED ON JANUARY 16, 1990 THAT ALL CUSTOMER COMPLAINTS BE REFERRED TO HIS SERVICE REPRESENTATIVE RATHER THAN ADJUSTING AS A FIRST TIME OFFENDER.

5. INTERIM-YES___NO_X__DATE OF NEXT OR FINAL REPORT_____

6. NAME AND TITLE OF PERSON PREPARING ANSWER..BARBARA F. SMITH, ASST MGR
TELEPHONE NUMBER.....263 5144_____

7. ADJUSTMENT-YES_X_NO___AMOUNT_58.00___ # DAYS & REASON FOR ADJUSTMENT
ADJUST 976 CALLS FIRST TIME OFFENDER.

8. SEND THIS MSG TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF #
TELEPHONE # AND PERSON NOTIFIED._____

ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
YES___NO___IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY.

PG 03

-F1- 012990 1723/012990 1724

LPC 44

000461

1 02217 A DRG MSG # 00803
2 FROM SF10160 ON 01/29/90 17:23
3 SF17168,SF18071

4 PAGE 4

5 9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?

6 YES_X_NO_____WHY? WHEN THE CUSTOMER INITIALLY CALLED THE BUSINESS OFFICE
7 THE SERVICE REPRESENTATIVE COULD HAVE ADJUSTED AS A FIRST TIME
8 OFFENDER BECAUSE THE NEW GUIDELINES WERE NOT RECEIVED UNTIL JANUARY
9 16, 1990.

10 10. WHAT "COUNT ON ME" APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
11 SPECIFIC) WHEN THE CUSTOMER INDICATED THE CALLS WERE NOT HERS THE
12 REPRESENTATIVE SHOULD HAVE FOLLOWED THRU TO MAKE SURE EVERY EFFORT
13 WAS MADE TO SATISFY THE CUSTOMER.

14 PG 04L
15 -F1- 012990 1723/012990 1725

000465

Miami, Florida
January 25, 1990

MEMORANDUM TO:

All Miami and Bill Personnel

From: Terri Barroneches

Subject: 976-8000 - Foreclosures

* * * * * URGENT * * * * *

Effective immediately, per Lorene Revere, Associate Manager in the Vendor Marketing Center, we will handle all 976-8000 calls according to the guidelines previously distributed in September 1988. As a reminder, the guidelines are:

If the customer DAKS 976 calls and does not have a prior adjustment for 976 calls we can adjust as a 1st time offender. Remember to put a RETN remarks in the memo and note in the ICI - "ADJ 976 calls (month/year) ADV CSR NO FURTHER ADJ ". You also need to educate, the customer on 976 calls and advise that there will be no further adjustments. Please be sure to offer CUREX to the customer.

**Every effort should be made to sustain these calls.

If the customer requests an adjustment because of dissatisfaction with the program content, the manner of operation by the 976 vendor or was not aware of the charge, you will on-line transfer the customer to the vendor's service representative at 233-3678. You are not to give the number to the customer.

If you are unable to on-line transfer the customer to the vendor because their line is busy, advise the customer that you will have the vendor call them back and get a good contact number. You will refer this callback commitment to the vendor.

This memo replaces any previous memos that you may have received about this vendor.

If you have any questions or need additional information please call me at 263-5142.

Thank you for your patience and cooperation.

000465

1
2 Miami, Florida
3 January 16, 1990

4
5
6
FBI
Rec'd
only

7 MEMORANDUM TO:

8 All Miami District and Bili Personnel
9 4th and 5th Floors

10 From: Terri B.

11 Subject: 976-8000/Foreclosures

12 Per Vicky Henderson, of the Vendor Marketing Center, all customer complaints
13 and/or questions about 976-8000-Foreclosures are to be on-line transferred
14 to 232-5222, so that the vendor's complaint service representative can assist
15 the customer. The vendor, , has asked that all inquiries be
16 referred to his representative. Therefore, if the customer DAK's a call to
17 976-8000, you must on-line transfer the customer to the vendor. We are not
18 to apply the 1st Time Offender policy to this particular service.

19 If you have any questions please call me at 263-5142 so that I can assist
20 you.

21 Thank you!

22 TB:nh

000467

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 2932-P LOCAL: TALLAHASSEE

DATE RECEIVED: _____ DATE CLOSED: _____

AREA: (1) SO (SO: SE: NO: OT)

TYPE: (1) R (R: B: P)

AREA CODE - TEL.: _____ (B-305: F-407: F-204)

LATE: (1) _____ (Y-YES ONLY)

PRNS. MGR.'S CODE: (1) DLB

DOCA: DDA DAD: END: REC: CST: ENV: FAX: TEL: (TH)

CLAS: (1) 926 SEE BOTTOM OF PAGE FOR CODES

ADJASTER: (1) Y (Y-YES ONLY)

SAC NO.: N-196-50

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) DAK 976 FORCLOSURES

25 H

SERVICE MATTERS

RSC - RES. SERV. CENTER
 BSC - BUS. SERV. CENTER
 PSC - PUB. SERV. CENTER
 HDO - HELD ORDERS/ENGRG.
 BIL - BILLING
 DEP - DEPOSITS
 TRA - TREATMENT ACTIVITY
 INS - INSTALLATION
 MAI - MISSED APPT. INS
 MNT - MAINTENANCE
 MAM - MISSED APPT. MNT
 CON - CONSTRUCTION
 SWT - SWITCHED SERVICES
 OPS - OPERATOR SVCS.
 CMP - COMPTROLLERS
 ANC - ANNOYANCE CALLS
 DIR - DIRECTORY
 ADS - ADVANCE SYSTEMS
 MKT - MARKETING
 976 - DIAL-IT-SVC.
 OTH - OTHER
 OML - COMPL. LETTERS

*HIGHER MANAGEMENT & FCC CASES ONLY

000463

02265 A ORG HSG # 01538
FROM SF10160 ON 02/01/90 15:45
SF17168, SF10071

ATT: NORMA

A D D E N D U M

CASE NO: N196-90

TEL. NO.

BILLED FOR 976 CALL \$29.00, TOTAL \$47.87 PAID ALL AFTER THE \$29.00.
DENIED ALL KNOWLEDGE OF CALL SPOKE TO MRS. SHEA WHO SAID SHE HAD TO
PAY FOR THE CALL. SHE WILL BE BILLED INTEREST ON THE UNPAID BALANCE
SHE WILL NOT PAY FOR THE CALL OR INTEREST.

ON FEBRUARY 1, 1990 CUSTOMER WAS RECONTACTED
BY CARLETHA JOHNSON, SERVICE REPRESENTATIVE AND ADVISED SHE WOULD
ADJUST \$.44 FOR THE LATE PAYMENT CHARGE. WAS SATISFIED
WITH THE ADJUSTMENT.

ADJUSTMENT-YES X NO...AMOUNT .44 # DAYS & REASON FOR ADJUSTMENT
ADJUST LATE PAYMENT CHARGE ON CLAIM OF 976 CALLS.

PG 01L

-F1- 020190 1545/020190 1555

00046J



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 804
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

January 23, 1990

MEMORANDUM TO: Melinda Guess

FROM: Norma Covne

RE:

CASE NO. 1839-P

Our investigation reveals no indication on this customer's records that any contact had been made with our office concerning the calls appearing on the bill.

Upon receipt of this appeal, Mrs. V. McDonald, Assistant Manager, attempted to call granddaughter. answered the call and explained that was a school teacher and that it would be difficult to reach her. He advised that the could be called at home but that they only speak Spanish.

