

Lee
129

REQUEST TO ESTABLISH DOCKET

(PLEASE TYPE)

Date November 22, 1996

Docket No. 961404-TL

- 1. Division Name/Staff Name Legal
- 2. OPR Legal
- 3. OCR Consumer Affairs (Bev DeMello, Nancy Pruitt)
- 4. Suggested Docket Title Complaint of Mr. Paul Dietrich (Dietrich Service Company) against BellSouth Telecommunications, Inc. regarding services and charges.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

_____	<u>Dietrich Service Company</u>
_____	<u>c/o Paul Dietrich</u>
_____	<u>750 South Highway 441 - #234</u>
_____	<u>Orlando, Florida 32805</u>
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:

- XXX Documentation is attached.
- Documentation will be provided with recommendation.

Name DIETRICH SERVICE COMPANY

Company SOUTHERN BELL TELEPHONE AND TELEGRA

Request No. 091829P

Address PAUL DIETRICH

Attn. MARIE MURRAY 91829P

By SAS Time 3:29 PM Date 10/10/95

750 SOUTH HIGHWAY 441, #234

Consumer's
Telephone # (407)-425-0780

To CO Time FAX Date 10/10/95

City/Zip ORLANDO 32805 County ORN

Can Be
Reached (407)-425-0780

Complaint Type TS-44

Account Number _____

Note LEROY 12-04

Has consumer contacted company? Yes No _____ Who _____

Justification S

Closed by SAS Date 12/04/95

Reply Received T

Mr. Dietrich says that when he went to the company's office at 500 North Orange, Orlando to review the tariff regarding the ISDN service, the company didn't allow him access when he pushed the button. He went to the side door, and access was still denied. He wants the problem investigated. He says that the company charged him two installation charges \$130 and \$56. SAS

Note FMI: Mr. Dietrich called initially (late a.m.), he wanted me to verify if the company can charge the two installation charges since the company told him it was in the tariff. I told him I will have to call him back, but I may have to contact SB to get further information. He said that he wasn't filing a complaint at this time. He just wanted to know if both installation charges apply. I explained that I will check the tariff and call him back, but Mr. Dietrich called back around 3:30 p.m. I placed him on hold and pulled the tariff A42, E. I read the information "Service Charges in Section A4. of this Tariff are applicable per Basic Rate DSL access in addition to rates and charges following." I explained that based on this information it appears that both charges apply, and he accused me of taking up for the co. I explained that I was only providing the information that he requested; however, I will ask Mr. Raspberry to review tariff and get back in touch with him. He said that I was just trying to put it off on someone else. I explained that I need for someone else to review it because it appears that both charges apply based on the tariff information, and I don't have any reason for not assisting him. HE REQUESTED

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 11/14/95

PAGE: 2

THAT A COMPLAINT BE FILED AGAINST SB FOR NOT ALLOWING HIM ACCESS TO THE BUILDING TO REVIEW THE TARIFF. He also said that he was going to write a letter about the problem. SAS

10-10 I called Mr. Dietrich at 4:14 p.m. and left a message on his answering device. I explained that Mr. Rasberry reviewed tariff, and he, too, feels that both charges apply. However, we are investigating the complaint regarding no access with Southern Bell, and Southern Bell will provide information regarding the charges. SAS

10/15 5:20PM I returned Mr. Dietrich's call from earlier today, and left message on his recorder with my direct number. I will call him tomorrow.lar

NOTE TO COMPANY:

10/17 10:34 AM I called customer he has received a final notice with disconnection planned by 10/19 even though he has not received the information he requested. Customer also received a letter from Julie Quick showing (1)an adjustment for line item 13 in the amount of \$55.25 plus \$4.46 (taxes) or \$59.71 total, (2) the local service was adjusted from 9/20 thru 10/3 in the amount of \$43.54 plus \$8.38 (taxes) or \$51.92 total, (3) and that \$200 was applied from customer's account as a deposit. The total adjustment is \$111.63. Customer is disputing the following line items on his 9/20/95 bill; Line item 12; 13; 17; 18; 19; 20; and 21. Customer states that the letter from Julie Quick is not responsive to his dispute, and he wants an updated bill with the correct information. Customer also wants to be sure the taxes are figured properly, he wants to be able to verify all charges in advance. Customer also wants access to SBT's tariff so he can look up the tariff items for himself.

PAGE: 3

Additionally, customer does not plan to hook anything up to the ISDN line until this is resolved. Neither does he plan to pay until this is resolved. Customer plans to continue to pay on the original (message rate line) that was already installed before this problem occurred. He definitely does not want the message rate line disconnected. Though customer has paid \$200 on the ISDN line he does not plan to use it or pay for usage time on it until this dispute is settled. Please do not disconnect customer's message rate line while this is in dispute because customer will continue to pay on it. lar

In summary customer wants

- (1) Access to SBT's Tariff
- (2) An updated bill
- (3) Resolution of this complaint

10/17 11:31 AM Calling SBT speaking to Phillis Savage the final notice was an automated message that routinely goes out, and all of this will be addressed with the customer. FAXING TO COMPANY. lar

DO NOT TYPE BELOW THIS LINE--PAGE 3 ENDS--SEE WP:Dietrich. SAS

10/17/94 2:10 PM Phillis Savage called back, Mary Ettiger spoke with customer and she needs to talk with me about some other issues customer brought up. I need to call Phillis at (305) 644-4082.1ar

10/18/95 9:14 AM Phillis Savage called with Mary Ettiger on the line. Customer wants public access to the SBT office in order to review their tariff. SBT does not have public offices and does not provide public access to any of their buildings. Company will compile information requested by customer and FEDX it to customer. Also SBT will request the exact cite of the document the customer says allows public access. A report will follow.1ar

*I retyped Leroy's comments from CTS to Word Perfect--SAS

10/18 (Information taken off my voice mail this date) Ms. Phyllis Savage left a message on my voice mail at 9:34 a.m. on October 17 (I was doing training in the a.m. and left for the day in p.m.) She said that Mr. Dietrich was upset about an automated denial notice, and says there will be no collection action until the PSC's complaint is resolved. The representative explained this information to him and apologized, and company has addressed this problem with everyone. She doesn't know if Leroy explained the service charges to him at this time. SAS

10-25 Interim report received (TIMELY)--further reply by November 14 SAS

10-30 I received an E-Mail message from Phyl Cloud that Mr. Dietrich wanted me to call him, and he also stated that Mary Edinger [co. rep.] has been transferred. SAS

10-30 I called Mr. Dietrich at 1:17 p.m. and left a message that I was returning his call. SAS

10-31 Mr. Dietrich called at 8:39 a.m. He told me that he sent Mr. Rasberry a letter stating he hadn't received the A4 tariff from company and a copy of the Commission rules regarding the access issue that he obtained from the University of Central Florida's library in Vol. 12, p. 121, Paragraph 3. However, he has received a copy of A4 from the co. since he sent the letter, and he is no longer disputing the installation charges. He believes that Ms. Edinger has been transferred to another area, but she still may be working on his case. He is disputing a tax calculation for the adjustment that the company is going to issue on the account. He says that the co. still hasn't allowed him access to review the tariff, and I read the information in the company's report stating how he can obtain access. He wants the co. to get in touch with him to arrange access, and I told him that I will call the co. regarding his concerns. I also explained nonjurisdiction over taxes. After we get the final report, we will let him know the outcome of the investigation.--SAS

10-31 I called co. (Margarita) around 8:50 a.m., and I asked co. to make arrangements for Mr. Dietrich to review the tariff. Ms. Pat Shields also called me at 9:16 a.m. since Ms. Phyllis Savage was out of the office, and I relayed the above information regarding Mr. Dietrich concerns. SAS

11-02 Mr. Dietrich's letter received from Leroy on November 3 at 4:43 p.m. SAS

11-03 Kenya gave me a message that Mr. Dietrich called, and he'll call back after 1 p.m. Mr. Dietrich called at 1:39 p.m., and he said that the co. hasn't gotten in contact with him since his call on October 31. I explained that I was surprised to hear that because I asked the company to call him so access can be arranged. He says that after the problems with the co., he wasn't surprised. He also said that he was told that he will only be given credit until October 23, but he wants credit up until the time he starts using

the line. He also said that we should have received his letter with the rule about the company must allow access. I told him that I'm familiar with the rule regarding access. He provided telephone number 407/293-9293 where he can only be contacted today until 4 p.m. **MR. DIETRICH WILL ALSO LIKE TO GET A COPY OF THE FILE INCLUDING OUR COMPLAINT INFORMATION. SAS**

11-03 I called co. at 1:40 p.m. and left a message on Ms. Pat Shields' voice mail since Ms. Dorya Banga said that Ms. Phyllis Savage wasn't in office today and Ms. Shields was out to lunch. I relayed the above information regarding no contact and credit information. I'm surprise that Mr. Dietrich hadn't been contacted, and I asked that someone please give him a call regarding his concerns. **SAS**

11-03 Mr. Dietrich called back around 3:52 p.m. He said that Ms. Edinger called him, and she said that she received his order today. Co. will let him in at the 500 North Orange office on Monday (November 6), and he will attempt entrance. He also said that the bill is showing a late payment charge, and the company still says that the account will only be credited to October 23. He says that he says that he isn't using the service, and the company installed a nonregulated RJ 45 jack instead of regulated RJ 11. He says that he isn't going to pay for the nonregulated jack charges. I told him that I will note the file of his comments and to let me know if he has any problems with access on Monday. **SAS**

11-03 Ms. Pat Shields (co.) left a message on my voice mail at 3:47 p.m. She says that she spoke with the supervisor Mary Edinger, and she hadn't called him back this week. However, she had spoken with him previously after receipt of the complaint. She called him around 3:45 p.m. today, and she explained that the bill will reflect an adjustment for the local service charges from October 4 through October 23. Also, late charges will be waived, and she explained where he can go in the Orlando area to access the tariff. She says the building is a secured building, but the company doesn't allow access for someone wanting to review the tariff. Telephones are located outside building which will direct you on what to do to gain access. If I have any questions, please give her a call at 305/644-4083. **SAS**

11-09 Final report received (TIMELY) **SAS**

11-15 Mr. Dietrich called at 11:10 a.m. stating today is November 15, and I told him to call back on November 14. Apparently, he is referring to the November 14 due date for the report. I explained that another report came in from Southern Bell, but we have a backlog. I'll try to get a response to him before the end of this month. **HE WANTS ME TO SEND HIM A COPY OF THE FILE AS OF TODAY INCLUDING THE COMPLAINT INFORMATION THAT HE PROVIDED VERBALLY.** He says that he wants to request an informal conference, and I explained that he will have to wait until I or someone else provides him with the final outcome of the complaint. He was concerned that his 30 days will be up before I get the report, and I explained it's 30 days after the final outcome of the complaint is provided to him. If he isn't satisfied at that time, he can request an informal conference. He also said that last Monday, November 6, Ms. Edinger promised to send him an updated bill structure for September and October without results, and the jack is still bad. He said that he sent some additional information to us about two days ago, but we probably hadn't received it yet. **SAS**

11-15 I called co. (Marie Forbes) 11:45 and requested another report providing the breakdown of the adjustments stated in the final report. I also relayed the information that Mr. Dietrich called today and said Ms. Edinger promised to send him an updated bill for September and October rate structure. **SAS**

11-15 I called co. again at 11:47 a.m. and spoke with Ms. Phyllis Savage, and relayed information regarding my conversation with Ms. Forbes. I also asked her to include information in the report regarding the jack problem (See info. on 11-03) and provide a detailed report including information regarding all the concerns associated with the complaint by November 30, 1995. A copy of the file was also faxed to her. SAS

11-16 A copy of the file was mailed to Mr. Dietrich SAS

11-17 Mr. Dietrich's letter with attachments received (Leroy gave it to me.)

11-30 Supplemental report received (TIMELY)

12-04 Closed by telephone call at 8:27 a.m. I left a message on Mr. Dietrich's message service that I had reviewed the reports, and it appears that the company has made the proper adjustments on his account. The report stated that the local service was adjusted from October 4 through October 23, and the report stated that the nonregulated jack charges were waived from September 20 through October 3. The company said that the outstanding balance is \$463.31, and I also called him back around 8:40 a.m. and explained further that the company said that the local service was also waived from September 20. Also, the Commission doesn't have anything to do with the taxes on his bills. I cannot be of further assistance in this case. I also mailed Mr. Dietrich a copy of the additional information from the company.

12-04 Mr. Dietrich called around 3:35 p.m. I explained that the company said no further adjustments will be issued on the account. He says back to the original problem about no access. I explained that the company said he can gain access, and he says that he went to the company's office at 2:30 p.m. after he received my message and spoke with Sue Ericson. I told him that I had another call holding (complaint), and I told him that I needed to place him on hold. He asked to speak with Leroy since he had directed his correspondence to him, and it appears that it's easier to talk with him.

