Harris R. Anthony General Counsel-Florida

Southern Bell Telephone and Telegraph Company c/o Marshall Criser III Suite 400 150 South Monroe St. Tallahassee, Florida 32301 Phone (305) 530-5555

920260-72

April 19, 1993

Mr. Steve C. Tribble Director, Division of Records & Reporting Florida Public Service Commission 101 East Gaines Street Tallahassee, Florida 32301

> Docket No. 900960-TL Re:

Dear Mr. Tribble:

Enclosed for filing in the above-referenced docket, please find an original and fifteen copies of Southern Bell Telephone and Telegraph Company's Report in Response to Order No. 24041 in Docket No. 900960-TL.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service. V.____

Sincerely,

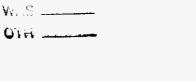
Havis R. anthony (2)

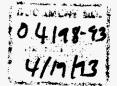
HRA:jpb Enclosure

cc: Mr. A. M. Lombardo Mr. R. D. Lackey Parties of Record

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CERTIFICATE OF SERVICE Docket No. 920260-TL Docket No. 900960-TL Docket No. 910163-TL Docket No. 910727-TL

I HEREBY CERTIFY that a copy of the foregoing has been furnished by United States Mail this $|Q^{(h)}|$ day of Ap(i), 1993

to:

Robin Norton Division of Communications Florida Public Service Commission 101 East Gaines Street Tallahassee, FL 32399-0866

Tracy Hatch Division of Legal Services Florida Public Svc. Commission 101 East Gaines Street Tallahassee, FL 32399-0863

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Assistant Attorney General Department of Legal Affairs Room 1603, The Capitol Tallahassee, FL 32399-1050 Mr. Douglas S. Metcalf Communications Consultants, Inc. 631 S. Orlando Ave., Suite 250 P. O. Box 1148 Winter Park, FL 32790-1148 Mr. Cecil O. Simpson, Jr. General Attorney Mr. Peter Q. Nyce, Jr. General Attorney Regulatory Law Office Office of the Judge Advocate General Department of the Army 901 North Stuart Street Arlington, VA 22203-1837 Mr. Michael Fannon

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Harris R. anthony

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into Southern) Bell Telephone and Telegraph) Company's Non-Contact Sales) Practices) Docket No. 900960-TL Filed: April 19, 1993

SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S REPORT IN RESPONSE TO ORDER NO. 24041

COMES NOW Southern Bell Telephone and Telegraph Company ("Southern Bell" or "Company"), and files this Report in Response to Order No. 24041 of the Florida Public Service Commission (the "Commission").

In its Order No. 24041, dated January 28, 1991, the Commission required Southern Bell to provide a weekly report reflecting certain information related to Southern Bell's investigation into its non-contact sales practices. The 114th such report is due April 19, 1993. Set forth below is Southern Bell's response to the information requested in the 114th report.

1. <u>Request</u>: The number and amount of refunds made to customers broken down by: the amount of the refund per customer; customer location (exchange); services removed/refunded; and duration of period for which refund was required.

Response: Southern Bell has made additional refunds to various customers. It is currently in the process of determining the number and amount of refunds as required by the order. This information will be provided to the Commission as soon as it is available.

2. <u>Request</u>: The number and level of all employees involved in any disciplinary actions taken by the Company.

Response: No new information is available.

1. . . .

3. <u>Request</u>: Copies of all internal and external correspondence dealing with Southern Bell's non-contact sales practices investigation.

Response: No new information is available.

Respectfully submitted,

ATTORNEYS FOR SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

Hanns HARRIS R. ANTHONY

J. PHILLIP CARVER c/o Marshall M. Criser III 150 So. Monroe Street Suite 400 Tallahassee, FL 32301 (305) 530-5555

sche R. DOUGLAS LACKEY

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