Mrs. McDonald had Mr. H. Cabrisas, Service Representative, call on January 17th to discuss the complaint in Spanish. advised that she had tried to call the business office but had been unable to get through to a representative. She had explained this to her granddaughter who had then called your office. Mr. Cabrisas apologized and agreed to adjust the two 976 calls appearing on the bill in the total amount of \$58.00.

The customer was satisfied.

Due to the language barrier, Mrs. Mc Donald called the 976 vendor on the customer's behalf and the vendor agreed that an adjustment would be appropriate.

000479



Southern Bell

TAKEN BY: 112

(TEL.) ✓

(MAIL)

(TIME) 3:31

(LOGGED)

(CARD)

(FROM) 146

(DATE) 1/16

(DUE BY) 1/23

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: SO

12:00 PM

9 PSC CASE # 18-37-P

SERVICE MATTERS

RES. BUS. PUBLIC

1 RES. SERV. CENTER

13 BUS. SERV. CENTER

14 PUB. SERV. CENTER

15 FIELD ORDERS/ENGR.

16 BILLING

17 DEPOSITS

18 TREATMENT ACTIVITY

19 INSTALLATION

20 MISSED APPT. INS.

21 MAINTENANCE

22 MISSED APPT. MNT.

23 CONSTRUCTION

24 SWITCHED SERVICES

25 OPERATOR SVC.

26 CONTROLLERS

27 NOYANCE CALLS

28 DIRECTORY

29 ADVANCE SYSTEMS

30 MARKETING

31 DIAL-IT-SVC.

32 OTHER

33 COMPL. LETTERS

REP'S. INITIALS & DEPT.

Customer's complaint: _____

DAK 976 CALLS ON BILL (2) ELDERLY SPANISH COUPLE
DO NOT SPEAK ENGLISH. NO ONE AT HOME MADE THE CALLS.

40 BOA / TS

INTERIM REPORT SENT _____

CLOSED DATE _____

1
2 02115 A ORG MSG # 00799
3 FROM SF10160 ON 01/19/90 14:23
4 SF17168, SF18071

5 ATT: NORMA

6 GENERAL

7 NAME: / CASE NUMBER: N127-90 TEL. NO.

8 ADDRESS

9 CITY: :

10 1. COMPLAINT: 2 *976* CALLS ON BILL - DAK. ELDERLY COUPLE THAT ONLY
11 SPEAK SPANISH. NO ONE MADE CALLS.

12 DATE RECVD: 1/16 TIME RECVD: 3:45

13 2. OPERATIONS MANAGER ANSWERING COMPLAINT: D. L. BEDNAR

14 DEPARTMENT AND GROUP: CUSTOMER SERVICES - UNIT III

15 3. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACT PRIOR TO THE APPEAL IN
16 THE SPACE BELOW. INCLUDE ALL TROUBLE REPORTS AND OR SERVICE ORDER
17 ACTIVITY IF APPLICABLE. SERVICE ORDER NUMBERS AND JOB ORDER INFORMATION
18 IS REQUIRED. PLEASE INCLUDE DATES.

19 OUR RECORDS INDICATE NO CUSTOMER CONTACT PRIOR TO THE CRITICISM.

20 4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
21 DATES, TIME, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER.

22 UPON RECEIPT OF THE COMPLAINT, VANESSA MC DONALD, ASST. MGR. ATTEMPTED
23 TO CALL SHE SPOKE WITH THE HUSBAND WHO
24 EXPLAINED THAT WAS A SCHOOL TEACHER AND IT MAY BE DIFFI-
25 CULT TO REACH HER. HE SAID THE COULD BE REACHED AT HOME BUT
26 THEY ONLY SPOKE SPANISH.

27 PG 01

28 -F1- 011990 1443/011990 1450

000475

02115 A ORG MSG # 00799
FROM SF10160 ON 01/19/90 14:43

PG 02

#4 CONTINUED

ON 1-17 HECTOR CABRISAS, SERVICE REP SPOKE WITH AND AGREED
TO ADJUST THE CALLS. EXPLAINED THAT SHE TRIED TO CALL THE
BUSINESS OFFICE BUT WAS UNABLE TO GET THROUGH TO A REPRESENTATIVE. SHE
EXPLAINED THIS TO HER GRANDDAUGHTER WHO IN TURN CALLED THE POC UNDE-
KNOWNST TO HER. MR. CABRISAS APOLOGIZED FOR ANY INCONVENIENCE AND
WAS SATISFIED.

THERE ARE SPECIAL PROCEDURES IN PLACE FOR THIS PARTICULAR 976 VENDOR
(976 FORECLOSURES). ANY INQUIRIES ON THESE CALLS (1ST TIME OFFENDERS
ALSO) ARE TO BE REFERRED DIRECTLY TO THE VENDOR UPON THEIR REQUEST.
DUE TO THE LANGUAGE BARRIER MRS. MC DONALD CALLED THE VENDOR ON THE
CUSTOMER'S BEHALF. DUE TO THE BREVITY OF THE CALLS (1+2 MINUTES EACH)
THE VENDOR AGREED THAT AN ADJUSTMENT WAS APPROPRIATE.

5. INTERIM-YES..... NO X DATE OF NEXT OR FINAL REPORT

6. NAME AND TITLE OF PERSON PREPARING ANSWER: VANESSA MC DONALD,
ASSISTANT MANAGER

7. TELEPHONE NUMBER: (305) 263-5172

8. ADJUSTMENT-YES X NO ...AMOUNT \$58.00 # DAYS & REASON FOR ADJUSTMENT
\$58.00 - 2 976 CALLS ON 12-19-89

9. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS INVOLVED IN
THIS COMPLAINT. INDICATE OPERATIONS MANAGER/DISTRICT MANAGER/SF#
TELEPHONE # AND PERSON NOTIFIED. N/A

10. ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
YES.. NO X IF YES, INDICATE NAME OF ON/DH ACCEPTING RESPONSIBILITY.

PG 02

-F1- 011990 1443/011990 1450

000474

02115 A DRG MSG # 00799
FROM SF10160 ON 01/19/90 14:43

PG 03

9. IN YOUR OPINION, WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
YES.....NO X WHY? WE NEVER HAD AN OPPORTUNITY TO SPEAK WITH THE CUSTOMER.

10. WHAT 'COUNT ON ME' APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
SPECIFIC): NOT APPLICABLE.

PG 03L

-F1- 011990 1443/011990 1451

000475

COMPLAINT INPUT SHEET

2 CUSTOMER'S NAME _____
 3 CASE NO.: 1839-P ☐ LOCAL: ☒ TALLAHASSEE
 4 *DATE RECEIVED: _____ *DATE CLOSED: _____
 5 AREA: SO (SO: SE: NO: ST)
 6 TYPE: R (R: B: P)
 7 AREA CODE - TEL. (B-305: F-407: P-904)
 8 RATE: 1 (Y-YES ONLY)
 9 PRNS. MGR.'S CODE: DLB
 10 LOCAL: DA DAD: END: REC: CST: ENV: FAX: REL: TEL: (TH)
 11 CLASS: 976 SEE BOTTOM OF PAGE FOR CODES
 12 ADJASTER: Y (Y-YES ONLY)
 13 SAC NO.: N127-90
 14 JUST: (1) (N-NO ONLY)
 15 DISPOSITION: (35) DAK 976 CLS - NO SPK ENG

