

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against BellSouth Telecommunications, Inc. for violation of service standards.

DOCKET NO. 991378-TL
ORDER NO. PSC-02-0225-FOF-TL
ISSUED: February 22, 2002

The following Commissioners participated in the disposition of this matter:

BRAULIO L. BAEZ
MICHAEL A. PALECKI

ORDER GRANTING EXTENSION OF TIME

BY THE COMMISSION:

July 9, 2001, BellSouth Telecommunications, Inc. (BellSouth) and the Office of Public Counsel (OPC) filed a Joint Motion seeking our approval of their Stipulation and Settlement to resolve the apparent service standards violations in this docket. On August 13, 2001, we issued Order No. PSC-01-1643-AS-TL approving the Stipulation and Settlement.

On January 17, 2002, BellSouth filed an unopposed Motion for an extension of time to comply with Order No. PSC-01-1643-AS-TL.

BellSouth explains that in the Stipulation and Settlement by and between OPC and BellSouth, BellSouth agreed to implement a Service Guarantee Plan. The implementation date for the Service Guarantee Plan as specified in the Stipulation and Settlement is no later than six months from the date of our final order approving the settlement. The Order became final on August 13, 2001. Therefore, the implementation date would have been February 13, 2002.

However, BellSouth contends that due to the scheduling of certain programming changes to allow the credits to automatically appear on customers' bills, it will be unable to meet the February 13, 2002, implementation date; thus, it asks to extend the implementation date of the Service Guarantee Plan to March 1, 2002. BellSouth states that it contacted OPC and confirmed that OPC does not oppose its request for an extension.

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Upon consideration of the foregoing, we hereby grant BellSouth's unopposed Motion for Extension of Time until March 1, 2002, to comply with Order No. PSC-01-1643-AS-TL.

It is therefore

ORDERED by the Florida Public Service Commission that BellSouth Telecommunications, Inc.'s Motion for Extension of Time to implement the Service Guarantee Plan in accordance with Order No. PSC-01-1643-AS-TL is hereby granted. It is further

ORDERED that this Docket shall be closed.

By ORDER of the Florida Public Service Commission this 22nd Day of February, 2002.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records and Hearing
Services

(S E A L)

BK

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.