12-11 Ms. Phyllis Savage left a message on my voice mail at 9:47 a.m. for me to call her. She says that she received a call from Mr. Dietrich concerning what she sent to us, and she wanted to discuss the information with me before she calls him. I talked with Ms. Savage around 4:20 p.m., and she said that Mr. Dietrich sent her a certified letter with a copy to Mr. Rasberry regarding the company's information. She says as far as the company is concern, the problem is resolved. If Mr. Dietrich wants a customer meeting, he can request one. I explained that I turned the file over to Mr. Rasberry, and I suggested that she sends a supplemental report to Mr. Rasberry regarding her comment that the problem is resolved. SAS

12/12/95 Customer called and asked to speak to Bev. She was tied up so she asked that I call customer back. I called at 1:07 PM and left a message on his answering machine.dd

12-12 Received Mr. Dietrich's Dec. 6 letter to co. with copy to Mr. Rasberry and his December 7 letter to Mr. Rasberry. SAS

12-21 See attached E-Mail regarding conference call (Bev, Leroy, Shirley, Mr. Dietrich, and co) today. Company will provide another report within two weeks (Jan. 4) regarding the three issues discussed in E-Mail. SAS

01-05 Bev said that Mr. Dietrich called her, and I spoke with Ms. Savage regarding the supplemental report. She said that she was waiting for additional information regarding the taxes, and the delay was caused by the holidays and people being out. She will fax a full report Tuesday, Jan. 9. SAS

01-09 Supplemental report received, and I called Ms. Savage around 4:38 p.m. to discuss some information under Item 3 since it wasn't clear. She will

refax a replacement report tomorrow. SAS

01-10 Ms. Savage left a message on my voice mail at 8:43 a.m. for me to call her. I returned the call around 10:20 a.m. She says that she had faxed the revised Supplemental report (first two pages) and to throw away the other one, and she says that the co. can provide Mr. Dietrich with a copy of the tariff for a fee. She wanted to clarify the information provided on Tariff Advisory Services sheet. She also said that Mr. Tracy Hedrick left a message for Mr. Dietrich today to make arrangements to review the tariff, and the company will follow up with a report within ten days (Jan. 20) and with Mr. Dietrich within five if he doesn't return Mr. Hedrick's call. SAS

01-17 Mr. Dietrich called at 12:24 p.m. and spoke with Leroy. He said that he will write a letter to the commissioners if the informal conference isn't granted. He will call again Monday (January 22). He is disputing the termination of service, demarcation point for ISDN lines, billing, and unregulated charges. Company says that Mr. Dietrich wants a 66 block connection (wiring) which is detariffed. Co. can't do it unless he pays for it or customer can hire someone else or do it himself. (This information was taken from Leroy's notes--SAS)

01-17 Final Supplemental Report received

01-22 Mr. Dietrich called this morning to question the status of this case. I asked him to please talk with Alan Taylor of our Division of Communications before we decide whether to grant the informal conference or not. Since the customer does not have long distance calling capabilities Alan Taylor called him. Alan suggests that we go ahead with the conference and he will have someone from his staff go with us. I will call customer by end of day today.lar

01-22 6:05 PM Called Mr. Dietrich, leaving a message on his answering machine to call me to talk about the informal conference.lar

01-22 1:20 PM Mr. Dietrich called and said that he did get a message from Alan Taylor to call but he does not have long distance calling capabilities. Mr. Dietrich is insistent on being granted an informal conference on this matter and demands to know by end of day whether we will grant one or not. Also if we decide to not grant a conference he wants it in writing. Alan Taylor will call Mr. Dietrich by the end of the day. Alan did call customer but had to leave a message on the recorder to call.lar

01-23 Alan Taylor called Mr. Dietrich back again since customer does not have long distance calling ability, and suggests that we grant the informal conference. He will send someone from Communications with the person holding the conference.lar

01-24 Returned Mr. Dietrich's call to let him know that Nancy Pruitt will handle the conference.lar

01-24 Assigning Informal Conference to Nancy Pruitt.lar

1/26 called customer to introduce myself. We set the date for the informal conference as February 8 at 10am. Will send complete file with letter for conference.np

1/29 letter and complete file sent to customer.np

2/8 informal conference held. In attendance were Mr. Dietrich, representatives of BellSouth and PSC Division of Communications and by phone Consumer Affairs. Four issues not resolved: 911 charge, taxes, demarc and tariff access. BellSouth was asked to go the customer's building to review demarc and provide

follow-up report on the unresolved issues.np

2/20 Mr. Dietrich called and wanted to know when BellSouth would meet with him to review equipment room. Told him I would call the company and ask that they contact him to set a date.np

2/21 spoke with Phyllis Savage and asked that they contact Mr. Dietrich.np

2/26 Mr. Dietrich called and said he had met with BellSouth on the demarc issue and that it was a good meeting.np

3/1 post conference report dated 2/29 indicating demarc issue reviewed with customer and that BellSouth was in compliance. Also enclosed was report dated 2/13 that was a complete breakdown of taxes and bills for Sept. 1995 through January 1996. Also enclosed was a copy of the Orange County resolution on 911 charges.np

3/8 called Mr. Dietrich, left message on machine that I had reviewed the BellSouth report and sending a copy today.np

3/27 Mr. Dietrich called.np

3/27 returned Mr. Dietrich's call. He said he was having problems with his mail service and had just gotten my package dated 3/8. He would review and get back in touch.np

4/25 called Mr. Dietrich, left message asking if he had reviewed the report and that he call me.np

7/30 e-mail from BellSouth on tariff access.np

7/31 Letter sent acknowledging conversation and setting up second informal conference for August 9.np

8/9 second informal conference held with customer by phone and representatives of BellSouth by telephone. Acknowledged that access to tariffs by appointment and given new contact person at company building, Brenda Tutor. Received 911 resolution and acknowledged. Said he did not get taxes. I reminded him that I had sent it to him and he had previously acknowledged receiving it. I had sent him 2 packages: 1. The complete file before the first conference 2. The BellSouth post conference report after the first conference. Customer said he now had a working agreement with BellSouth that a tenant requesting service had the demarc now put in his individual suite. He said while this was the present arrangement he did not agree with it. He wanted the demarc in the equipment room and did not agree with BellSouth's interpretation of the rules concerning multi-tenant buildings. He also said that BellSouth was using the building owner's wire, the company responded that they were running their own lines. Conference ended with no agreement on demarc.np

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE JARCLIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

July 31, 1996

Mr. Paul Dietrich
Dietrich Services Company
750 South Highway 441, #234
Orlando, FL 32805

Dear Mr. Dietrich:

This is a follow-up to our conversation concerning the continuation of your informal conference. As we discussed, I have made arrangements to hold the conference on Friday, August 9, 1996 at 9 a.m. in the Public Service Commission Orlando District Office. I will be conducting the meeting by telephone from my office in Tallahassee.

The purpose of this conference is to attempt to settle this dispute informally. If a settlement is not reached, a recommendation will be submitted to the Commission.

Please let me know if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Nancy Pruitt".

Nancy Pruitt
Consumer Services Consultant
Division of Consumer Affairs

NP/ah

c: Orlando District Office
BellSouth

From: SAVAGE2 @ INTERNET (SAVAGE1)
To: Nancy Pruitt
Subject: Mr. Paul Dietrich

-----NOTE-----7/30/96---9:32am-----

Received: from BSTFIREWALL.BST.BLS.COM by AMICSSW.STATE.FL.US
(Soft*Switch Central V4L40P1A):
30 Jul 1996 09:32:01 GMT
Received: from bridge.bst.bls.com by bstfirewall.bst.bls.com with
smtp
(Smail3.1.28.1 #14) id m0ulEwJ-000Djfc; Tue, 30 Jul 96
08:34 CDT Received: by bridge.bellsouth.com
(1.37.109.16/16.2) id AA143733499; Tue, 30 Jul 1996
08:31:39 -0500 Received: by bridge.bst.bls.com
(1.0/1.0) id H000035c00745d82; Tue, 30 Jul 1996
08:31:33 -0600 Date: Tue, 30 Jul 1996 08:30:41 -0600 From:
Phyllis S. Savage <Phyllis.Savage1@bridge.bst.bls.com> Subject:
Mr. Paul Dietrich Message-Id: <H000035c00745d82> To: Nancy Pruitt
<PruittN@psc.state.fl.us>

Nancy -

I wanted you to see this note I received from Tracy Hedrick-Small
Business Manager in Orlando at 500 No. Orange Avenue.

He was the one that escorted Mr. Dietrich in the building the
last time to review the tariffs.

Our BBS Marketing Group do handle the switchboard for incoming
calls in that building. They would be the ones to take the call,
and honor his request by sending someone to let him in. Of
course he doesn't seem to like that idea. The point of the matter
is that tariffs are available at 500 No. Orange Avenue and he can
call to set up a time to review them.

By the way - our Legal Staff would like to sit in via conference
call on this also. Since we all do feel there is no resolution
at the informal level, they feel they need to be there in
preparation for the formal one. Please let me know how we can
work that out. It will be Anna Marie Lemoine- Attorney. She
attended the first one with Phil Carver.

On the Network side - Wayne Tubaugh will make sure our Network
Manager is at the conference and I will provide you with the name
of the person as soon as they let me know.

----- Forwarded Message -----

Date: Tue, 30 Jul 1996 07:11:00 -0600
From: Tracy J. Hedrick <Tracy.Hedrick3@bridge.bst.bls.com>
Subject: Mr. Paul Dietrich
To: Phyllis S. Savage <Phyllis.Savage1@bridge.bst.bls.com>

Dear Phyllis.

This is to inform you of a telephone conversation I had with Mr.

Paul Dietrich on Friday July 26. He said that arrangements I had made

with BBS to schedule an appointment with him to review the tariff was

unsatisfactory. He said he wanted to inspect the tariff at a regulated

company, and that he considered BBS unregulated and would not agree to

make see the tariff in their office. I am currently trying to

arrangements for Mr. Dietrich to inspect a Florida tariff.

Thanks.

Tracy J. Hedrick
Quality Assurance Manager
Orlando



Southern Bell

Room 604
666 NW 79 Avenue
Miami, Florida 33126

February 29, 1996

MEMORANDUM TO: Nancy Pruitt

FROM: Phyllis Savage

**RE: Paul Dietrich
750 South Highway 441
Orlando, FL
407-425-0780**

TALLAHASSEE
318 4958 075
710 1000 075

MAR

CASE NO. 91829-P / Informal Conference

The following attachments are the results of the "informal hearing" and address all of the issues of concern. We have not provided this package to the customer.

Billing Issues -

**Removal of ISDN/credit back to date of installation
Breakdown of bills
Breakdown of taxes
Orange County 911 issue**

All of the credits appear on his February bill, with a balance of \$58.48.

DeMarc Issue -

Ray Mann, Manager-Installation and Maintenance met with Mr. Dietrich. Mr. Dietrich was shown the location of the D-marc and was advised that we are in compliance with the PSC Rules and Regulations. He was given another copy of Rule 25.4.0345. He showed us the equipment room which we found to be in complete disarray and has been for many years. We offered to rearrange the equipment at the customer's expense.

Attachment

February 13th, 1996

Mr. Paul Dietrich
750 S Orange Blossom
Suite 234
Orlando, Fl 32805
Re: 407 425-0780

Mr. Dietrich,

I have revised the following break down on the taxes and surcharges to add if we round up or not.

Federal Tax: (ROUND UP)	3% on	monthly service local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access
State Tax: (TAX TABLE)	7% on	monthly service local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access One time charges for connection and Jack equipment
City Tax: (ROUND UP)	7% on	monthly service local usage Florida Gross Receipts Surcharge Franchise Charge
Franchise Charge: (ROUND UP)	1% on	monthly service One time charges for connections and Jack equipment

Florida Gross
Receipts

Surcharge: 2.56% FCC charge for Interstate Toll Access

1.03% monthly service
intrastate tolls

(DROP THE
THIRD NUMERIC
AFTER THE
DECIMAL POINT)

PLEASE NOTE THE TAX TABLE REFERENCED FOR STATE TAX IS
AS FOLLOWS:

7% tax is charged on each dollar, plus the appropriate taxes listed
below for any fractional part of a dollar.

Amount of Sale		Tax
.00	- .09	= .00
.10	- .14	= .01
.15	- .28	= .02
.29	- .42	= .03
.43	- .57	= .04
.58	- .71	= .05
.72	- .85	= .06
.86	- 1.00	= .07

You may obtain an official copy of this tax table from the State
of Florida.

Sincerely,

Mary J. Edinger

Mary J. Edinger

Breakdown of the bills for September, October, November,
and December of 1995 and January of 1996 for telephone
number 407 425-0780.