16 ID1

SERVICE MATTERS

RSC - RES. SERV. CENTER
 BSC - BUS. SERV. CENTER
 PSC - PUB. SERV. CENTER
 HDO - HELD ORDERS/ENGRG.
 BIL - BILLING
 DEP - DEPOSITS
 TRA - TREATMENT ACTIVITY
 INS - INSTALLATION
 MAI - MISSED APPT. INS
 MNT - MAINTENANCE
 MAM - MISSED APPT. MNT
 CON - CONSTRUCTION
 SMT - SWITCHED SERVICES
 OPS - OPERATOR SVCS.
 CMP - COMPTROLLERS
 ANC - ANNOYANCE CALLS
 DIR - DIRECTORY
 ADS - ADVANCE SYSTEMS
 MKT - MARKETING
 976 - DIAL-IT-SVC.
 OTH - OTHER
 OML - COMPL. LETTERS

39 *HIGHER MANAGEMENT & FCC CASES ONLY

000475

7-17

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: FCC

DATE RECEIVED: 7/12

DATE CLOSED: 7/17

AREA: (2) NO (SO; SE; NO; OT)

TYPE: (1) R (R; B; P)

AREA CODE + TEL. #: _____

Cara Bach
(B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) RPT

DOCA: (3) CST (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLASL (3) 976 (SEE BOTTOM OF PAGE FOR CODES)

ADJAFTR: (1) _____ (Y-YES ONLY)

BAC NO.: M1410-90

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) 251400

BOA

TS

C & C

ATTN: _____


FAX #: _____

HIGHER MANAGEMENT & FCC CASES ONLY

SERVICE MATTERS

- RSC - RES. SERV. CTR.
- BSC - BUS. SERV. CTR.
- PSC - PUB. SERV. CTR.
- HDO - HELD ORDERS/ENGR.
- BIL - BILLING
- DEP - DEPOSITS
- TRA - TREATMENT ACTIVITY
- INS - INSTALLATION
- MAI - MISSED APPT. INS.
- MNT - MAINTENANCE
- MAM - MISSED APPT. MNT.
- CON - CONSTRUCTION
- SWT - SWITCHED SERVICES
- OPS - OPERATOR SVCS.
- OMP - COMPTROLLERS
- ANC - ANNOYANCE CALLS
- DIR - DIRECTORY
- ADS - ADVANCE SYSTEMS
- MKT - MARKETING
- 976 - DIAL-IT-SVC.
- OTH - OTHER
- OML - COMPL. LETTERS

000477

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THE WISE THING
TO DO IS TO

SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 7-12

TOTAL PAGES 5

9 FAX NUMBER 407, 423, 0373

10 TO: Bonnie

11 TEL. NUMBER: 407, 237, 3791

12 FROM: MARIE FORBES

13 TEL. #: 305-263-4816

14 STATE APPEALS OFFICE

15 MESSAGE lost st RJA
16 Richard Abraham, Broad Rst

(FCC)
RE CASE #: M 1410-90
DUE BY: 7-17

000475

---IMPORTANT NOTICE---

TIMESHARE INFORMATION CENTER

Suite 444
2020 Pennsylvania Ave.
Washington, D.C. 20006

Dear Timeshare Owner:

- IF YOU WANT TO SAVE MONEY ON YOUR TAXES WITH DEDUCTIONS ON YOUR TIMESHARE AND POSSIBLY GET A REFUND FOR PAST YEARS. . . .
- EVEN IF YOU HAVE ALREADY FILED YOUR TAX RETURN FOR 1989 YOU CAN AMEND IT AND STILL GET A REFUND FOR THIS YEAR. IF YOU ACT NOW, WE WILL TELL YOU HOW!
- IF YOU WANT TO SELL YOUR TIMESHARE WITHOUT UPFRONT FEES OR BROKER'S COMMISSIONS. . . .TURN YOUR TIME SHARE INTO CASH.
- IF YOU PAID MONEY UP FRONT TO LIST OR RESELL YOUR TIMESHARE AND WANT TO GET YOUR MONEY BACK. . . .IT'S NOT TOO LATE.

The TIMESHARE INFORMATION CENTER has the answers. Put money in your pocket. Call now!

For instructions. . .HAVE PAPER AND PENCIL READY AND CALL

1-900-654-5400

7 days / Week

From the office of
TIMESHARE INFORMATION CENTER

The facts contained in this correspondence and the accompanying "ATT" message are intended to be informational only. No guarantee or representation is made regarding accuracy.

CLARENCE GALT

---IMPORTANT NOTICE---

000475

1 07. 12. 90 . 10:36 AM

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RECEIVED

JUL 3 3 02 AM '90

cc: [illegible]

cc: [illegible]
Congress of the United States
House of Representatives



1711

BILL NELSON
FLORIDA
ELEVENTH DISTRICT

May 25, 1990

Federal Communications Commission
1919 M Street N.W.
Washington, D.C. 20554

CHAIRMAN OF SUBCOMMITTEE
SPACE SCIENCE AND APPLICATIONS
COMMITTEE
SCIENCE, SPACE AND TECHNOLOGY
BANKING, FINANCE AND URBAN AFFAIRS

Dear Sirs:

I am writing on behalf of my constituent, whose correspondence is attached. I would appreciate it if you would look into this matter. Please respond to my Washington office.

Your attention to my interest in this matter is greatly appreciated.

Sincerely,

Bill Nelson

RECEIVED

JUL 2 1990
LEGISLATIVE AFFAIRS
OCPA

000480

IN RESPONSE, PLEASE REPLY TO:
WASHINGTON OFFICE
2404 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, D.C. 20515-0012
(202) 545-3671

MEMPHIS OFFICE
700 SOUTH AVALON BLVD., SUITE 12
MEMPHIS, TENNESSEE 38101-1422
(404) 676-1776

ORLANDO OFFICE
FEDERAL BUILDING, SUITE 200
ORLANDO, FLORIDA 32801-2225
(407) 641-1776

RENNESSE OFFICE (407) 647-1280
MADISON OFFICE (407) 647-1284
TITUSVILLE OFFICE (407) 647-1776
VANDERBILT OFFICE (407) 647-1776

-2-

if you could look into this
matter.

Good luck in your run
for Governor - we certainly need
you and you have my support.

Yours sincerely,

000482

Date: 07-12-90

Message from:

Ann Jordan Carson
 Executive Appeals Manager
 35C52 Southern Bell Center
 675 W. Peachtree St. N.E.
 Atlanta, Georgia 30375
 Telephone: 404-529-8595
 FAX #: 404-584-6545

COVER PLUS 4 PAGES

IF MESSAGE UNCLEAR PLEASE
 CALL RUTH GRAY 529-7129

PLEASE HAND DELIVER IMMEDIATELY!

TO: Marie Murray
 Tel. Number: 305-263-4810
 Fax Number: 305-264-1734

Higher Management _____ FCC ☒ Other _____

PRESIDENTIAL WRITTEN APPEALS

_____ This official appeal was received in Mr. Skinner's office on _____ and a
 reply is due on his desk by _____. The reply should be faxed to 404-881-6418.

_____ Please provide the name, title, and telephone number of the operations manager who
 will be contacting the customer to the Executive Appeals Manager by _____
 on _____.

