

ORIGINAL  
FILE COPY

State of Florida

Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
(904) 413-6040  
FAX (904) 487-1716

Susan F. Clark  
Chairman



Public Service Commission

October 3, 1996

960617-TI

Ms. Rebecca Munro  
115 63rd Street West  
Bradenton, Florida 34209

Dear Ms. Munro:

Your inquiry concerning collect calls made from the Hardee Correctional Institute was referred to me by the Governor's Office of the Chief Inspector General.

The Commission has two separate investigations relating to companies overcharging for calls from correctional facilities. The Commission is nearing completion of its investigation of North American InTeleCom, Inc. (NAI). The enclosed copy of Order No. PSC-96-0647-AS-TC, accepting NAI's settlement offer will provide you with background information regarding the Commission's investigation into this matter.

I have been informed by the Commission's staff that NAI has requested its billing agents, Zero Plus Dialing, Inc. (ZPDI) and Operator Assistance Network (OAN), to process the refunds required by the Commission's Order. The refunds will be issued by the local exchange telephone companies to those customers who were overcharged. The refund process should be completed by October 15, 1996.

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CMU \_\_\_\_\_  
CTR \_\_\_\_\_  
EAG \_\_\_\_\_  
LEG \_\_\_\_\_  
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OP \_\_\_\_\_  
RC \_\_\_\_\_  
SEC \_\_\_\_\_  
WAS \_\_\_\_\_  
OTH \_\_\_\_\_

NAI will be providing staff with status reports on the refunds. I would like to point out that some calls were rated correctly by NAI; therefore, all customers who were billed for calls by NAI are not necessarily entitled to a refund. If you believe you are due a refund, but have not received it by October 30, 1996, please call Ms. Paula Isler of the Commission's staff at (904) 413-6502. You may also reach Ms. Isler by calling the Commission's toll-free number, (800) 342-3552, and asking the Consumer Complaint Analyst to have Ms. Isler call you back.

The Commission is also investigating MCI for violations of the Commission's rules relating to pay telephone service. A resolution of this matter has not yet been reached. Because the matter is

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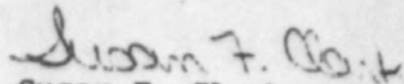
FPSC RECORDS/REPORTING

Ms. Rebecca Munro  
October 3, 1996  
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pending before the Commission, I cannot comment specifically on any aspect of the case. You may call Ms. Isler to get more information regarding this case as well. The Commission is scheduled to consider this matter at its October 8, 1996, Agenda Conference. I can assure you that the Commission will carefully consider all of the evidence before a decision is made.

Thank you for taking the time to express your concerns.

Sincerely,

  
Susan F. Clark  
Chairman

Enclosure

c: Division of Records and Reporting  
-- Docket No. 960617-TI  
Division of Communications (Isler)



LAWTON CHILES  
GOVERNOR

STATE OF FLORIDA

Office of the Governor

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-0001

96-0305 JUL 24

July 15, 1996



Mr. Lee Canterbury, Inspector General  
Public Service Commission  
Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Mr. Fred W. Schuknecht  
Inspector General  
Department of Corrections  
2601 Blair Stone Road  
Tallahassee, FL 32399-2500

Dear Mr. Canterbury and Mr. Schuknecht:

Enclosed is a complaint received by the Governor's Office of the Chief Inspector General regarding allegations of unreasonable charges for phone calls made from Hardee Correctional Institution. We are forwarding this complaint to your office for handling as you deem appropriate.

Thank you for your attention to this matter. If you have any questions or comments, please call me at 922-4637.

Sincerely,

Beverley Fey  
Office of Chief Inspector General

Enclosure

C:\INSPECT\LETTERS\FIC\15

RECEIVED

JUL 16 1996

Florida Public Service Comm.  
Commissioner Clark



CHIEF INSPECTOR GENERAL'S OFFICE  
**WHISTLE BLOWER HOTLINE**  
**CALL TRACKING DATABASE**

Date of Call

7/5/96

Caller

Rebecca Munro

Agency

Dept. of Corrections

File Ref. #:

Record #:

2626

Affiliation

Private Citizen

Division

Hardee Correctional Institution

**COMPLAINT**

Caller stated that about three months ago, around April, the phone company at the institution changed to a different company. Caller thinks the new company is Sprint. Caller alleges that phone calls that used to cost \$2.83 for 10-11 minutes now cost \$5.65 for 10-11 minutes.

**RESOLUTION**

Informed caller we would refer her complaint to the PSC.

# CALLER INFORMATION FORM

2626

Caller Rebecca Munro

Home Address 115 63rd St. West

Bradenton FL 34209

Work Address \_\_\_\_\_

\_\_\_\_\_ FL \_\_\_\_\_

Telephone #'s. (W) 941-748-8080 (H) 941-761-0120 (S) \_\_\_\_\_

Notes