



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: April 8, 1991

TO: Steve Tribble, Director
Division of Records and Reporting

FROM: Charles Rehwinkel *CR*
Assistant to Commissioner Deason

RE: Letter from James Hudson, IntegreTel
Docket 910293-TI

**ORIGINAL
FILE COPY**

This office has received the attached letter from D. James Hudson, Vice President, Regulatory Affairs, IntegreTel, Inc. The letter refers to certain matters which are the subject of Docket 910293-TI. It appears from the correspondence that all Commissioners and all relevant staff members have been copied with the letter. Therefore this office has not identified this as an ex parte communication. Please include the attached correspondence in the file (if necessary).

CJR/gs

- ACK _____
- AFA _____
- APP _____
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DOCUMENT NUMBER-DATE
03400 APR -8 1991
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INTEGRETEL

Oakbrook Terrace Atrium
17 W 220 22nd Street
Suite 220
Oakbrook Terrace, Illinois 60181

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APR - 8 1991

Florida Public Service Comm.
Commissioner Deason

Phone: (708) 530-3350
Fax: (708) 530-4116

April 4, 1991
Sent via -
Federal Express

George B. Hanna, Director
Division of Consumer Affairs
FLORIDA PUBLIC SERVICE COMMISSION
Fletcher Building
101 East Gaines Street
Tallahassee, FL 32399-0865

RE: END USER COMPLAINTS

Dear Mr. Hanna:

This letter is in response to both your letter of February 20, 1991 and the Initiation of Show Cause Proceedings, Docket No. 910293-TI, dated March 19, 1991. This is IntegreTel's notification to the Commission of the status of all nineteen (19) complaints listed in Attachment I of the Show Cause Proceeding. The eight (8) complaints listed in your February 20, 1991 letter are included in Attachment I.

The following is a listing of the complaints which IntegreTel considers resolved, has provided written reports to the Commission, and appears that no further action is required by either IntegreTel or it's client(s). Should you disagree, please contact us immediately so that we may address any open issue(s). If we do not hear from you or your staff, IntegreTel will consider these matters closed.

1. Munoz, T.
2. Davis, H.
3. Thornton, E.
4. Lake Suzy
5. Cimmino, K.
6. Richard, B.
7. Bailey, F.
8. Roberts, E.
9. Sands, D.
10. Big Lake
11. Rauth, G.

NOTIFICATION TO THE FLORIDA PUBLIC SERVICE COMMISSION
RELATIVE TO END USER COMPLAINTS - April 4, 1991 - Page 2

The next listing is a status of the complaints for which actions have been taken, but for which the Commission may not have received official notification from IntegreTel as to the outcome(s). Those notifications are being sent separately as per normal procedures. Again, IntegreTel believes these matters to be resolved, requiring no further action(s). Should the Commission disagree, please notify us. If no further correspondence is received, IntegreTel will consider these matters closed as well.

12. Yantus, Joe --- Credit down to AT&T rates issued 4/1/91.
13. Frank, L. ----- Full adjustment given on 2/25/91.
14. Hall, L. ----- Credit down to AT&T rates issued 4/1/91.
15. Fagen, B. ----- Full credit issued 4/1/91.
16. Arandus, H. --- Credit down to AT&T rates issued 4/1/91.

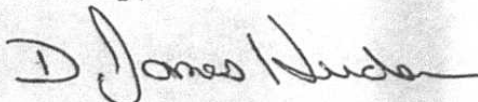
Lastly, is a listing of those complaints which have not reached final resolution, yet. We have listed the status of each complaint for your reference and information. These complaints are not closed.

17. Claudil, L. -- Attempting to contact end user to determine if credit was recieved. We authorized credit, but because of Centel's policy, the end user must call them for issuance of credit.
18. Fedale, L. --- Attempting to reach the end user to determine if credit received. IntegreTel previously authorized that credit be given. Centel (Central of Florida) will not accept an adjustment request from anyone other than the end user. Attempting to verify that end user received his credit.
19. Griswold ----- End user sending IntegreTel a copy of his bill so that we may issue credit. Will issue adjustment when bill received from end user. Faxed interim report to Shirley Stokes on 3/29/91.

IntegreTel would like to take this opportunity to apologize for the delays in responding to the Commission and the Staff on these issues. As we mentioned in our letter of January 24, 1991 as well as in the Initiation of Show Cause on April 2, 1991, IntegreTel has been experiencing various problems which caused the delayed responses. We have made progress in resolving some of our issues, and are dedicated to resolve the remainder of our problems as quickly as possible.

We have two individuals who are dedicated to ensuring that all inquiry be responded to in a timely fashion. Should you require anything further do not hesitate to contact either Teresa Sikita or Steve Mostowski in our Chicago office at our toll free number 1-800-444-1642.

Sincerely,



D. James Hudson
Vice President
Regulatory Affairs
IntegreTel, Inc.

CC: Chairman Thomas M. Beard - FPSC
Commissioner Gerald L. Gunter - FPSC
Commissioner Michael Wilson - FPSC
Commissioner Betty Easley - FPSC
Commissioner Terry Deason - FPSC
Shirley Stokes - FPSC
John Adams - FPSC Division of Legal Services
Kathryn Brown - FPSC Division of Consumer Affairs
Teresa Sikita - IntegreTel
Steve Mostowski - IntegreTel
Paul Sexton - Attorney at Law