OTHER WRITTEN APPEALS

_____ This is an official appeal. The reply should be sent to the executive appeals
 office by _____.

 This is an official appeal; however, it is excluded from KSRI measurements. Please
 respond to our office by 7-2690. (_____ AOS _____ Equal Access)

_____ This complaint is unofficial. Please handle locally, send a fact sheet by _____.

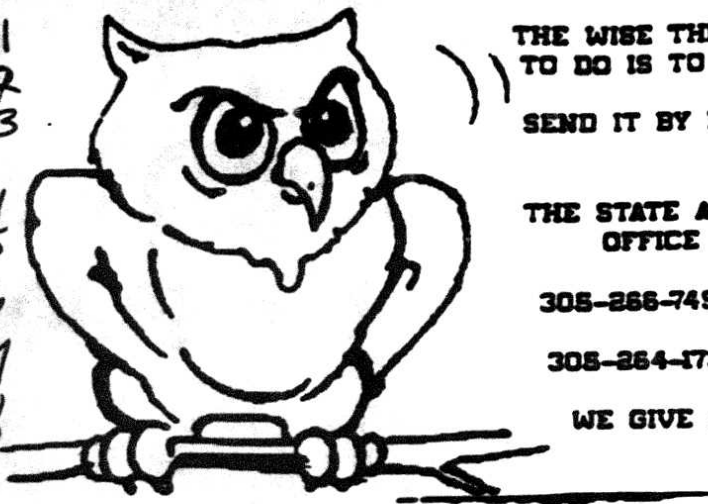
_____ Please provide the employee's full name, title and work address, supervisor's
 name, title, and address, and vice president's name, title, and work address.
 Please include the customer's name (use complimentary mask) by _____.

_____ REMINDER! A RESPONSE IS DUE TODAY ON _____.

Additional Comments _____

000485

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THE WISE THING
TO DO IS TO
SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-266-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 7-19

TOTAL PAGES 3

9
10
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12
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FAX NUMBER _____

TO: Ann Carson

TEL. NUMBER: _____

FROM: MARIE FORBES

TEL. #: 305-263-4816

STATE APPEALS OFFICE

MESSAGE FCC (

RE CASE #: _____

DUE BY: _____

1
2
3
"RJA"
LAST REP: RICHARD ABRAHAM
BREVARD RSSC

MASK # 01412

4
5
(FCC INQUIRY)
BILLING

Due: 07-17-90

6 NAME _____ CASE NUMBER MI410TEL. NO. (_____
7 ADDRESS _____ -90
8 CITY _____

9 1. COMPLAINT CUSTOMER FEELS \$31.05 IS UNFAIR FOR 900 TELEPHONE NUMBER THAT GIVES A
10 RECORDING AND COMES IN AN OFFICIAL GOVERNMENT ENVELOPE.

11 DATE RECEIVED 07-12-90 TIME RECEIVED 11:30 AM (MARIE FORBES)

12 2. OPERATIONS MANAGER ANSWERING COMPLAINT RON TYO

13 DISTRICT MANAGER ANSWERING COMPLAINT RON TYO

14 DEPARTMENT AND GROUP CUSTOMER SERVICE - RSSC

15 3. DATE SERVICE ESTABLISHED 07-80 CREDIT CLASS B DEPOSIT NONE

16 NUMBER OF TREATMENTS PAST NINE MONTHS 0 NUMBER OF DENIALS 0

17 NUMBER OF DCT 0

18 AMOUNT DEPOSIT REQUESTED NA DATE OF NOTICE NA DUE DATE NA

19 4. TOLL USAGE 1. 38 2. 65 3. 52 AVERAGE TOLL USE 50

20 LOCAL SERVICE DATE OF BILL 07-04-90 AMOUNT 107.97

21 PAY BY DATE 07-28-90 DATE OF NOTICE NA

22 DUE DATE NA DENIED YES NO X REJECTED DATE NA TIME

23
24 5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE APPEAL
25 IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND CR TREATMENT
26 ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES.

27 04-11 GRANDSON CALLED TO DENY KNOWLEDGE OF TMI 900 CALL. THEN
28 CAME ON LINE TO EXPLAIN REC'D OFFICIAL LOOKING ENVELOPE CONCERNING TIME-SHARE PROBLEMS.
29 SHE DIALED THE NUMBER. HEARD RECORDING SO SHE HUNG UP. SHE NEVER SPOKE TO ANYONE. DIDN'T
30 KNOW THERE WOULD BE A CHARGE. SHE IS ELDERLY AND IS NOT KNOWLEDGEABLE OF THE 900 NUMBERS.
31 SVC REP S GEORGE GAVE TELEPH NUMBER OF TMI TO CALL FOR MORE INFORMATION. 05-22 SVC REP
32 R ABRAHAM RECEIVED CORRESPONDENCE FROM REGARDING THE TMI 900 CALL AND CALLED
33 SINCE I WAS OUT OF TOWN TILL THE FOLLOWING WEEK HE LEFT A MESSAGE
34 WITH HER GRANDSON TO CALL SOUTHERN BELL ON HER RETURN. SO WE COULD GIVE ADJUSTMENT.
35 GRANDSON NEVER GAVE HER THAT MESSAGE.
36
37
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000480

MASK # 01412

4. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER

07-12-90 REC'D FCC INQUIRY. I CALLED 1 AND SHE EXPLAINED THAT SHE HAD BEEN UNHAPPY WITH HER CONDO SO WHEN SHE RECEIVED THE OFFICIAL-LOOKING ENVELOPE ON THE TIME-SHARE PROBLEMS. SHE THOUGHT IT WAS FROM THE GOVERNMENT. SHE CALLED THE 900 NUMBER BUT SINCE IT WASN'T A PERSON, JUST A RECORDING, SHE HUNG UP. SHE WAS SHOCKED TO FIND A CHARGE OF \$31.05 ON HER BILL AND FEELS IT IS FRAUD AND SHE SHOULDN'T HAVE TO PAY IT. SHE'S ELDERLY AND IS NOT KNOWLEDGEABLE OF THE 900 NUMBERS. SHE'S RETIRED AND ON A FIXED INCOME. I ASKED HER WHY SHE HADN'T CALLED US BACK SO WE COULD HANDLE THE ADJUSTMENT - SHE SAID HER GRANDSON NEVER GAVE HER THE MESSAGE. I ADVISED HER WE WOULD APPLY A CREDIT TO HER BILL (SHE HAS BEEN DEDUCTING THE AMOUNT FOR THE PAST SEVERAL MONTHS) AND THAT IT MAY TAKE TWO BILLING PERIODS TO APPEAR, SO SHE SHOULD CONTINUE TO DEDUCT THE AMOUNT. SHE SAID SHE WOULD ALSO CONTINUE TO PERSUE THE FRAUD ASPECT WITH TNI SINCE SHE CONSIDERS IT A SCAM TO CHARGE THIS AMOUNT FOR A (SEE BEL

7. INTERVIEW-YES NO XX DATE OF NEXT OR FINAL REPORT

8. NAME AND TITLE OF PERSON PREPARING ANSWER TERRI WILLIAMS, ASSISTENT MANAGER
TELEPHONE NUMBER 407-333-7014

9. ADJUSTMENT-YES XX NO AMOUNT \$32.46 DAYS 6 REASON FOR ADJUSTMENT \$31.05 COVERS COST OF TNI 900 NUMBER IN DISPUTE AND \$1.41 COVERS LATE PAYMENT CHARGES OF \$.67 FOR MAY, JUNE AND JULY BILLS.

12. SEND THIS MAST TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS THAT MAY HAVE BEEN INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER DISTRICT/MANAGER/SF #/TELEPHONE # AND PERSON NOTIFIED

ARE YOU CHANGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?
YES NO XX IF YES, INDICATE NAME OF CM/DM ACCEPTING RESPONSIBILITY

11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
YES NO XX WHY? ASSISTANCE HAD BEEN ATTEMPTED BY SVC REP ABRAHAM BUT HER GRANDSON FAILED TO GIVE HER THE MESSAGE THUS DELAYING CONTACT WITH SOUTHERN BELL TO FOLLOW-UP WITH HER FROM HER CORRESPONDENCE.

12. WHAT COULD OR MY APPROACH WOULD HAVE PREVENTED THIS CASE? (BE SPECIFIC) "RESPECT FOR THE INDIVIDUAL" AND "CUSTOMER FIRST" COULD HAVE BEEN DEMONSTRATED BY FIRST SVC REP S. GEORGE, GAINESVILLE RSC BY MAKING THE ADJUSTMENT FOR CUSTOMER.