BILL FOR 407 425-0780

SEPTEMBER 1995

Business Message Rate Line:	\$21.31
FCC Charge for Interstate Toll Access:	3.50
Telecommunications Access System Act Surcharge:	.10
Local Usage Detail Charge @ \$.01 per call:	.03
Local Measured Usage to the Extended Area:	.60
Federal Tax:	.78
State Tax:	1.82
Florida Gross Receipts Surcharge:	.29
City Tax:	1.57
Franchise Charge:	.21
Total	\$30.21

OCTOBER 1995

Business Message Rate Line:	\$21.31
FCC Charge for Interstate Toll Access:	3.50
Telecommunication Access System Act Surcharge:	.10
E911 Emergency Preparation:	.50
Local Usage Detail Charge @ \$.01 per call:	.01
Local Measured Usage to the Extended Area:	.10
Federal Tax:	.77
State Tax:	1.79
Florida Gross Receipts Surcharge:	.29
City Tax:	1.53
Franchise Charge:	.21
Total	\$30.11

NOVEMBER 1995

Business Message Rate Line:	\$21.31
FCC Charge for Interstate Toll Access:	3.50
Telecommunication Access System Act Surcharge:	.10
E911 Emergency Preparation:	.50
Federal Tax:	.76
State Tax:	1.78
Florida Gross Receipts Surcharge:	.29
City Tax:	1.52
Franchise Charge	.21
Total	\$29.97
Credit for interest on deposit of \$100.00 04-08-95 - 11-01-95 @ 6%	-3.38
Total due after credit	\$26.59

DECEMBER 1995

Business Message Rate Line:	\$21.31
FCC Charge for Interstate Toll Access:	3.50
Telecommunication Access System Act Surcharge	.10
E911 Emergency Preparation:	.50
Local Usage Detail Charge @ \$.01 per call:	.03
Local Measured Usage to the Extended Area:	1.08
Federal Tax:	.80
State Tax:	1.86
Florida Gross Receipts Surcharge:	.29
City Tax:	1.60
Franchise Charge:	.21
Total	\$31.28
Credit for Oct 95 rate reduction as ordered by the PSC	-2.29
Interest credit for Oct 95 rate reduction as ordered by the PSC	- .02
Credit for Federal Tax	- .07
Credit for State Tax	- .16
Credit for City Tax	- .16
Credit for Franchise Tax	- .02
Credit for Florida Gross Receipts Surcharge	- .02
Total due after Credit	\$28.54

January 1996

Business Message Rate Line:	\$21.31
FCC Charge for Interstate Toll Access:	3.50
Telecommunications Access System Act Surcharge:	.10
E911 Emergency Preparation:	.50
Local Usage Summary 57 calls @ .12 per call:	6.84
Local Usage Detail Charge @ \$.01 per call:	.06
Local Measured Usage to the Extended Area:	1.74
Federal Tax:	1.02
State Tax:	2.38
Florida Gross Receipts Surcharge:	.29
City Tax:	2.13
Franchise Charge:	.21
Total	\$40.08

Payments Received:	
October 24, 1995	\$30.00
November 11, 1995	\$29.87
December 13, 1995	\$26.03
January 22, 1996	\$30.00
Total	\$115.90

Total Money owed:	
September 20, 1995	\$30.21
October 20, 1995	\$30.11
November 20, 1995	\$26.59
December 20, 1995	\$28.54
January 20, 1996	\$40.08
Total	\$155.53

Total Money due from customer	\$39.63
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All numbers compiled by Mary J. Edinger, Assistant Manager
Bell South Business Systems.

Mary J. Edinger

APPROVED BY THE BOARD OF COUNTY
COMMISSIONERS AT ITS MEETING

SEP 12 1995. *alafju*

PH#14

RESOLUTION NO. 95-M-75

A RESOLUTION AMENDING THE ORANGE COUNTY SCHEDULE OF FEES BY ESTABLISHING FEES TO BE CHARGED BY THE FIRE & RESCUE DIVISION FOR THE PROVISION OF "911" EMERGENCY TELEPHONE SYSTEM SERVICE; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Board of County Commissioners has authority by law to enact and amend fees charged by the various departments of the Orange County Government for various services rendered by such departments to the public; and

WHEREAS, Orange County can legally charge a fee for such services when such fee captures the reasonable costs associated with the expenses of administrative and personal services, operating, capital and overhead expenses required to provide said services; and

WHEREAS, Orange County is empowered by Section 365.171(13), Florida Statutes, to charge a fee of up to fifty (50) cents per month per line (up to a maximum of twenty-five access lines per account bill rendered) to be paid by local subscribers within Orange County served by the "911" Emergency Telephone System; and

WHEREAS, the Orange County Fire & Rescue Division has conducted studies to determine the reasonable cost incurred in the provision of "911" Emergency Telephone Services and such cost at present amount is at least fifty (50) cents per line; and

WHEREAS, the Office of Management and Budget has reviewed and approved the fee computation provided to it by the Fire & Rescue and the results of such computation is set forth hereinafter; and

WHEREAS, the Office of Management and Budget recommends that the fee set forth hereinafter be approved by the Board of County Commissioners, as to the provision of "911" Emergency Telephone Services and that such fee be payable as of October 1, 1995.

47 BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF
ORANGE COUNTY:

49 Section 1. The Board of County Commissioners hereby
amends in part that portion of the fee schedule for County
51 Government departments so that said fee schedule shall read
in part as follows:

53 "911" Emergency Telephone Services
55 Access Fee
57 Per line (up to a maximum of
twenty-five access lines per
59 account bill rendered) 50 Cents

61 Said fee shall be collectable by and payable
to the Board of County Commissioners
63 commencing October 1, 1995 and until
amendment by resolution.

65 Section 2. All other Resolutions or parts of
67 Resolutions establishing fees in conflict specifically
herewith are hereby repealed to the extent necessary to give
69 full effect to the terms of this Resolution.

Section 3. Severability. If any provision of this
71 Resolution or the application thereof to any person or
circumstance is held invalid, it is the intent of the Board
73 of County Commissioners that the invalidity shall not affect
other provisions or applications of this Resolution which can
75 be given effect without the invalid provision or application,

and to this end the provisions of this Resolution are
77 declared severable.

Section 4. Effective Date. This resolution shall take
79 effect pursuant to general law.

ADOPTED THIS 12th DAY OF September, 1995.

81

83

ORANGE COUNTY, FLORIDA

85

BY: *Levin Chap*
County Chairman

87

89

DATE: 9/12/95

91

ATTEST: Martha O. Haynie, County Comptroller
93 As Clerk of the Board of County Commissioners

95

BY: *John G. W. [Signature]*
97 Deputy Clerk

97

99

101

103

105

107 JAG785 08/24/95



State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA I. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

January 29, 1996

Mr. Paul Dietrich
Dietrich Services Company
750 South Highway 441, #234
Orlando, FL 32805

Dear Mr. Dietrich:

This is a follow up to our conversation concerning your request for an informal conference with Southern Bell. As we discussed, I have made arrangements to hold the conference on Thursday, February 8, 1996 at 10 a.m. in the Public Service Commission Orlando District Office. A representative of the Division of Communications will be in attendance. I will be conducting the meeting by telephone from my office in Tallahassee.

The district office is located in the Hurston North Tower, Suite N512, at 400 West Robinson Street. If you need further directions, please call the district office at 245-0846.

I hope we can successfully resolve this matter. I have enclosed copies of the Commission's rules regarding customer complaints and your complaint file. If you have any written documents in support of your position that have not been provided, please bring them with you.

Please let me know if you have any questions.

Sincerely,


Nancy Pruitt
Consumer Services Consultant
Division of Consumer Affairs

NP/pr

cc: Southern Bell
Division of Communications
Orlando District Office

State of Florida



Public Service Commission

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

DATE: January 24, 1996
TO: Nancy E. Pruitt, Consumer Services Consultant
FROM: Leroy A. Rasberry, Chief Bureau of Complaint Resolution *LR*
RE: Informal Conference Requested by Paul Dietrich of Deitrich Service Company
against Southern Bell Telephone Company.

Please review the attached file and handle informal conference proceeding for this customer. Let me know if you have any questions or problems.

Printed by Leroy Rasberry 1/22/96 5:28pm

From: Kate Smith
To: Leroy Rasberry
Subject: Paul Dietrich

====NOTE===== 1/22/96 4:13pm=
(407) 425-0780

Please call about setting up informal
conference. He'll be there late

Marie Murray as
Phillips Savage -

From: Alan Taylor
To: Bev DeMello, Leroy Rasberry
Subject: fwc: Dietrich Complaint

====NOTE===== 1/22/96 2:38pm=
I talked to Dietrich. Please go ahead
and schedule an informal conference at
PSC's office in Orlando, as per the
rules. Les Sawyers from CMU will
attend as long as its this week or
next. If you can't do it that quick,
we'll have to assign someone else. I
will also want to get one of our
contacts with BellSouth to be there, so
let me know as soon as its scheduled.
Thanks.

=Fwd by: Leroy Rasberr=====

Fwd to: Bev DeMello

OK Bev, fyi, I'll call Mr. Dietrich
back and begin to work on arrangements.

From: Alan Taylor
To: Nancy Pruitt
Subject: fwd: Dietrich

====NOTE===== 1/26/96 9:13am=
Got your phone message. I'd suggest setting a time & location, notifying him by voice mail and regular mail. Since we are dispatching someone from here, it should be when it's convenient for us too. When I asked him when would be convenient he seemed very flexible. Suggest setting it far enough in advance so that he has ample time to cancel by a specific date. If he fails to cancel and doesn't show up seems like we could close by letter. As info, even though it will be inconvenient and more expensive, guess I'll still use Les Sawyers. However, if the conference is scheduled between February 5th & 16th, he will have to travel to Orlando from the Pensacola area and we'll have to replace him in Pensacola with someone from here.

=Fwd by: Nancy Pruitt=====

Fwd to: Alan Taylor

Spoke with Mr. Dietrich. The date has been set for Thursday, 2/8, at 10am in the Orlando district office. I will be sending him the complete file as he requested and he will be identifying those issues not settled. I will be on speaker phone for the conference. Mr. Dietrich understands that only those issues not resolved will be discussed. He is to inform me of the unresolved issues after he reviews the file and I will let you and SB know.

From: Alan Taylor
To: Leroy Rasberry
Subject: fwd: Dietrich Conference
Orlando

====URGENT NOTE===== 1/24/96 5:51pm=
CC: Bev DeMello, Don McDonald, Les
Sawyers

Leroy, the conference needs to happen next week or I need to assign the file to someone other than Les Sawyers. What's the status so I can pass on the file to the appropriate engineer to get them up to speed?

=Fwd by: Bev DeMello=== 1/24/96 5:55pm=
Fwd to: Alan Taylor
CC: Leroy Rasberry, Nancy Pruitt

The file has been assigned to Nancy Pruitt, so you need to check with her.

=Fwd by: Alan Taylor=== 1/24/96 6:13pm=
Fwd to: Nancy Pruitt

Nancy, the word may not have trickled down to you; but, in an attempt to get this off everyone's desk, on the Dietrich complaint I asked Bev & Leroy to schedule the Conference this week or next so Les Sawyers could represent my bureau. If it is not possible to do it (legally or otherwise) this quick then I need to assign someone else. Please let me know when the Conference is scheduled. Whomever I assign will have specific instructions based on my conversation with Dietrich and we shouldn't need a whole lot of time to wrap it up. Thanks.

From: Elton Howell
To: Alan Taylor
Subject: ISDN complaint Mr. Dietrich

====NOTE=====1/18/96==3:56pm=====

SYNOPSIS: Since Oct. Mr. Dietrich has been unsuccessful in resolving his issues with SBT. At first he thought he was unfairly charged for the terminating jacks at the point of demarcation. When CA read the tariff to him the PSC was attacked for siding with the Company. Eventually Mr. Dietrich was able to get a copy of the tariff showing he was properly charged; however, by then the Company had credited him the charges. Despite this, he was still unhappy. He wants the jacks changed but was told he would be charged for this as it is deregulated CPE unless he or some other company runs wire and places the RJ11 jacks he prefers. His insistence upon visiting the Bell property to view the tariff (no other location will do) was finally agreed to by Bell, but that did not satisfy this party. The Company continues to bill for the ISDN and Mr. Dietrich continues to refuse paying for it because his complaint with SBT is in his mind still unresolved. SBT suggested disconnecting the ISDN but the customer refused to let them do that.

It is my recommendation the Company disconnect the ISDN and leave his 1MB in place. The customer still insists on having a conference meeting with the Consumer Affairs group and Southern Bell; he doesn't want his service disconnected, but refuses to hook up to it, and refuses to pay his outstanding bill until he is satisfied. He is obviously an unhappy camper who isn't feeling fulfilled in his quest for control in this matter - rightfully or wrongfully.

