FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

APRIL 23, 2002

RE: Docket No. 010454-TL - Complaint by Docusearch International Research (Elizabeth Legare) against BellSouth Telecommunications, Inc. regarding alleged improper billing.

ISSUE 1: Should BellSouth Telecommunications, Inc., be required to further credit or refund Ms. Elizabeth Legare?

RECOMMENDATION: No. Staff recommends that the Commission find that BellSouth has properly credited Ms. Legare's account for the disputed charges.
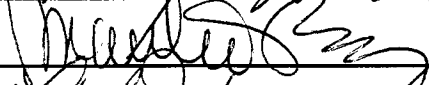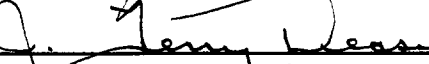
APPROVED

COMMISSIONERS ASSIGNED: Full Commission

COMMISSIONERS' SIGNATURES

MAJORITY   DISSENTING

REMARKS/DISSENTING COMMENTS:

PSC/CCA033-C (Rev 12/01)

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(Continued from previous page)

ISSUE 2: Should BellSouth be required to take any additional steps to
resolve Ms. Legare's concerns about the noise and static on her telephone
lines?
RECOMMENDATION: No. Staff recommends that the Commission find that
BellSouth is not required to take any additional steps to resolve Ms.
Legare's concern about the noise and static on her telephone lines.

APPROVED

ISSUE 3: Did BellSouth improperly disconnect Ms. Legare's telephone
service?
RECOMMENDATION: No. Staff recommends that the Commission find that
BellSouth properly disconnected Ms. Legare's service when Ms. Legare failed
to render payment for the undisputed charges.

APPROVED

ISSUE 4: Should this docket be closed?
RECOMMENDATION: The Order issued from this recommendation will become final
upon issuance of a Consummating Order, unless a person whose substantial
interests are affected by the Commission's decision files a protest within
21 days of the issuance of the Proposed Agency Action Order. The docket
should then be closed upon issuance of a Consummating Order.

APPROVED