6. (CONTINUED)
RECORDING. WAS SATISFIED THAT I WOULD MAKE AN ADJUSTMENT ON HER BILL FOR THE CALL. SHE SAID SHE REALIZES SOUTHERN BELL IS NOT RESPONSIBLE FOR THIS PROBLEM, SO THAT'S WHY SHE WROTE TO CONGRESSMAN NELSON, SO HE COULD INVESTIGATE TNI.

000489

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO.: 100

DATE RECEIVED: 7/12

DATE CLOSED: _____

AREA: (2) 10 (SO; SE; NO; OT)

TYPE: (1) _____ (R; B; P)

AREA CODE + TEL. #: _____

(B-305; F-407; P-904)

LATE: (1) _____ (Y-YES ONLY)

OPRNS. MGR.'S CODE: (3) _____

DOCA: (3) _____ (DAD; BWD; PBC; CST; GNV; JAX; ORL; WFL; OTH)

CLASL (3) _____ (SEE BOTTOM OF PAGE FOR CODES)

ADJAFTER: (1) _____ (Y-YES ONLY)

BAC NO.: 100-70

JUST: (1) _____ (N-NO ONLY)

DISPOSITION: (35) _____

BOA

TS

C & C

ATTN: _____

FAX #: _____

SERVICE MATTERS

RSC - RES. SERV. CTR.
BSC - BUS. SERV. CTR.
PSC - PUB. SERV. CTR.
HDO - HELD ORDERS/ENGR.
BIL - BILLING
DEP - DEPOSITS
TRA - TREATMENT ACTIVITY
INS - INSTALLATION
MAI - MISSED APPT. INS.
MNT - MAINTENANCE
MAM - MISSED APPT. MNT.
CON - CONSTRUCTION
SWT - SWITCHED SERVICES
OPS - OPERATOR SVCS.
CMP - COMPTROLLERS
ANC - ANNOYANCE CALLS
DIR - DIRECTORY
ADS - ADVANCE SYSTEMS
MKT - MARKETING
976 - DIAL-IT-SVC.
OTH - OTHER
OML - COMPL. LETTERS

HIGHER MANAGEMENT & FCC CASES ONLY

000484



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

June 25, 1990

Memorandum to: Shirley Stokes

From: Marie Forbes

Re:

Case No. 17161-P

Our investigation reveals that on 6-6, we received the customer's new bill in the amount of \$831.32. We tried to call the customer, since the bill was higher than usual, however we continually received busy signals.

We sent a letter to advise the customer of the high bill and that if they needed payment arrangements to call us. On 6-7, we received a toll statement in the amount of \$6,703.51, which we sent to the customer and then tried to call, but got no answer.

We contacted the personal reference, who told us the customer was in England and he thought someone was using the telephone without the customer's knowledge. Due to this conversation, we interrupted the service on 6-7.

On 6-8, called in very upset because he had been turned off. We explained to him why the service had been interrupted. We agreed to restore the service at no charge and agreed he could pay the long distance statement with his June bill, and he could also pay his \$894.87 bill at that time.

On 6-11, we received a second long distance statement in the amount of \$2,888.14 for a total of \$9,591.65. On 6-15, we received a copy of the letter from the customer that he had sent to the Commission.

On 6-18, we received another long distance statement in the amount of \$2,044.45 or a total of \$11,636.10.

000483

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On 6-18. Ms. Joan Miller. Assistant Manager. contacted
to acknowledge the appeal. stated that their son had
done this while they were away and she was totally in shock. She
stated that they would try to get a loan to pay it off and could
they pay in two months. Ms. Miller explained to the customer to
call our business office to discuss the possibility of an
adjustment on the calls. Ms. Miller also suggested that they have
the block added to their line to prevent this from happening again.

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- said that she would discuss the block with her husband.
but they felt that the son wouldn't do this anymore since they now
have the telephone locked up. Ms. Miller still suggested that they
get the block since he may use another telephone that he could
bring into the house and just plug it in. Ms. Miller offered to
work with her on the bill if she needed us to and to call her when
they decide what they were going to do.

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Ms. Miller provided her private telephone number for the customer
to call. Ms. Miller also sent a complete print out of all three
toll statements that we had received for her to look over.

23
24
said that her son had been calling to try to reach a special
girl at the 900 number that he had talked with before. At this
point was happy with the telephone company. but as she
said . still in a state of shock.

As information the customer still has not called our office to
request any type of adjustment or added the block to her line.

000483



Southern Bell

PSC CASE #

17161-P

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER
BUS. SERV. CENTER
PUB. SERV. CENTER
HOLD ORDERS/ENGR.
BILLING
DEPOSITS
TREATMENT ACTIVITY
INSTALLATION
MISSED APPT. INS.
MAINTENANCE
MISSED APPT. MNT.
CONSTRUCTION
SWITCHED SERVICES
OPERATOR SVC.
COMPTROLLERS
ANNOYANCE CALLS
DIRECTORY
ADVANCE SYSTEMS
MARKETING
DIAL-IT-SVC.
OTHER
COMPL. LETTERS

REP'S. INITIALS & DEPT.

TAKEN BY: DB

(TEL.) DB

(MAIL) 1

(TIME) 10

(LOGGED) ✓

(CARD)

(FROM)

(DATE) 4/5

(DUE BY) 4/2

IBOSS

CUSTOMER'S NAME: _____

ADDRESS: _____

APT.: _____

CITY: _____

TEL. #: _____

REFERRED TO: _____

CBR. #: _____

AREA: _____

Customer's complaint: _____

CLOSED DATE _____

INTERIM REPORT SENT _____



Southern Bell

PSC CASE #

17161-P

SERVICE MATTERS

RES. BUS. PUBLIC

RES. SERV. CENTER

BUS. SERV. CENTER

PUB. SERV. CENTER

HELD ORDERS/ENGR.

BILLING

DEPOSITS

TREATMENT ACTIVITY

INSTALLATION

MISSSED APPT. INS.

MAINTENANCE

MISSSED APPT. MNT.

CONSTRUCTION

SWITCHED SERVICES

OPERATOR SVC.

COMPTROLLERS

ANNOYANCE CALLS

DIRECTORY

ADVANCE SYSTEMS

MARKETING

DIAL-IT-SVC.

OTHER

COMPL. LETTERS

REP'S. INITIALS & DEPT.

IBOSS

CUSTOMER'S NAME:

ADDRESS:

APT.:

CITY:

TEL. #:

REFERRED TO:

CBR. #:

AREA:

NO

Customer's complaint:

1005
6-21 Sue bel et me -
sent yster - bel fox

3736

1-2-30

CLOSED DATE

INTERIM REPORT SENT

Company SOUTHERN BELL

Attn. MARIE MURRAY

Consumer's
Telephone _____

Can Be
Reached _____

Request No. 17161P

By SAS Time 4:29 PM Date 06/14/

To CO Time fax Date 06/15/

Complaint Type ts-46

Justification _____

Closed By _____ Date 1/1

Reply received _____

Account Number _____
483.01

Has consumer contacted company? Yes ☒ No _____ Who _____

1. Nature of Request

2. Report of Action

PLEASE INVESTIGATE THE PROBLEM OUTLINED IN THE ATTACHED CORRESPONDENCE AND RESPOND BY THE DATE SHOWN BELOW.

*6-21 See list
sent ysta list*

CONSUMER REQUEST

**FLORIDA
PUBLIC
SERVICE
COMMISSION**



**101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399**

**PLEASE RETURN THIS FORM WITH
REPORT OF ACTION TO:**

Shirley Stokes

07/02/1990

By _____

(RC)
(OL)

1-P-3736

6-15
11/21/90



THE WISE THING
TO DO IS TO

SEND IT BY FAX.