CR§
=[f□

From: Dick Durbin
To: Leroy Rasberry
Subject: fwd: Paul Detrick

====NOTE===== 1/12/96 8:18am=====

CC: Bev DeMello

Mr. Detrick called and said that he met with Tracy Hedrick of Bell South who showed him the tariff and PSC Rule 25-4. He still wants an informal conference. He has received a letter from his landlord giving him authority to control the utilities at his residence.

====Fwd by: Bev DeMello==== 1/15/96 11:25am=====

Fwd to: Leroy Rasberry

Leroy, I'd like for your input on this case. (Shirley and you need to get together.)

====Fwd by: Leroy Rasberry=====

Fwd to: Bev DeMello

I spoke with Mr. Dietrich today. He is getting very impatient and wants to know if he will be granted an informal conference or not. I spoke with SBT and they sent the final report to Shirley today. In our conference call I believe we said we would have someone in Communications look into this. I believe we should have someone look into it and call customer by Monday (which is the date he insists we give him our decision on the informal conference) or atleast explain this customer's rights to us. Either way we should have something definite for Mr. Dietrich by Monday, he plans to write the Commission and others higher up to get action on his request for a conference he made in December.

**Southern Bell**Room 804
666 NW 79 Avenue
Miami, Florida 33128

January 17, 1996

MEMORANDUM TO: Shirley Stokes**FROM: Phyllis Savage****RE: Dietrich Service Company
750 South Highway 441
Orlando, FL
407-425-0780****CASE NO. 91829-P/Supplemental Info.****This is a final reply to our interim report of 1-10-96.**

On 1-11-96 Mr. Dietrich visited our Orlando Office at 500 No. Orange Avenue. Mr. Tracy Hedrick, Manager-Small Business met with him and he reviewed the GSST tariffs and Rules and Regulations 25.4. We were missing the Exchange Boundary Service Maps and we advised him that we would obtain a copy from our Regulatory Office. Mr. Dietrich advised that he would be visiting once a month to ensure that we have everything available.

That same afternoon we requested a copy of the Exchange Boundary Service Maps to be mailed to Tracy Hedrick.

On 1-16 a copy of those maps were mailed to 500 No. Orange Avenue.

From: Ruth McHargue CONFIRMED
To: Bev DeMello
Subject: fwd: Please call

====NOTE===== 1/16/96 3:40pm=
Paul Dietrich called in regard to his
complaint #091829P. He said he
requested an informal conference
however he has not heard from us. He
would like to know if he is going to be
granted a conference.

=Fwd by: Bev DeMello=== 1/16/96 4:29pm=
Fwd to: Ruth McHargue
CC: Leroy Rasberry, Shirley Stokes

Just an FYI. Leroy, Shirley and I have
both been in contact with Mr. Dietrich,
as well as with Southern Bell, about
the case. We are waiting for an
additional report from S. Bell before
deciding whether or not to grant the
conference. I'll call him again and
explain what I've been explaining.
Thanks.

**Southern Bell**Room 604
666 NW 79 Avenue
Miami, Florida 33126

January 10, 1996

MEMORANDUM TO: Shirley Stokes**FROM: Phyllis Savage****RE: Dietrich Service Company**
750 South Highway 441
Orlando, FL
407-425-0780

CASE NO. 91829-P/Supplemental Info.

This is in further reference to our telephone conference call of 12-21-95.

Item #1 - Gross Receipt Taxes

I called the Orlando Small Business Supervisor and was advised that on 12-13 Ken Zengotita, Interface Specialist sent Mr. Dietrich the tax breakdown he requested. He did two follow up calls on 12-14 and 12-15 and left his telephone number for Mr. Dietrich to call him back if he had any further questions. We did not hear from him on this subject. (See Attached)

Item #2 - ISDN Service/Jack Issue

On 1-4-96 a premise visit was made to the telephone equipment room at 750 Orange Blossom Trail, Suite 234, Orlando, FL. Robert Burke and the technician who originally installed the ISDN line found the circuit in question demarc'd with a registered tariffed Network Interface, RJ45S. The circuit was clearly tagged and marked as Circuit ID number of 30.IBSD502586 and S.P.I.D. numbers 407-245-2862 and 407-245-7962.

Mr. Dietrich accompanied Mr. Burke and the technician to the location. Mr. Dietrich questioned why we could not use an existing 66 block as a Demarc and was advised that it was not a tariffed Network Interface. He was advised that the circuit could be extended to the 66 block by use of detariffed wiring from the Network Interface, but he declined.

Page two

Item #3 - Public Access to review tariffs

This building is secured for the safety of our employees and to safeguard our records. Mr. Dietrich did come to the building and Wanda Pride, supervisor from our Complex Business Group tried to assist him. He came unannounced and was escorted into a conference room. Ms. Pride's group did not have the tariff he was looking for, because she is from the complex group, not small business. She made a few phone calls and found out that BellSouth has an outside Tariff Advisory Service Vendor that can provide copies of tariffs for a fee. Mr. Dietrich was given their telephone number in Winter Park. He called them while he was in her office. He asked them if they were BellSouth and they advised they were a vendor for BellSouth and he advised they could not help him. We will be glad to provide access to 500 No. Orange Avenue for Mr. Dietrich to view the tariff.

On 1-10-96 Tracy Hedrick, Manager-Small Business called Mr. Dietrich to set up an appointment for him to review the tariff. Mr. Dietrich did not answer but Mr. Hedrick left a detailed message along with his telephone number for a call back. A follow up call will be done next week if we do not hear from Mr. Dietrich.

Our position remains the same. Mr. Dietrich needs to make a decision. He either keeps the service and pays the bill for the ISDN line or he can disconnect it. We have offered to disconnect the ISDN service and adjust his bill back to the date of installation. Mr. Dietrich pays his local service charges only which amounts to approximately \$28.00 a month. He has not paid any charges for the ISDN line which includes installation charges and monthly charges. The bill continues to increase along with late payment charges accruing. The amount due on his December bill is \$584.26.

As further information - Mr. Dietrich called us several times from 12-4 to 12-8 requesting his \$200.00 deposit back for his ISDN Line. On 12-8 a representative processed a refund check in the amount of \$100.57 (one-half of the deposit). Check number 007186086 was cashed on 12-12.

We will provide a further report by 1-24-96.

Attachments

Calculation Results--Florida (YGOMRBF)

12/11/95

Account #: 407 425-0780 551

Tax codes: NNDW

Bill period: 11/20/95

TAR	TYP	From	Thru	AC	Status	Rate	Am't	Tax	3% Fed	7% St	- Co	7% City	1% Fram	GR
032716	R			G70	TTTTTB	21.31	21.31		T	T	T	T	T	
032716	R			G70	TTTTTB	32.50	32.50		T	T	T	T	T	
032716	R			G70	TTTTTB	55.00	55.00		T	T	T	T	T	
032716	R			T41	RECHARGE	.50	.50							
032716	R			T41	RECHARGE	.50	.50							
032716	R			F48	TELEPHONE	9.50	9.50			D				
032716	R			D02	TELEPHONE	.20	.20							
Reg		A00100	Monthly				119.51	22.308	3.629	8.460	.000	7.771	1.088	1.36
032716	R			320	RECHARGE	3.38	3.38							
Reg		A00100	OC&C				3.38	.000	.000	.000	.000	.000	.000	.00
Total						145.20	122.89	22.31	3.63	8.46	.00	7.77	1.09	1.36

Comments:

01-02-96 04:33 PM

01/05/96 13:40

STATE APPEALS OFFICE + FPSC

P003

NO. 392 P005

1-952K

NEW
11-7-93 11-30-97

01-02-96 05:36PM P003 B10

01-02-96 04:33 PM

P004

Tax Worksheet--Florida (YGOMRBP)

12/11/95

Account #: 407 425-0780 551

Tax codes: NNNN

Bill period: 11/20/95

Entity	TAX	Remarks	Typ	Group	From	To	AC	Status	Rate
AC0100	032716		R	Monthly			G70	TTTTTB	21.31
AC0100	032716		R	Monthly			G70	TTTTTB	32.50
AC0100	032716		R	Monthly			G70	TTTTTB	55.00
AC0100	032716		R	Monthly			T41	NNNNNN	0.50
AC0100	032716		R	Monthly			T41	NNNNNN	0.50
AC0100	032716		R	Monthly			P40	TTTTTB	9.50
AC0100	032716		R	Monthly			D02	NNNNNN	0.20
AC0100	032716		N	OC&C			320	NNNNNN	3.38

01-02-96 04:33 PM
407 425 0780 551 *ITEM* NOV 20 1995 *LIVE* HELD

P005

ORC LMB

JRC is BACK UP

. FYRC

DIETRICH SERVICES CO	PB D13	STA 150	TAX NNNN			CC D MCC7 C3144
750 S ORANGE BLOSSOM	RA D13	RTA 149	TAR 032716	TBE	NONE	DOI 041395
SUITE 234	RB D20	NT P	CT2 TCL	DEP	200	
ORL	FL 32805	PPD	CCH	AMT DUE		463.31

BST CHARGES PG 0003.1 / 0004

Other Charges and Credits

Amount

425-0780

9. Credit for interest on deposit of \$100.00

(04/08/95 - 11/01/95) at 6.0%

3.20 3.38C

Total Other Charges and Credits

3.38C

Taxes

Amount

10. Federal Tax

3.63

11. State Tax

8.46

12. Florida Gross Receipts Surcharge

1.36

13. City Tax

7.77

14. Franchise Charge

1.09

Total Taxes

22.31

Total BellSouth Current Charges

138.44

01-02-96 04:33 PM

P006

407 425 0780 551 *ITEM* NOV 20 1995 *LIVE* HBLD

ORC 1MB

JRC IS BACK UP

.PYRC

DIETRICH SERVICES CO PB D13 STA 150 TAX NNNN CC D MCC7 C3144

750 S ORANGE BLOSSOM RA D13 RTA 149 TAR 032716 TBE NONE DOI 041395

SUITE 234 RB D20 NT P CT2 TCL DEP 200

OR. FL 32805 PPD CCH AMT DUE 463.31

BST CHARGES PG 0003 / 0004 MORE

Detailed Statement of Charges

Monthly Service Charges (continued)		Amount
Optional Services	Quantity	

6. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...	67 ⁰ 32.50
--	-------	-----------------------

7. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...	67 ⁰ 55.00
--	-------	-----------------------

Total Optional Services		87.50
-------------------------------	--	-------

Total Monthly Service Charges		119.51
-------------------------------------	--	--------

Local Usage		Amount
-------------	--	--------

Local Usage Summary for 407 425-0780

Total	Call	Calls	
Calls	Allowance	Billed	Rate
53	75	0	.12

8. Local Usage Summary00
------------------------------	--	-----

Total Local Usage00
-------------------------	--	-----

01-02-96 04:33 PM

P007

407 425 0780 551 *ITEM* NOV 20 1995 *LIVE* HELD

ORC 1MB

JRC IS BACK UP

PYRC

DIETRICH SERVICES CO PB D13 STA 150 TAX NNNN

CC D MCC7 C3144

750 S ORANGE BLOSSOM RA D13 RTA 149 TAR 032716 TBE

NONE DOI 041395

SUITE 234 RB D20 NT P CT2 TCL

DEF 200

ORL PL 32806 PPD CCH AMT DUE 463.31

BST CHARGES PG 0002.1 / 0004 MORE

If calling from within the Florida BellSouth

service area

780-2274

If calling from outside Florida or outside the

Florida BellSouth service area

1 800 251-5325

Detailed Statement of Charges

Monthly Service Charges

Amount

Monthly Service - Nov 20 thru Dec 19

Basic Services

Quantity

1. Business Message Rate Line	1 ...	670	21.31
2. Emergency Preparation Charge. This charge is billed on behalf of Orange County.	# ... **	T41	.50
3. Emergency Preparation Charge. This charge is billed on behalf of Orange County.	# ... **	T41	.50
4. FCC Charge for Interstate Toll Access	2 ...	FAD	9.50
5. Telecommunications Access System Act Surcharge	2 ...	D02	.20

Quantity does not apply to this service.

01-02-96-04:33 PM

P008

407 425 0780 551 *ITEM* NOV 20 1995 *LIVE* HELD

ORC 1MB

JRC 'IS BACK UP

.PYRC

DIETRICH SERVICES CO PB D13 STA 150 TAX NNNN

CC D MCC7 C3144

750 S ORANGE BLOSSOM RA D13 RTA 149 TAR 032716 TSB NONE

DOI 041395

SUITE 234 RB D20 NT P CT2 TCL

DEP 200

ORL FL 32805 PPD CCH AMT DUE 463.31

BST CHARGES PG 0002.2 / 0004

Total Basic Services 32.01

** Unregulated Charge

TARIFF ADVISORY SERVICES

OLD States NewDocs UpdDocs More Updates More..

State: FL Book Overture Reference Book Subject: TARIFF ADVISORY SERVICES

Description

We do not provide copies of tariffs, but we do make them available for review in all our public offices.

Should a customer want a copy of the tariff, we may refer him to an outside Tariff Advisory Service vendor who provides this service.