THE STATE APPEALS
OFFICE

305-268-7493 OR

305-264-1734

WE GIVE A HOOT !

DATE 6-15

TOTAL PAGES 8

FAX NUMBER P / 350 / 3648

TO: _____

TEL. NUMBER: P / 350 / 3736

FROM: MARIE FORBES

TEL. #: 305-263-4816

STATE APPEALS OFFICE

MESSAGE _____

RE CASE #: m 1183-90

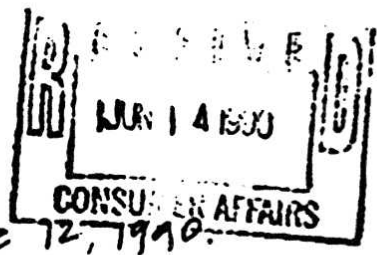
DUE BY: 6-20

last rep June Thomas

000493

17161P
15-4

The Florida Public Service Commission,
Division of Consumer Affairs,
101 East Gaines St.,
Tallahassee, FL 32301-8153



June 12, 1990

Dear Sir/Madam,

I have enclosed a copy of my letter
to Southern Bell (S.B.) for your review and ruling

My complaint arises from the fact that as
early as April 23, '90 S.B. were aware that charges to
my phone were considerably in excess of the norm and I
should have notified me accordingly. Upon being proper
notified by S.B. I would have been able to stop further
accrual of charges to my phone

S.B.'s bill for \$894.87 was mailed June 5, 9
This billing I received on June 7, '90 and shortly thereafter
I had no phone service. I suspected that the outage was
due to a lightning storm but, when I had no phone
service the following day, I called S.B. I stopped all
further calls to TNE/MCI/Sprint in the late afternoon
of June 7, 90.

Since S.B. failed to notify me of the
extraordinary call charge accruals within a reasonable
time frame then it is my contention that S.B. is
responsible for all TNE/MCI/Sprint call charges billed to
me during the period April 23, '90 through June 7, '90.

000491

JUN 15 1990 09:50 AM

1 Currently known charges are as follows:

2 June 21, '90 Billing

\$813.32

3 July 21, '90 Billing

\$6699.77

4 (out of cycle billing)

5 July 21, '90 Billing

Unknown

6 (billing will be for TNS/MCS/Sprint

7 charges accrued from May 19, '90

8 through June 7, '90)

9 Known Total \$ 7,513.09

10 I look forward to your timely ruling in my
11 favor in this matter.

12 I remain

13 Yours truly
14
15

16 Enc. 1. Copy of S.B. letter to me dated June 8, '90.
17 2. Copy of my letter to S.B. dated June 11, '90



Southern Bell

Room 237
500 N. Orange Av.
Orlando, FL 32801

Enc. 1.

June 8, 1990

Dear

We have been unable to contact you regarding your telephone account.

According to our records, your bill is large due to long distance charges and now totals \$894.87. Although your bill is not past due until 6/21/90, we felt you may want to make special arrangements on this amount. If the full amount cannot be paid by the past due date, please call our Business Office at 780-2200, and we'll be glad to discuss arrangements with you.

We sincerely appreciate your use of our services. If we may be of any assistance to you, please let us know.

Very truly yours,

B. Warren

B. Warren
Service Representative

BW:bf cl SR/A-7

*Post marked
June 8/90 by postage
meter*

000495

ENC. 2.

B. Warren
Service Rep.,

Rm. 237,
500 N. Orange Ave.,
Orlando, FL 32801,

June 11, 1990

Account NO.

Your Ref BW:bf cl SR/A-7

Dear Mr./Ms. Warren.

Thank you for your letter dated June 8, 1990.
I am not ^{surprised} ~~surprised~~ that you were unable to
contact me on the date of your letter since
Southern Bell (S.B.) denied me both originating and
terminating service starting on the afternoon of
Thursday June 7, 1990.

This denial of service was made unilaterally
without my knowledge and I fail to understand ^{S.B.} ~~your~~
action, which to say the least was extremely hard.
Someone was home all day on both the 7th. and 8th. of
June and in fact I made some AT&T toll calls on
the 7th. prior to your cutting-off my service. Obviously,
any attempt to contact either myself or spouse
would have succeeded on both the 7th. and 8th. of
June had you not taken my phone out-of-service.

I called your office in Jacksonville, on the
8th of June 1990 from a pay phone (Kindly ^{credit} my account
with 25⁰⁰), when I was advised that Toll charges
direct dialled from my phone were in excess of \$6,000.

000597

I was further informed that it would now be necessary, at the least, to pay my current phone bill of \$894.87 (\$813.32 of which was for MCI 900 calls, as a condition for having my phone service restored. This despite the fact that the billing was not due for payment until 6/21/90. I drove down to your office and paid the \$894.87 by check. (My costs for time, gas and parking completely wasted and unnecessary). I was then directed to use abbreviated dialing code "7" from a phone in your office. This call was routed to Jacksonville. Your Jacksonville CSR said that my phone would be reconnected and that I would be charged a reconnect fee following verification that my billing, not due until 6/21/90, was paid. I objected to this on the grounds that my payments, based on ~~your~~^{S.B.'s} billing cycle, were in fact not past due. Your CSR also advised me that an out of billing cycle billing was in the mail for the \$6,000.00 plus and would have to be paid by 6/14/90 i.e. ahead of the normal 7/21/90 due date. Again I objected on the same grounds and stated that this amount could be paid in the regular billing cycle i.e. approx. 7/21/90. Your CSR, following consultation with supervisor, then informed me as follows:

1. I would not be charged the reconnect fee.
2. The \$6,000.00 plus amount would be billed in the normal billing cycle.

Upon my return home ~~your~~^{S.B.'s} out-of-cycle billing for TNI operator Toll services in the amount

of \$ 4,703.51 had arrived and demanded payment by June 14, 1990 in order to prevent S.B. interrupting their service to me. It made no mention that S.B. had in fact already interrupted my service. I now believe I am entitled to a refund for the unilateral interruption to my service.

However, what really disturbs me is that the access code for TNI is 1-900 with seven address digits a CCSA Toll service! Equal access permits me to choose my long distance carrier. Your records will indicate that I am both retired and that I chose AT&T. I do not understand why you unilaterally arranged the class of service on 366-8321 to access 1-900 numbers, a service not provided by AT&T. My understanding is that the FCC charge for interstate toll access also permits me to access the carrier of my choice by dialing 1 + 10 digits. In my case this is AT&T certainly not TNI.

My son denies making all of the calls listed but does not have a list of the ones he did make. My son is incidentally, visually handicapped and legally blind. What I find objectionable and question, is S.B.'s not providing the proper COS on 366-8321 when my son would not have been able to complete calls to TNI's expensive Toll services.