Copies of the following BellSouth Telecommunications, Inc. (Southern Bell and South Central Bell) Intrastate and FCC tariffs are available through outside Tariff Advisory Services:

- General Subscriber Service Tariff
- Intrastate Access Service Tariff
- Private Line Service Tariff
- FCC Tariff No. 1 - Access Services
- FCC Tariff No. 2 - Special Construction
- FCC Tariff No. 3 - Radio Telephone Message Telecommunications Services
- FCC Tariff No. 4 - Interstate IntraLATA Long Distance Message Telecommunications Service

Tariff availability and tariff advisories presently contracting with BellSouth Telecommunications where tariffs may be purchased are:

All Intrastate (SB & SCB) Tariffs

Connie Wigham
Technologies Management Inc
P.O. Drawer 200 or 163 E. Morse Blvd.
Suite 300

Search	Repeat Search	Prior Topic
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TARIFF ADVISORY SERVICES

OLD States NewDocs UpdDocs More Updates More...

State: FL Book: Overture Reference Book Subject: TARIFF ADVISORY SERVICES

**Connie Wigham
Technologies Management Inc
P.O. Drawer 270 or 163 E. Morse Blvd.,
Suite 300
Winter Park, Fl. 32790-0200
Phone: 407 740-8575
Fax: 407 740-0613**

OR

**Misty Mason
Valucom, Inc.
415 Church St, N.E.
Suite 204
Vienna, VA 22180
Phone: 703 255-0700**

All Intrastate (SB & SCB) and FCC No 3 & 4

**Brian Lem
CCMI/UCG
Suite 1100
11300 Rockville Pike
Rockville, MD 20852-3030
Phone: 301 816-8950 x228
Fax: 301 816-8945**

All Intrastate (SB & SCB) and FCC No 1, 2, & 4

Search

Repeat Search

Prior Topic

TARIFF ADVISORY SERVICES

OLD States NewDocs UpdDocs More Updates More...

State: FL Book: Overture Reference Book Subject: TARIFF ADVISORY SERVICES

All Intrastate (SB & SCB) and FCC No. 1, 2, & 4

**William Goddard
Telecommunications Information Services
9 La Cruz St
Concordville, PA 19331
Phone: 215 558-1770
Fax: 215 558-1771**

OR

**Janice C. Kromer
Tele-Tech Services
P.O. Box 757
McAfee, NJ 07428
Phone: 201 827-4421
Fax: 800 433-6181**

All Intrastate (SB & SCB) Tariffs - Electronic Media Only CD-ROM

**Ken Shafer
Communications Image Technologist, Inc.
Suite 160
2222 GALLOWAY Rd
Dunn Loring, VA 22027
Phone: 703 698-7050
Fax: 703 698-0636**

Search



Repeat Search

Prior Topic

From: Leroy Raspberry
To: Shirley Stokes
Subject: Paul Dietrich complaint

====NOTE=====12/21/95 11:51am=====

CC: Bev DeMello

Shirley as you suggested, see following to include with this file.

Call 12/21/95 10:45 AM til 11:25 AM

ISSUES IDENTIFIED:

1 Inaccessibility to Tariffs.

SBT (Philis Savave) will make sure that Mr. Deitrich is given a single contact in Orlando to deal with to allow him access to its tariffs.

2 Tax (calculations, algorithms)

Dale Johnson of SBT will get back with him to get the proper algorithms or whatever calculations he needs.

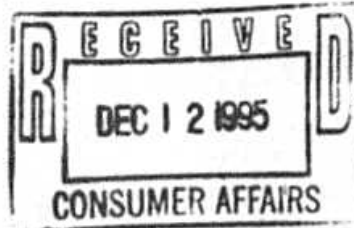
3 Demarcation point problem

The company will send someone out to check to make sure the demarcation point is correct

After we receive a report from SBT we will follow-up with customer to see if someone from our Division of Communications will need to call him to discuss regulated telephone jacks.

All of this is to take place within the next two week period.

Before the call was terminated the customer asked if he was going to be granted an informal conference, and I answered no, at this time we are trying to settle this matter.



December 7th, 1995

Mr. Lee Roy Rasberry
Public Services Commission
Consumer Complaints
2548 Shumard Oak Blvd.
Tallahassee, FL. 32399

Dear Mr. Rasberry,

On December 4th, 1995, I was contacted by Ms. Shirley Stokes and told that no further action would be taken on my complaint (Case #91829-P.) She explained that Bell South Telecommunications had satisfied her that they had complied with all regulated issues. She also informed me that the tax issues were outside of the domain of the PSC.

That afternoon I went to the South entrance of Bell South Telecommunications, Inc. at 500 N. Orange Ave. in Orlando. I was not allowed to view the tariff filings or see any PSC regulations. At 2:30 PM I spoke to Sue Ericson in the Business Office and requested access to view the tariff filings and Chapter 25-4 of the PSC regulations. At 2:40 PM Ms. Wanda Pride came to the gate and allowed me entrance to the building. She seated me in a conference room and went to investigate my request. At 2:55 she returned and informed me that Bell South would not honor my request, but that I could contact Technologies Management (163 E. Morse Blvd., #300, Winter Park, Florida. 407-740-8575) to purchase the tariff filings. She did not know what I could do about the PSC regulation. She escorted me out of the building at 3:05 PM.

On December 7th I called Ms. Shirley Stokes and asked if a proposed resolution to my complaint was completed. She was unable or unwilling to answer that question. I asked to speak to any other employee and was transferred to your voice mail. I did not leave a message, since I had left one to you on December 4th to contact me. I then called back and spoke to Mr. Fernandez. He informed me that a proposed resolution was completed and agreed to send me a written copy. I would like to reiterate my request for a written copy of the proposed resolution.

On December 7th I wrote a letter to Ms. Phyllis Savage expressing my desire to resolve the dispute. I also called her office and left a message with Ms. Thompson for Ms. Savage to contact me. In the letter I proposed a resolution to the dispute.

I have calculated the November 20th Bill as follows:



November 20th Bill.

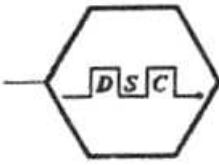
<u>Line Item.</u>	<u>Amount</u>
1.	\$ 21.31
2.	0.00
3.	0.00
4.	3.50
5.	0.10
Total Basic Services	24.91
6.	0.00
7.	0.00
Total Optional Services	0.00
Total Monthly Service Charges	24.91
8.	0.00
Total Local Usage	0.00
9.	3.38
Total Other Charges and Credits	3.38
10.	0.73
11.	1.76
12.	0.29
13.	1.51
14.	0.21
Total Taxes	4.50
Total Southern Bell Current Charges	26.03

Please see enclosed letter to Ms. Phyllis Savage to see the problems I believe need to be resolved and my proposal to resolve them.

Sincerely,

Paul E. Dietrich

Dietrich Services Company
750 S. Hwy. 441, #234
Orlando, FL. 32805
407-425-0780
email: pauldsc@netpass.com



enclosures:

- Copy of my letter to Ms. Phyllis Savage dated December 6th, 1995.
- Copy of Bell South Telecommunications, Inc. bill to Dietrich Services Company dated November 20th, 1995.
- Copy of Receipt for Certified Mail dated December 7th, 1995.

P 263 491 361

US Postal Service
Receipt for Certified Mail
 No Insurance Coverage Provided.
 Do not use for International Mail (See reverse)

Sent to
 Ms. A. L. Savage
 Street & Number
 666 NW 79 Ave, Rm. # 604
 Post Office, State, & ZIP Code
 Miami, FL 33126

Postage \$ 1.01

Certified Fee 1.10

Special Delivery Fee

Postmarked Delivery Fee

Postmark or Date

Return Receipt (Form 3800) 07 1995

Postmark: ORANGE BLOSSOM STA FL 08904

Return Receipt Shows (P) When Delivered

Date, Address, Amount, and Postmark

TOTAL Postage & Fees \$ 2.11

Postmark or Date



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Nov 20, 1995

Summary of Charges

	<u>Amount</u>
<i>Previous Charges</i>	
Amount of Last Bill	458.90
Less Payments	59.87CRED
Adjustments	74.16CRED
Balance - Thank You for Your Payment	324.87
<i>Current Charges</i>	
Bellsouth Charges	138.44
Charges for Other Companies00
Total Current Charges Due Before Dec 13	138.44
Total Amount Due	463.31

This bill was printed on Nov 23. For more information about billing, see back of page.

Important Notice(s)

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Dec 21.

(continued on page 2)

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

Please make check payable to BellSouth in U.S. funds.

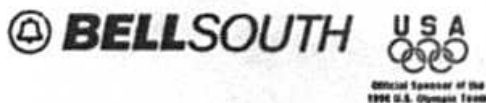
CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID	
Dec 13	\$324.87	\$463.31		407 425-0780 551 3144 Nov 20, 1995 HB 20 803 E000

Check here if correspondence included.

P.O. BOX 33009
 CHARLOTTE NC
 28243-0001

DIETRICH SERVICES CO
 750 S ORANGE BLOSSOM
 SUITE 234
 ORL FL 32805-3117

407942507805513141220502030170100000000000000324870000046331



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Nov 20, 1995

Important Notice(s) (continued)

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2800.

Helpful Numbers

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

Billing Questions or to Place an Order:

If calling from within the Florida BellSouth service area	780-2800
If calling from outside Florida or outside the Florida BellSouth service area	1-800-753-0115
Repair - If calling from within the Florida BellSouth service area	780-2222
Text Telephone (TTY) Users 7:00 AM - 7:00 PM (CST) Monday - Friday:	
If calling from within the Florida BellSouth service area	780-2274
If calling from outside Florida or outside the Florida BellSouth service area	1 800 251-5325

Detailed Statement of Charges

<u>Monthly Service Charges</u>		<u>Amount</u>
<i>Monthly Service - Nov 20 thru Dec 19</i>		
<i>Basic Services</i>	<i>Quantity</i>	
1. Business Message Rate Line	1 ...	21.31
2. Emergency Preparation Charge. This charge is billed on behalf of Orange County.	# ... **	.50
3. Emergency Preparation Charge. This charge is billed on behalf of Orange County.	# ... **	.50
4. FCC Charge for Interstate Toll Access	2 ...	9.50
5. Telecommunications Access System Act Surcharge	220
# Quantity does not apply to this service.		
Total Basic Services		32.01

** Unregulated Charge

HB E000645

(continued)▶



Detailed Statement of Charges

Monthly Service Charges (continued)

<u>Optional Services</u>	<u>Quantity</u>	<u>Amount</u>
6. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...	32.50
7. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...	<u>55.00</u>
Total Optional Services		87.50
Total Monthly Service Charges		119.51

Local Usage

Local Usage Summary for 407 425-0780

Total	Call	Calls	Rate	<u>Amount</u>
Calls	Allowance	Billed		
53	75	0	.12	
8. Local Usage Summary				<u>.00</u>
Total Local Usage00

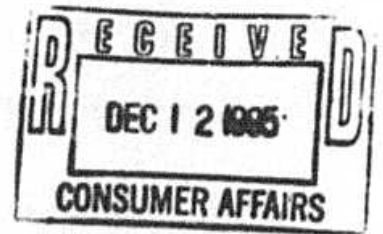
Other Charges and Credits

425-0780	<u>Amount</u>
9. Credit for interest on deposit of \$100.00 (04/08/95 - 11/01/95) at 6.0%	3.38CRED
Total Other Charges and Credits	<u>3.38CRED</u>

Taxes

10. Federal Tax	3.63
11. State Tax	8.46
12. Florida Gross Receipts Surcharge	1.36
13. City Tax	7.77
14. Franchise Charge	<u>1.09</u>
Total Taxes	22.31

Total BellSouth Current Charges 138.44



12-6-95

Phyllis Savage
Bell South Telecommunications, Inc.
666 NW 79 Avenue, RM. 604
Miami, FL. 33126

Dear Ms. Savage,

I received a letter from the Public Services Commission today concerning my complaint against Bell South Telecommunications, Inc. Enclosed was a copy of a letter you wrote to Ms. Shirley Stokes dated 11-29-95. I was surprised to see your reaction to the complaint! In accordance with my desire to settle this matter and continue to do business with your company I have outlined below the problems that remain to be solved and my response to the letter you wrote.

The following are the problems remaining.

1. Public access to tariff filings and PSC Rules and Regulations Chapter 25-4.
2. I need to receive copies of corrected bills for September, October, November, and any future bill until these problems are resolved.
3. An adjustment to each bill deleting usage charges for the ISDN line until these problems are resolved.
4. A copy of the regulation preventing Bell South Telecommunications from using the Siemon Co. 66M1-50 punch down block for termination.
5. All late payment charges must be removed from all bills.

The following are my reactions to your letter dated 11-29-95.

1. "At that time, Mary Edinger agreed to adjust his local service from 10-4 to 10-23 and he agreed to pay the outstanding charges on the bill."

My interpretation of the agreement I made with Mary Edinger was considerably different than this. We agreed that if she would send me a copy of an updated bill for September and October I would write a check immediately. She said that an updated bill would be in the form of a computer read-out with hand written corrections. I said that would only be acceptable if it was the amounts we had agreed on and was signed. A copy of that read-out was sent to me but had incorrect amounts and was not signed. The next conversation I had with Mary Edinger I explained that this was not what I had agreed to.

2. "She advised him that we would no longer adjust any additional local service since we had met with his requests and he agreed to send in a check for the amount due."

Mary Edinger informed me, before we made any agreements, that she would not make any adjustments past October 23rd because that was when we had verbally reached an agreement.

3. "Also attached are copies of his September and October bills that were mailed to him."

The attached copies were not the ones mailed to me at that time. I received a September bill that is close, but does not have the same hand corrections. No October bill was sent at that time (10-24.) When I asked Mary Edinger why I had not received the October Bill she informed me that she had not had time to do it yet. This was on, or about, October 27th. I received copies of both of those bills (exact copies of the ones you sent the PSC) from Mary Edinger on December 5th.

4. "Mr. Dietrich originally complained that we over charged him for a jack, and he could not use his "ISDN" service because of the jack."

My first complaint was because the Bell South Technician sent to do the work would not hook up the line to any of the termination blocks present in the phone room. This includes the Siemens Co. 66M1-50 punch down block that I provided and several RJ-21X blocks that were already installed in the phone room. I also complained that the lines were not labeled "Tip" and "Ring."

5. "We offered to disconnect Mr. Dietrich's ISDN service since he is not using it, but he has refused."

Although I have received several offers to disconnect the service, I have never refused. I have simply stated my preference that we resolve this dispute and allow me to start using it. I have stated to Mary Edinger, Julie Quick, and others, that I will not use the service because Bell South Telecommunications has not installed the line correctly and has not billed me for it correctly. Once we have resolved this dispute, I will use the line with great pleasure and probably order many more!

The problems that I have had with Bell South Telecommunications could have been resolved along time ago. Bell South could have followed PSC regulations to allow me access to the tariff filings. This would have prevented part of my original complaint concerning installation charges. Bell South could have followed my order by not installing a non-regulated jack and labeling the lines "Tip" and "Ring." Bell South could have sent me an accurate itemized bill correction when I first complained about the jack. Bell South could have sent me an accurate itemized bill correction after I complained to the PSC. None of these things were done!

Once again, I will propose a solution that *should* meet with Bell South's approval.

1. Send me properly corrected bills for September, October, and November showing no ISDN or late payment charges. If these corrected bills are generic computer read-outs they must be signed.
2. Provide access to Bell South Telecommunications tariffs.
3. Send me a regulation or specification for terminating an ISDN BRI line at the public network interface point.
4. Start ISDN charges for installation and usage at the moment items 1, 2, and 3 are met.

I have enclosed copies of the two letters that I sent to Mr. Lee Roy Rasberry that include the way the September and October bills should look. Also enclosed are my calculations for the November Bill. I would appreciate a quick response to this request so that we might terminate the PSC complaint and allow me to use the ISDN service. I have been holding back several other orders for ISDN service, and have been evaluating several other Bell South Telecommunications service offerings.

Sincerely,

Paul E. Dietrich

Dietrich Services Company

750 S. Hwy. 441, #234

Orlando, FL. 32805

407-425-0780

e:mail pauldsc@netpass.com

enclosures:

Copy of letter to Mr. Lee Roy Rasberry dated October 27th, 1995.

Copy of letter to Mr. Lee Roy Rasberry dated November 12th, 1995.

Calculations for the November 20th bill.

SHIRLEY A. STOKES

*Senior Consumer Affairs Analyst
Florida Public Service Commission
101 E. Gaines Street
Tallahassee, Florida
904-488-7238 / Toll Free 1-800-342-3552*



December 4, 1995

I transferred Mr. Dietrich to your voice mail--see comments regarding my telephone call to him today and his call. I closed the file by telephone call this morning, but he claims that the company isn't allowing him access. I have done about all I can do for Mr. Dietrich. It doesn't appear his complaints will end. Please handle. I retrieved the file from Nancy's box.



Southern Bell

Room 604
666 NW 79 Avenue
Miami, Florida 33126

348 4940 715



November 29, 1995

MEMORANDUM TO: Shirley Stokes

FROM: Phyllis Savage

RE: Dietrich Service Company
750 South Highway 441
Orlando, FL
407-425-0780

CASE NO. 91829-P

This is in further reference to our reply of 11-8.

Attached is a letter that was sent to Mr. Dietrich on 10-19 per his request. He wanted a breakdown of the taxes and surcharges billed on his account. At that time, Mary Edinger agreed to adjust his local service from 10-4 to 10-23 and he agreed to pay the outstanding charges on the bill. She advised him that we would no longer adjust any additional local service since we had met with his requests and he agreed to send in a check for the amount due. ✕

Also attached are copies of his September and October bills that were mailed to him.

Mr. Dietrich originally complained that we over charged him for a jack, and he could not use his "ISDN" service because of the jack. It was a non-regulated jack. The jack charges were waived and local service was waived from the date of installation 9-20 through 10-3 when the installation was corrected. See letter dated 10-10 from Julie Quick.

As of 11-28 Mr. Dietrich has not paid any of the installation charges associated with the ISDN service but does continue to pay local service for his 1FB that appears on the same bill. His bill reflects \$463.31 owed to BellSouth. We offered to disconnect Mr. Dietrich's ISDN service since he is not using it, but he has refused.

Attachments

October 19th, 1995

Mr. Paul Dietrich
750 S Orange Blossom
Suite 234
Orlando, Fl 32805

Mr. Dietrich,

The following is a break down on the taxes and surcharges
billed on your account:

Federal Tax:	3% on	monthly service local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access
State Tax:	7% on	monthly usage local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access One time charges for connection and Jack equipment
City Tax:	7% on	monthly usage local usage Florida Gross Receipts Surcharge Franchise Charge
Franchise Charge:	1% on	monthly service One time charges for connections and Jack equipment
Florida Gross Receipts Surcharge:	2.56%	FCC charge for Interstate Toll Access
	1.03%	monthly service intrastate tolls

Please contact me on 305 569-7585 if you require additional information on the taxes and surcharges we bill on your account. Also, please send me a copy of the PSC order you have in reference to gaining access to our building. I am enclosing a copy of the tariff which will advise you of the applicable charges to install a line.

Sincerely,

Mary J. Edinger
Assistant Manager
Bell South Business Systems

ACCOUNT NUMBER:407-425-0780-551-314-4

1012 1019 314

SEP 20, 1995
ORC B

DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805

* PLEASE *
* MAIL THIS *
* PAGE WITH *
YOUR PAYMENT

P.O. BOX 33009
CHARLOTTE NC
28243-0001

INDICATE
AMOUNT
OF PAYMENT

* *

TOTAL AMOUNT DUE * 223.90 *

407-425-0780-551

SEP 20, 1995

ORC B

SUMMARY

SUMMARY OF CHARGES BILLED

AMOUNT OF LAST BILL

29.88

PAYMENTS THRU SEP 22

229.88CR

CREDIT BALANCE

200.00CR

CURRENT CHARGES

BELLSOUTH

423.90

TOTAL CURRENT CHARGES

423.90

*** CURRENT CHARGES PAST DUE AFTER OCT 12 ***

TOTAL AMOUNT DUE

223.90

1012 1019

IF PAYING IN PERSON, PLEASE BRING THIS PAGE AND THE ADDRESS PAGE.

** BELLSOUTH **

407-425-0780-551

SEP 20, 1995

CURRENT CHARGES

ORC B PAGE

1 BST

LOCAL USAGE-SEE PAGE 2 BST63
MONTHLY SERVICE-SEP 20 THRU OCT 19	109.01
FEDERAL COMMUNICATIONS COMMISSION TOLL ACCESS CHARGE	9.50
GRT	1.36
OTHER CHARGES AND CREDITS-SEE PAGE 3 BST	261.25
DEN	423.90
TAX: FED 3.65 STA 26.98 LOC 7.81	38.44
#-FRANCHISE CHARGES APPLIED (TOTAL \$ 3.71)	
TOTAL CURRENT CHARGES	423.90

BILLING INQUIRIES - CALL 780-2800

IF MOVING OR PLACING AN ORDER FOR SERVICE CALL 780-2800

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 1 BST

CURRENT CHARGES

ITEM

Summary of Charges

CODES AMOUNT

Previous Charges		Amount
Amount of Last Bill		29.88
Less Payments		229.88C
Balance - Thank You for Your Payment		200.00C
Current Charges		
Southern Bell Charges		423.90
Charges for Other Companies00
Total Current Charges Due Before Oct 12		423.90
Total Amount Due		223.90

This bill was printed on Sep 24. For more information about billing, see back of page.

Important Notice(s)

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Oct 23.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 1 BST

CURRENT CHARGES

ITEM CODES AMOUNT
are identified by ** on your bill, will not result in an interruption
of local service. The amount of Regulated Charges may be obtained by
calling 780-2800.

CR = Credit Amount

(continued)

Please make check payable to Southern Bell in U.S. funds.

CURR CHGS	PAST DUE	TOTAL	AMOUNT	407 425-0780	551	3144
DUE BEFORE	AMOUNT	AMOUNT DUE	PAID	Sep 20, 1995		
Oct 12	\$200.00CR	\$223.90			1019	B03

P.O. BOX 33009
CHARLOTTE NC
28243-0001

DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805-3117

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 2 BST

CURRENT CHARGES

ITEM	CODES	AMOUNT
Southern Bell Helpful Numbers		
NOTE: Numbers for other companies are listed on their bill pages.		
Billing Questions or to Place an Order:		
If calling from within the Southern Bell service area		780-2800
If calling from outside Florida or outside the Southern Bell service area	1-800-753-0115	
Repair - If calling from within the Southern Bell service area		780-2222
Text Telephone (TTY) Users:		
If calling from within the Southern Bell service area		780-2274
If calling from outside Florida or outside the Southern Bell service area	1 800 251-5325	
Detailed Statement of Charges		
Monthly Service Charges		Amount
Monthly Service - Sep 20 thru Oct 19		

CONTINUED

CURRENT CHARGES

ITEM	Quantity	CODES	AMOUNT
Basic Services			
1. Business Message Rate Line	1 ...		21.31
2. FCC Charge for Interstate Toll Access	2 ...		2.50
3. Telecommunications Access System Act Surcharge	2 ...		3.50 .12
Total Basic Services			31.01
Optional Services			
4. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...		22.50 00.00
5. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...		00.00 55.00
Total Optional Services			57.50
Total Monthly Service Charges			118.51 24.91

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 2 BST

CURRENT CHARGES

ITEM				CODES	AMOUNT
					Amount
Local Usage					
Local Usage Summary for 407 425-0780					
	Total	Call	Calls		
	Calls	Allowance	Billed	Rate	
	15	75	0	.12	
6. Local Usage Summary00

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 3 BST

CURRENT CHARGES

ITEM

CODES AMOUNT

Detailed Statement of Charges

Local Usage (continued)

Local Usage Detail for 407 425-0780

Amount

407 425-0780

Date	Place Called	Numbr Called	Rate	Time	Min	INSBLC	
7. 08/31	SANFORD L	407 942-8094	HD @	0835A	3	& 6B1D	.22
8. (9/08	SANFORD L	407 942-8094	HD @	0229P	4	& 6B1D	.28
9. (9/11	SANFORD L	407 330-4600	HD @	0820A	1	& 6B1D	.10

@ Charge included in summary

Total may not equal summary due to rounding

10. Local Usage Detail Charge at .01 per call03

Local Usage Summary for 407 425-0780

Local Measured Usage to the Extended Area

Calls	Mins	Charges
3	8	.60

11. Local Usage Summary60

Total Local Usage63

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 3 BST

CURRENT CHARGES

ITEM

	CODES	AMOUNT Amount
Other Charges and Credits		
Work Completed On Sep 20, 1995		
PON: PAUL-CSR SO: NYMMD000		
245-7916		
12. Charge for service connected - first line		56.00
Circuit Number: 30.IBSD.502586..SB		
One-time charge for		
13. Jack equipment		00.00
14. LTBLB Individual Line ISDN Business - Low Volume		58.25
Access/Digital Subscriber Line (DSL)		130.00
245-2835		
Your InterLATA Long Distance Company for 245-2835 is AT&T Communications		
One-time charge for		
15. LTQ8Y ISDN User Profile Flat Rate, Includes Caller		
ID		10.00
245-7916		

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780

551

CURRENT CHARGES

SEP 20 1995

B

ORC PAGE

3 BST

ITEM

Your InterLATA Long Distance Company for 245-7916 is AT&T
Communications

CODES AMOUNT

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780

551

CURRENT CHARGES

OCT 20 1995

B

ORC PAGE

4 BST

ITEM

Detailed Statement of Charges

CODES AMOUNT

Taxes (continued)

	Amount
13. State Tax	8.47 7.57
14. Florida Gross Receipts Surcharge	1.36 1.23
15. City Tax	7.78 6.95
16. Franchise Charge	1.09 .98
Total Taxes	22.99 19.99
Total BellSouth Current Charges	146.63 131.73

Messages

Itemized information about your monthly service billing is included in the Monthly Service Charges section of your bill. Pursuant to Florida Public Service Commission rules, this listing of the features and services must be provided at least once each year. In addition, BellSouth provides an itemization of monthly service billing on each monthly bill it sends you. Please review this information carefully to ensure that you are being billed correctly.