By copy of this letter to the Florida P.S.C. I am registering a formal complaint against Southern Bell and requesting the P.S.C. to declare

1 S.B.'s billings for \$813.32 and \$6,703.51 null and void
2 on the following grounds:

- 3 1. S.B.'s switch has an improperly programmed COS
4 mark on my line (
- 5 2. TNI is not listed as a long distance company in
6 S.B.'s Sanford FL. 1990-91 phone book.
- 7 3. There is no disclosure ~~that~~ in the Sanford FL
8 phone book that TNI etc. 900 Toll numbers
9 can be hazardous to a parent's financial health
- 10 4. Since I personally did not make the calls, I have
11 no way of verifying the accuracy of S.B.'s/TNI's
12 Toll billing charges and accordingly must challenge
13 the validity of the billings in their entirety.
- 14 5. My average billing in FL from Jan 26, '89 through
15 April 26, '90 was \$78.90 while my May 26 '90
16 billing is \$894.87. This billing was received only
17 last week and is in excess of one order of
18 magnitude higher than my prior average billing.
19 Normal credit practices protect the user when a
20 credit threshold is reached and/or when a
21 charge is attempted in excess of \$50.00. When
22 either or both of these criteria are met, the
23 credit user is notified without delay. A reasonable
24 allowed credit threshold, in my case, based on
25 established average billing would be in the range
26 of \$.236.70 to \$.315.60 and an individual call
27 charge equal to or exceeding \$50.00. Both May 26,
28 and June 7, '90 billings exceeded either or both

of these criteria. Accordingly S.B. should have notified me on April 23, '90 that a single long time holding chargeable call amounting to \$54.45 had occurred and requested my concurrence. The following day a second long time holding chargeable call amounting to \$67.32 occurred and again my concurrence was not sought. The June 7, '90 billing also shows that during the period April 22, '90 through April 24, '90 (10% of the billing period), TNI Toll charges accrued to my phone amounted to \$335.15 and again I was not contacted. The May 26, '90 billing shows that in three minutes two calls resulted in \$50.00 worth of charges to my phone on May 20, '90; while on May 21, '90 in 1 hr and 51 mins., 26 calls generated \$625.95 charges to my phone, once more I was not contacted.

There is no doubt in my mind that the foregoing shows that there were more than enough anomalies in my phone usage to raise a flag and that the criteria were well established to generate the violation of any reasonable or unreasonable threshold condition code. This should have caused S.B. to notify me of the problem as early as April 23, and not later than April 24, '90, why S.B. failed to do this is beyond my understanding. I do know that it is not because I have unlimited credit with S.B. To my knowledge I have no credit established

1 with either TNI, MCI or Sprint and I most
2 certainly did not authorize S.B. to either extend
3 or pass-through my credit with S.B. to TNI/MCI/
4 Sprint or whoever!

5 8. Since the TNI operator service and S.B. have
6 the same billing questions phone number, I can
7 only conclude that S.B. are providing inter-state
8 toll service. FCC rules do not permit a R.B. to
9 provide inter-state/zone/LATA toll service.

10 9. I respectfully request that the Florida Public
11 Service Commission issue a ruling in my favor
12 as soon as possible and, that the PSC encourage
13 S.B. to live up to their motto, "To be the best
14 there is -- the customer decides". I would also like
15 to take this opportunity to inform S.B. that I hope
16 to remain a cooperative, decision making customer,
17 with my decisions being intelligently made; based upon
18 the timely input of all pertinent information from
19 S.B.

20
21
22
23
24
Memo Truly

c. FL. P.S.C Tallahassee

000303

03661 A ORG MSG # 00548 (00432)
2 FROM SF30164 ON 06/20/90 14:07
3 SF38106,SF35900,SF17168

4 ST#15

THIS IS IN RESPONSE TO A PSC
BILLING

1 NAME CASE NUMBER M1183-TEL. NO.
2 ADDRESS 90

10 1. COMPLAINT CUSTOMER FEELS SOUTHERN BELL IS RESPONSIBLE FOR ALL TNL/MCI/
11 SPRINT CALL CHARGES BILLED TO HIM FROM APRIL 23 '90 THRU JUNE 7 '90
12 AS WE WERE AWARE OF CHARGES IN EXCESS OF THE NORM, AT THAT TIME, AND
13 SHOULD HV NOTIFIED HIM ACCORDINGLY, & HE COULD HAVE STOPPED CALLS.
14 DATE RECEIVED 6-15-90..... TIME RECEIVED 10:00AM

15 2. OPERATIONS MANAGER ANSWERING COMPLAINT JULIE COKER.....
16 DISTRICT MANAGER ANSWERING COMPLAINT JULIE COKER.....
17 DEPARTMENT AND GROUP ORLANDO REVENUE RECOVERY-COLLECTIONS-CUST. SVCS.
18 3. DATE SERVICE ESTABLISHED 10-87..... CREDIT CLASS B..... DEPOSIT 0.....
19 NUMBER OF TREATMENTS PAST NINE MONTHS 0..... NUMBER OF DENIALS 0.....
20 NUMBER OF DCK 0.....

21 AMOUNT DEPOSIT REQUESTED 0..... DATE OF NOTICE..... DUE DATE.....
22 4. TOLL USAGE 1.870..... 2.202..... 3.18..... AVERAGE TOLL USE 363.....
23 LOCAL SERVICE 22.95..... DATE OF BILL 5-26-90..... AMOUNT 894.87.....
24 PAY BY DATE 6-21-90..... DATE OF NOTICE.....
25 DUE DATE 6-7-90..... DENIED... YES. X. NO..... RESTORED XDATE 6-8..... TIME.....

26 5. PROVIDE A NARRATIVE OF ALL ACTIONS OR CONTACTS PRIOR TO THE APPEAL
27 IN THE SPACE BELOW. INCLUDE ALL BILLING CLAIMS AND OR TREATMENT
28 ACTIVITY IF APPLICABLE. PLEASE INCLUDE DATES.

29 6-6-90 WE RECEIVED THE CUSTOMERS NEW BILL IN THE AMOUNT OF \$831.32. WE
30 TRIED TO CONTACT THE CUSTOMER, SINCE THE BILL WAS HIGHER THAN USUAL,
31 BUT GOT ONLY BUSY SIGNALS. WE SENT OUT A LETTER TO ADVISE THE CUSTOMER
32 OF THE HIGH BILL AND IF THEY NEED PAYMENT ARRANGEMENTS TO CALL US.
33 6-7-90 WE RECEIVED A TOLL STATEMENT FOR \$6,703.51 WHICH WE SENT OUT &
34 TRIED TO CONTACT THE CUSTOMER BUT RECEIVED NO ANSWER. WE CONTACTED
35 THE PERSONAL REFERENCE, RICHARD MARTIN, WHO TOLD US THAT THE CUSTOMER
36 WAS IN ENGLAND AND HE THOUGHT SOMEONE WAS USING THE TELEPHONE WITHOUT
37 THE CUSTOMERS KNOWLEDGE. DUE TO THIS CONVERSATION, WE DENIED THE SERVICE
38 ON 6-7. CONTINUED ON PAGE 3.