** BELLSOUTH TELECOMMUNICATIONS ***

107 425 0780 551
OCT 20 1995 B
ORC PAGE 3 BST

CURRENT CHARGES

ITEM

	CODES	AMOUNT
12. Federal Tax		3.63 3.26

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 OCT 20 1995 B
 ORC PAGE 3 BST

CURRENT CHARGES

ITEM

	CODES	AMOUNT
Local Usage Detail for 407 425-0780		
407 425-0780		
Date Place Called Numbr Called Rate Time Min INSBLC		
8. 09/29 SANFORD L 407 321-1129 HD @ 0553P 1 & 6B1D		.10
@ Charge included in summary		
Total may not equal summary due to rounding		
9. Local Usage Detail Charge at .01 per call01
Local Usage Summary for 407 425-0780		
Local Measured Usage to the Extended Area		
Calls Mins Charges		
1 1 .10		
10. Local Usage Summary10
Total Local Usage11
Other Charges and Credits		Amount
11. Late Payment Charge (1.5% of unpaid balance)		4.68
Total Other Charges and Credits		4.68
Taxes		Amount

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 OCT 20 1995 B
 JRC PAGE 3 BST

CURRENT CHARGES

ITEM	Detailed Statement of Charges		CODES	AMOUNT
Monthly Service Charges (continued)				Amount
Optional Services		Quantity		
5. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data		2 ...		92.50 28.17
6. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)		1 ...		55.00 47.67
Total Optional Services				67.50 75.84
Total Monthly Service Charges				119.51 106.95
Local Usage				Amount
Local Usage Summary for 407 425-0780				
	Total	Call	Calls	Rate
	Calls	Allowance	Billed	
	14	75	0	.12
7. Local Usage Summary00

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
OCT 20 1995 B
ORC PAGE 2 BST

CURRENT CHARGES

ITEM

	CODES	AMOUNT
Total Basic Services		62.01
** Unregulated Charge		31.11

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 OCT 20 1995 B
 ORC PAGE 2 BST

CURRENT CHARGES

ITEM

	CODES	AMOUNT
Text Telephone (TTY) Users:		
If calling from within the Florida BellSouth service area		780-2274
If calling from outside Florida or outside the Florida BellSouth service area	1 800	251-5325
Detailed Statement of Charges		
Monthly Service Charges		Amount
Monthly Service - Oct 20 thru Nov 19		

Basic Services

	Quantity		
1. Business Message Rate Line	1 ...		21.31
2. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Orange County.	# ... **		1.00
3. FCC Charge for Interstate Toll Access	2 ...		9.50 8.60
4. Telecommunications Access System Act Surcharge	220
# Quantity does not apply to this service.			

CONTINUED

**** BELLSOUTH TELECOMMUNICATIONS *****

407 425 0780 551
OCT 20 1995 B
ORC PAGE 2 BST

CURRENT CHARGES

ITEM

CODES AMOUNT

Important Notice(s) (continued)

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2800.

Helpful Numbers

BellSouth Telecommunications, Inc.

NOTE: Numbers for other companies are listed on their bill pages.

Billing Questions or to Place an Order:

If calling from within the Florida BellSouth service area	780-2800
If calling from outside Florida or outside the Florida BellSouth service area	1-800-753-0115
Florida BellSouth service area	1-800-753-0115
Repair - If calling from within the BellSouth service area	780-2222

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS **

407 425 0780 551
OCT 20 1995 B
ORC PAGE 1 BST

CURRENT CHARGES

ITEM

Please make check payable to BellSouth in U.S. funds. CODES AMOUNT

CURR CHGS	PAST DUE	TOTAL	AMOUNT	407 425-0780	551	3144
DUE BEFORE	AMOUNT	AMOUNT DUE	PAID	Oct 20, 1995		
Nov 11	\$312.27	\$458.90				

P.O. BOX 33009
CHARLOTTE NC
28243-0001

1121 B03
DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805-3117

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
OCT 20 1995 B
ORC PAGE 1 BST

CURRENT CHARGES

ITEM

Summary of Charges

CODES AMOUNT

	Amount
Previous Charges	
Amount of Last Bill	223.90
Less Payments00
Adjustments	88.37
Balance	312.27
Current Charges	
Southern Bell Charges	131.73
Charges for Other Companies	146.63
Total Current Charges Due Before Nov 11	131.73
Total Amount Due	146.63
This bill was printed on Oct 24. For more information about billing, see back of page.	450.90 444.00

Important Notice(s)

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Nov 21.

(continued)

CONTINUED

** BELLSOUTH **

407-425-0780-551

OCT 20, 1995

ORC B PAGE

1 BST

CURRENT CHARGES

LOCAL USAGE-SEE PAGE 3 BST11
MONTHLY SERVICE-OCT 20 THRU NOV 19	109.01
FEDERAL COMMUNICATIONS COMMISSION TOLL ACCESS CHARGE	9.50
GRT	1.36
OTHER CHARGES AND CREDITS-SEE PAGE 3 BST00
911	1.00
DEN	140.95
NON	1.00
TAX: FED 3.63 STA 8.47 LOC 7.78	19.88
#-FRANCHISE CHARGES APPLIED (TOTAL \$ 1.09)	
 TOTAL CURRENT CHARGES	 141.95

BILLING INQUIRIES - CALL 780-2800

IF MOVING OR PLACING AN ORDER FOR SERVICE CALL 780-2800

407-425-0780-551

OCT 20, 1995

ORC B

SUMMARY

SUMMARY OF CHARGES BILLED

AMOUNT OF LAST BILL	223.90	
PAYMENTS THRU OCT 23	.00	
ADJUSTMENTS THRU OCT 23	88.37	
PAST DUE BALANCE (PLEASE PAY PROMPTLY)		312.27
LATE PAYMENT CHARGE (1.5% OF UNPAID BALANCE)		4.68
CURRENT CHARGES		
BELLSOUTH	141.95	
TOTAL CURRENT CHARGES		141.95

*** CURRENT CHARGES PAST DUE AFTER NOV 11 ***

TOTAL AMOUNT DUE 458.90

1114

1121

IF PAYING IN PERSON, PLEASE BRING THIS PAGE AND THE ADDRESS PAGE.

ACCOUNT NUMBER: 407-425-0780-551-314-4

OCT 20, 1995
ORC B

1114 1121 314

DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805

* PLEASE *
* MAIL THIS *
* PAGE WITH *
* YOUR PAYMENT *

P.O. BOX 33009
CHARLOTTE NC
28243-0001

INDICATE
AMOUNT
OF PAYMENT

* *

TOTAL AMOUNT DUE * 458.90 *

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 4 BST

CURRENT CHARGES

ITEM

CODES AMOUNT

Our Payment Center, where your telephone bill payment is processed, is being moved from New Orleans, Louisiana to BellSouth PRO Center, P.O. Box 33009, Charlotte, North Carolina 28243-0001. Customer payments will gradually be moved to the new center beginning September 7th. The new payment address will appear on your bill when the change is effective in your area.

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 4 BST

CURRENT CHARGES

ITEM

Detailed Statement of Charges

CODES AMOUNT

Other Charges and Credits (continued)		Amount
Work Completed On Sep 20, 1995 (continued)		
245-7916 (continued)		
One-time charge for		
16. LTQ8Y ISDN User Profile Flat Rate, Includes Caller ID		10.00
Total Other Charges and Credits		261.25 206.00
Taxes		Amount
17. Federal Tax		2.65 .84
18. State Tax		26.98 16.39
19. Florida Gross Receipts Surcharge		1.36 .31
20. City Tax		7.01 1.71
21. Franchise Charge		0.71 .25
Total Taxes		43.51 19.50
Total BellSouth Current Charges		423.00
Messages		251.04

CONTINUED

Z 139 359 004



Receipt for Certified Mail

No Insurance Coverage Provided
Do not use for International Mail
(See Reverse)

Sent to	
Ms. Mary J. Einger 50 Bell South	
Address and No.	
7760 NW 50 th St Edg. F-3	
P.O., State and Zip Code	
Miami, Fla. 33166	
Postage	\$ 32
Certified Fee	1.10
Special Delivery Fee	
Registered Delivery Fee	
Return Receipt (Money Order, Cash, or Registered Mail)	
Return Receipt (Registered Mail and Certified Mail)	
Return Receipt (Registered Mail, Certified Mail, and Registered Mail)	
POSTAGE PAID	\$ 1.72
Postmark or Date	MAR 11 1995

PS Form 3800, March 1993

32804
 10/10/95
 10/10/95
 12/12/95

1. 1. 1. 1.



November 12, 1995

Mr. Lee Roy Rasberry
Public Services Commission
Consumer Complaints
2548 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Mr. Rasberry,

This letter is to provide an update to the complaint I have brought to your attention. After I wrote you the letter, dated Oct. 27th, I have spoken to Ms. Mary Edinger several times. She sent me a letter, dated October 19th, that explained the tax structure and surcharges used by Bell South Telecommunications for billing. She also sent a single page of the tariff concerning the charge itemized on the September bill, line item 12, and a computer printout. I also have received a bill from Bell South Telecommunications dated October 20th. I have enclosed copies of these documents.

I have sent a check to Bell South Telecommunications, dated October 20th, for \$ 30.00. This is the amount I estimated for the September Bill. I also sent a copy of the PSC regulation concerning public access to Ms. Mary Edinger by certified mail on November 1st. I have outlined below problems that remain.

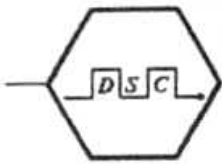
- A. I have received no copy of a corrected September or October Bill.
- B. I have been unable to verify Ms. Mary Edinger's statement that I can now gain access to view tariffs at 600 N. Orange Ave in Orlando.
- C. An unregulated charge has appeared on the October Bill. Line item 2.
- D. A late payment charge has appeared on the October Bill. Line item 11.
- E. The incorrect termination jack is still in place.
- F. No agreement has been reached with Bell South Telecommunications.



Based on my receipt of a copy of tariff A4.3.1 I will not contest line item 12 on the September Bill. Based on the letter provided to me by Ms. Mary Edinger, dated October 19 I have calculated the September and October Bill as follows:

September 20th Bill.

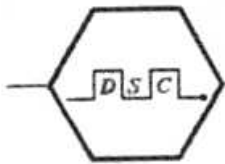
<u>Line Item.</u>	<u>Amount.</u>
1.	\$ 21.31
2.	3.50
3.	0.10
Total Basic Services	24.91
4.	0.00
5.	0.00
Total Optional Services	0.00
Total Monthly Service Charges	24.91
6.	0.00
7.	0.22
8.	0.28
9.	0.10
10.	0.03
11.	0.60
Total Local Usage	0.63
12.	0.00
13.	0.00
14.	0.00
15.	0.00
16.	0.00
Total Other Charges and Credits	0.00
17.	0.78
18.	1.82
19.	0.31
20.	1.57
21.	0.21
Total Taxes	4.69
Total Southern Bell Current Charges	30.23



October 20th Bill.

<u>Line Item.</u>	<u>Amount.</u>
1.	\$ 21.31
2.	0.00
3.	3.50
4.	0.10
Total Basic Services	24.91
5.	0.00
6.	0.00
Total Optional Services	0.00
Total Monthly Service Charges	24.91
7.	0.00
8.	0.10
9.	0.01
10.	0.10
Total Local Usage	0.11
11.	0.00
Total Other Charges and Credits	0.00
12.	0.77
13.	1.79
14.	0.31
15.	1.54
16.	0.21
Total Taxes	4.62
Total Southern Bell Current Charges	29.64

This complaint could have been resolved within three days of my receiving the September bill. My request for a corrected bill based on my order could have been sent to me. It is curious that Bell South Telecommunications has seen fit to give me false and misleading information when they have provided me with any information at all. Ms. Edinger has told me that Bell South Telecommunications would not disconnect my phone service while we try to resolve this complaint. She did not tell me that PSC regulation 25-22.032(10) prohibits Bell South Telecommunications from disconnecting my phone service. Ms. Edinger informed me that Bell South Telecommunications has no obligation to allow me access to the companies tariff filings. I then had to send a copy of the regulation to her.