41 PG 01

42 -F3- 062090 1456/062190 1212
43 -F1- 062190 1212/062190 1213

000503

4 ST*15

5 J. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
6 DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER
7 J-15 I CALLED : & HE WAS EXTREMELY UPSET ABOUT THE SITUATION.
8 HE WOULDN'T SAY WHO HAD BEEN USING HIS TELEPHONE. I EXPLAINED TO HIM
9 ABOUT THE 900 CALLS & ALSO ABOUT A BLOCK THAT HE MIGHT CONSIDER ADD-
10 ING. I ALSO TRIED TO EXPLAIN THE DIFFERENCE BETWEEN HIS PIC NUMBER &
11 CARRIER AND THE 900 NUMBERS. I ALSO EXPLAINED TO HIM AGAIN WHY WE
12 HAD TURNED HIS TELEPHONE OFF, TO TRY TO HELP HIM; SINCE THE PERSONAL
13 REFERENCE SAID THE PHONE WAS BEING USED WITHOUT THE OWNER'S KNOWLEDGE
14 & HE WAS OUT OF THE COUNTRY. I ALSO EXPLAINED TO HIM THAT HE WAS AN
15 EXCELLENT ACCOUNT WITH US & HE WOULD NOT BE NOTIFIED ABOUT HIS
16 ACCOUNT AS SOON AS CUSTOMERS WITHOUT AS GOOD OF CREDIT AS HE HAS. HE
17 WAS STILL VERY UPSET. I ASKED HIM TO LOOK OVER CALLS & CALL ME BACK
18 WHEN HE DECIDES WHAT TO DO. (CONTINUED ON PG. 3).
19 7. INTERIM-YES.....NO..X..DATE OF NEXT OR FINAL REPORT.....
20 8. NAME AND TITLE OF PERSON PREPARING ANSWER JOAN MUELLER, ASST. MGR.
21 TELEPHONE NUMBER 407-237-3363.
22 9. ADJUSTMENT-YES...NO..X..AMOUNT.....# DAYS & REASON FOR ADJUSTMENT..
23 10. SEND THIS MASK TO ALL OTHER DISTRICTS/DEPARTMENTS/GROUPS THAT
24 MAY HAVE BEEN INVOLVED IN THIS COMPLAINT. INDICATE OPERATIONS MANAGER
25 DISTRICT/MANAGER/SF #/TELEPHONE # AND PERSON NOTIFIED.....
26 ARE YOU CHARGING ANOTHER OPERATIONS/DISTRICT MANAGER WITH THIS CASE?..
27 YES.....NO..X..IF YES, INDICATE NAME OF OM/DM ACCEPTING RESPONSIBILITY...
28 11. IN YOUR OPINION WAS THIS CUSTOMER JUSTIFIED IN FILING THIS APPEAL?
29 YES.....NO..X..WHY? WE TURNED OFF THE PHONE TO TRY TO PROTECT THE CUSTO-
30 MER FROM FURTHER CALLS. THE REST OF HIS COMMENTS CONCERNING ATT &
31 900 IS INCORRECT, SINCE ONLY A BLOCK CAN PREVENT THIS. ALSO AS EARLY
32 AS HIS APRIL 26 BILL WHICH HE SHOULD HAVE RECEIVED AROUND MAY 4, THERE
33 WERE 900 NUMBER CALLS ON THE BILL TOTALING \$136.51. SO AS EARLY AS
34 MAY 4, HAD THE OPPORTUNITY TO PUT THE BLOCK ON OR TAKE
35 CARE OF THE SITUATION IN ANOTHER MANNER.
36 12. WHAT 'COUNT ON ME' APPROACH WOULD HAVE PREVENTED THIS CASE? (BE
37 SPECIFIC) RESPECT FOR THE INDIVIDUAL BY POSSIBLY GIVING HIM A BETTER
38 EXPLANATION WHEN HE CALLED ABOUT THE DENIAL OF SERVICE.

39 PG 02

40-F3- 062090 1456/062190 1212
41-F1- 062190 1212/062190 1213

000501

33A61 A ORG MSG # 00548 (00432)

2 FROM SF30164 ON 06/20/90 14:53

3 SF32106, SF35900, SF17168

4 ST415

5 (CONTINUED) 6-8-90

6 CALLED IN VERY UPSET HE WAS TURNED
7 OFF. WE EXPLAINED TO HIM WHY AT THIS POINT. WE TOLD HIM WE WOULD
8 RESTORE THE SERVICE AT NO CHARGE & HE COULD PAY THE LONG DISTANCE
9 STATEMENT WITH HIS JUNE BILL. HE ALSO PAID HIS \$94.87 BILL AT
10 THIS TIME. 6-11 SECOND LONG DISTANCE STATEMENT RECEIVED FOR
11 \$2,888.14 FOR A TOTAL OF \$9,591.65. 6-15 LETTER RECEIVED FROM
12 SUBSCRIBER, COPY TO PSC.

13 12. PROVIDE A NARRATIVE OF ALL ACTION TAKEN AFTER THE APPEAL. INCLUDE
14 DATES, TIMES, NAMES AND DETAILS OF YOUR CONTACT WITH THE CUSTOMER

15 (CONTINUED) 6-18-90 ANOTHER LONG DISTANCE STATEMENT WAS RECEIVED FOR
16 \$2,044.45 TOTALING \$11,636.10. I CALLED AND SPOKE TO

17 SHE SAID SON HAD DONE THIS WHILE PARENTS WERE AWAY AND MRS. WAS
18 TOTALLY IN SHOCK. SHE SAID THEY WOULD TRY TO GET A LOAN TO PAY OFF &
19 COULD THEY PAY OFF IN 2 MONTHS. I ADVISED HER TO CALL THE BUSINESS
20 OFFICE & DISCUSS THE POSSIBILITY OF AN ADJUSTMENT ON SOME OF THE
21 CALLS. I ALSO SUGGESTED THAT THEY HAVE THE BLOCK PUT ON THE LINE TO
22 PREVENT THIS FROM HAPPENING AGAIN. SHE SAID SHE WOULD DISCUSS IT ALL
23 WITH HER HUSBAND, BUT THEY FELT THAT THE SON WOULDN'T DO THIS ANYMORE
24 SINCE THEY NOW HAVE THE TELEPHONE LOCKED UP. I STILL SUGGESTED SHE
25 GET THE BLOCK SINCE HE MAY USE ANOTHER TELEPHONE THAT HE COULD BRING
26 INTO THE HOUSE & PLUG IN. I TOLD HER WE WOULD WORK WITH HER ON THE
27 AMOUNT IF SHE NEEDED TO & TO CALL ME WHEN THEY DECIDED WHAT THEY WERE
28 GOING TO DO & I GAVE HER MY PERSONAL NUMBER. I ALSO SENT HER A
29 COMPLETE PRINT OUT OF ALL THREE TOLL STATEMENTS WE HAD RECEIVED, SO
30 THEY COULD LOOK OVER THEM. SAID THEIR SON HAD BEEN CALL-

31 ING TO TRY TO REACH A SPECIAL GIRL AT THE 900 NUMBER THAT HE HAD
32 TALKED WITH BEFORE. AT THIS POINT WAS HAPPY WITH US,

33 BUT AS SHE SAID, STILL IN A STATE OF SHOCK.

34 PG 03L

35 F3- 062090 1456/062190 1213

36 F1- 062190 1212/062190 1214

000505

COMPLAINT INPUT SHEET

CUSTOMER'S NAME: _____

CASE NO: 17161-P

DATE RECVD. _____

DATE CLOSED _____

AREA: (2) NO

(SO: SE: NO: OT:)

TYPE: (1) R

(R: B: P:)

AREA CODE = TEL. NO. _____

(B-305: F-407: P-904)

LATE: (1) _____ (YES ONLY)

OPER. MGR.S INITIALS: (3) JRC

DOCA: (3) ORL

(DAD:BWD:PBC:CST:GNV:JAX:ORL:WFL:OTH)

CLASS (3) 976

(SEE BOTTOM FOR CODE)

ADJ. AFTER: (1) _____ (YES ONLY)

STATE APPEALS NO.: M-1183-90

JUST: (1) _____ (N - NO ONLY)

CAUSE CODE: (5) 25H00

(SEE CAUSE CODE LIST)

RSC - RES. SVC. CENTER
PSC - PUB. SVC. CENTER
BIL - BILLING
TRA - TREATMENT ACTIVITY
CON - CONSTRUCTION
OPS - OPERATOR SERVICES
ANC - ANNOYANCE CALLS
MKT - MARKETING
OTH - OTHER

BSC - BUS. SVC. CENTER
HDO - HELD ORDER
DEP - DEPOSITS
INS - INSTALLATION
SWT - SWITCHED SERVICES
COMP - COMPTROLLERS
DIR - DIRECTORY
976 - DIAL IT CALLS
CML - COMPLIMENTARY

000506