Why should it be necessary for me to provide copies of PSC regulations before Bell South Telecommunications will follow them? Why is Bell South Telecommunications unwilling to resolve this dispute informally? I am waiting to resolve this complaint before I order further telephony services from Bell South Telecommunications. How long will I have to wait!

Sincerely,

Paul E. Dietrich

Dietrich Services Company
750 S. Hwy. 441, #234
Orlando, FL 32805
407-425-0780
email: pauldsc@netpass.com

enclosures:

- Copy of single page of tariff A4.
- Copy of letter from Ms. Mary Edinger dated October 19th, 1995.
- Copy of computer printout dated September 20th, 1995.
- Copy of Bell South Telecommunications Bill for Dietrich Services Company dated October 20th, 1995.
- Copy of Receipt for Certified Mail dated November 1st, 1995.



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Oct 20, 1995

Summary of Charges

	<u>Amount</u>
<i>Previous Charges</i>	
Amount of Last Bill	223.90
Less Payments00
Adjustments	88.37
Balance	312.27
<i>Current Charges</i>	
BellSouth Charges	146.63
Charges for Other Companies00
Total Current Charges Due Before Nov 11	146.63
Total Amount Due	458.90

This bill was printed on Oct 24. For more information about billing, see back of page.

Important Notice(s)

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Nov 21.

(continued) ▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

Please make check payable to BellSouth in U.S. funds.

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID	
Nov 11	\$312.27	\$458.90		407 425-0780 551 3144 Oct 20, 1995 HB 1121 803 E000641

Check here if correspondence included.

P.O. BOX 33009
 CHARLOTTE NC
 28243-0001

DIETRICH SERVICES CO
 750 S ORANGE BLOSSOM
 SUITE 234
 ORL FL 32805-3117

4079425078055131411215020301901000000000000312270000045890



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Oct 20, 1995

Important Notice(s) (continued)

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2800.

Helpful Numbers

BellSouth Telecommunications, Inc. (BST)

NOTE: Numbers for other companies are listed on their bill pages.

Billing Questions or to Place an Order:

If calling from within the Florida BellSouth service area 780-2800
 If calling from outside Florida or outside the Florida BellSouth service area 1-800-753-0115

Repair - If calling from within the Florida BellSouth

service area 780-2222

Text Telephone (TTY) Users:

If calling from within the Florida BellSouth service area 780-2274
 If calling from outside Florida or outside the Florida BellSouth service area 1 800 251-5325

Detailed Statement of Charges

<u>Monthly Service Charges</u>		<u>Amount</u>
<u>Monthly Service - Oct 20 thru Nov 19</u>		
<u>Basic Services</u>		
1. Business Message Rate Line	Quantity 1 ...	21.31
2. Emergency 911 Monthly Charge. This tariffed charge is billed on behalf of Orange County.	# ... **	1.00
3. FCC Charge for Interstate Toll Access	2 ...	9.50
4. Telecommunications Access System Act Surcharge	220
# Quantity does not apply to this service.		
Total Basic Services		32.01

** Unregulated Charge

HB E000641

(continued)▶



DIETRICH SERVICES CO
Account Number: 407 425-0780 551 3144
Bill Period Date: Oct 20, 1995

Detailed Statement of Charges

<u>Monthly Service Charges (continued)</u>	<u>Quantity</u>	<u>Amount</u>
<i>Optional Services</i>		
5. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...	32.50
6. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...	55.00
Total Optional Services		87.50
Total Monthly Service Charges		119.51

<u>Local Usage</u>	<u>Amount</u>
<i>Local Usage Summary for 407 425-0780</i>	
Total Calls	14
Call Allowance	75
Calls Billed	0
Rate	.12
7. Local Usage Summary00

<i>Local Usage Detail for 407 425-0780</i>						
407 425-0780						
Date	Place Called	Number Called	Rate*	Time	Min	
8. 09/29	SANFORD L	407 321-1129	HD @	05:53PM	1	.10
@ Charge included in summary						
Total may not equal summary due to rounding						
9. Local Usage Detail Charge at .01 per Call01

<i>Local Usage Summary for 407 425-0780</i>			
<i>Local Measured Usage to the Extended Area</i>			
Calls	Mins	Charges	
1	1	.10	
10. Local Usage Summary10
Total Local Usage11

<u>Other Charges and Credits</u>	<u>Amount</u>
11. Late Payment Charge (1.5% of unpaid balance)	4.68
Total Other Charges and Credits	4.68

<u>Taxes</u>	<u>Amount</u>
12. Federal Tax	3.63



DIETRICH SERVICES CO
Account Number: 407 425-0780 551 3144
Bill Period Date: Oct 20, 1995

Detailed Statement of Charges

<u>Taxes (continued)</u>	<u>Amount</u>
13. State Tax	8.47
14. Florida Gross Receipts Surcharge	1.36
15. City Tax	7.78
16. Franchise Charge	1.09
Total Taxes	22.33
Total BellSouth Current Charges	146.63

Messages

Itemized information about your monthly service billing is included in the Monthly Service Charges section of your bill.

Pursuant to Florida Public Service Commission rules, this listing of the features and services must be provided at least once each year. In addition, BellSouth provides an itemization of monthly service billing on each monthly bill it sends you. Please review this information carefully to ensure that you are being billed correctly.

ACCOUNT NUMBER: 407-425-0780-551-314-4

SEP 20, 1995

ORC B

1012

1019

314

DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805

* PLEASE *
* MAIL THIS *
* PAGE WITH *
* YOUR PAYMENT *

P.O. BOX 33009
CHARLOTTE NC
28743-0001

INDICATE
AMOUNT
OF PAYMENT

* *

TOTAL AMOUNT DUE

* 223.90 *

SUMMARY OF CHARGES BILLED

AMOUNT OF LAST BILL
PAYMENTS THRU SEP 22
CREDIT BALANCE

407-425-0780-551
SEP 20, 1995
ORC B

SUMMARY

29.88
229.88CR
200.00CR

CURRENT CHARGES

AMOUNT OF LAST BILL 29.88
 PAYMENTS THRU SEP 22 229.88CR
 CREDIT BALANCE 200.00CR

CURRENT CHARGES
 BELLSOUTH 423.90
 TOTAL CURRENT CHARGES 423.90

*** CURRENT CHARGES PAST DUE AFTER OCT 12 ***

TOTAL AMOUNT DUE 223.90

1012 1019

** BELLSOUTH **

407-425-0780-551

SEP 20, 1995

CURRENT CHARGES

ORC B PAGE 1 BST

LOCAL USAGE-SEE PAGE 2 BST63	
MONTHLY SERVICE-SEP 20 THRU OCT 19		107.04	68.17
FEDERAL COMMUNICATIONS COMMISSION TOLL ACCESS CHARGE . .		9.50	6.70
GRT		1.26	.87
OTHER CHARGES AND CREDITS-SEE PAGE 3 BST		264.25	206.00
DEN	2.31	19.95	4.89
TAX: FED 3.85 STA 20.70 LOC 7.04		30.59	27.15
#-FRANCHISE CHARGES APPLIED (TOTAL \$ 3.74)		2.75	
TOTAL CURRENT CHARGES		420.98	312.27

BILLING INQUIRIES - CALL 780-2800
 IF MOVING OR PLACING AN ORDER FOR SERVICE CALL 780-2800

407 425 0780

551

SEP 20 1995

B

CURRENT CHARGES

ORC PAGE

1 BST

ITEM

CODES

AMOUNT

Summary of Charges

Previous Charges	Amount
Amount of Last Bill	29.88
Less Payments	229.88C
Balance - Thank You for Your Payment	200.00C
Current Charges	
Southern Bell Charges	429.90 312.2
Charges for Other Companies00
Total Current Charges Due Before Oct 12	429.90 312.2
Total Amount Due	223.90

This bill was printed on Sep 24. For more information about billing, see back of page.

Important Notice(s)

Late Charge Reminder: A 1.5% Late Payment Charge will apply to any unpaid balance as of Oct 23.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which

CONTINUED

30.23

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780

551

SEP 20 1995

B

CURRENT CHARGES

ORC PAGE

1 BST

ITEM

CODES

AMOUNT

are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2800.

CR = Credit Amount

(continued)

Please make check payable to Southern Bell in U.S. funds.

of local service. The amount of Regulated Charges may be obtained by calling 780-2800.

CR = Credit Amount

(continued)

Please make check payable to Southern Bell in U.S. funds.

CURR CHGS	PAST DUE	TOTAL	AMOUNT	407 425-0780	551 3144
DUE BEFORE	AMOUNT	AMOUNT DUE	PAID	Sep 20, 1995	
Oct 12	\$200.00CR	\$223.90			1019 B03

P.O. BOX 33009
CHARLOTTE NC
28243-0001

DIETRICH SERVICES CO
750 S ORANGE BLOSSOM
SUITE 234
ORL FL 32805-3117

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 2 BST

CURRENT CHARGES

ITEM	CODES	AMOUNT
------	-------	--------

Southern Bell Helpful Numbers

NOTE: Numbers for other companies are listed on their bill pages.

Billing Questions or to Place an Order:

If calling from within the Southern Bell service area 780-2800

If calling from outside Florida or outside the Southern Bell service area 1-800-753-0115

Repair - If calling from within the Southern Bell service area 780-2222

Text Telephone (TTY) Users:

If calling from within the Southern Bell service area 780-2274

If calling from outside Florida or outside the 1 800 251-5325

If calling from outside Florida or outside the
 Southern Bell service area 1 800 251-5325

Detailed Statement of Charges

Monthly Service Charges Amount
 Monthly Service - Sep 20 thru Oct 19

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 2 BST

CURRENT CHARGES

ITEM	Quantity	CODES	AMOUNT
Basic Services			
1. Business Message Rate Line	1 ...		21.31
2. FCC Charge for Interstate Toll Access	2 ...		9.00 6.70
3. Telecommunications Access System Act Surcharge	220
Total Basic Services			31.00 28.21
Optional Services			
4. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...		32.50 17.33
5. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...		55.00 29.33
Total Optional Services			87.50 46.66
Total Monthly Service Charges			118.50 74.87

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780
SEP 20 1995
ORC PAGE

551
B
2 EST

CURRENT CHARGES

ITEM

CODES

AMOUNT
Amount

Local Usage

Local Usage Summary for 407 425-0780

Total

Call

Calls

Calls

Allowance

Billed

Rate

15

75

0

.12

6. Local Usage Summary

.00

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780
SEP 20 1995
ORC PAGE

551
B
3 EST

CURRENT CHARGES

ITEM

CODES

AMOUNT

Detailed Statement of Charges

Local Usage (continued)

Amount

Local Usage Detail for 407 425-0780

Local Usage Summary for 407 425-0780

	Total Calls	Call Allowance	Calls Billed	Rate	
	15	75	0	.12	
6. Local Usage Summary00

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 3 BST

CURRENT CHARGES

ITEM	Amount
Detailed Statement of Charges	
Local Usage (continued)	Amount
Local Usage Detail for 407 425-0780	
407 425-0780	

Date	Place Called	Nmbr Called	Rate	Time	Min	IMSBLC	Amount
7. 08/31	SANFORD L	407 942-8094	HD @	0835A	3	& 6B1D	.22
8. 09/08	SANFORD L	407 942-8094	HD @	0229P	4	& 6B1D	.28
9. 09/11	SANFORD L	407 330-4600	HD @	0820A	1	& 6B1D	.10

@ Charge included in summary

Total may not equal summary due to rounding

10. Local Usage Detail Charge at .01 per call03

Local Usage Summary for 407 425-0780

Local Measured Usage to the Extended Area

Local Measured Usage to the Extended Area

	Calls	Mins	Charges
	3	8	.60
11. Local Usage Summary60
Total Local Usage63

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
 SEP 20 1995 B
 ORC PAGE 3 BST

CURRENT CHARGES

ITEM	CODES	AMOUNT
Other Charges and Credits		Amount
Work Completed On Sep 20, 1995		
PON: PAUL-CSR SO: NYMMD000		
245-7916		
12. Charge for service connected - first line		56.00
Circuit Number: 30.IBSD.502586..SB		
One-time charge for		00.00
13. Jack equipment		55.25
14. LTBLB Individual Line ISDN Business - Low Volume		
Access/Digital Subscriber Line (DSL)		130.00
245-2835		
Your InterLATA Long Distance Company for 245-2835 is AT&T		
Communications		
One-time charge for		
15. LTQ8Y ISDN User Profile Flat Rate, Includes Caller		
ID		10.00
245-7916		

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 . 551
SEP 20 1995 B
ORC PAGE 3 BST

CURRENT CHARGES

ITEM

Your InterLATA Long Distance Company for 245-7916 is AT&T
Communications

CODES AMOUNT

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780 551
SEP 20 1995 B
ORC PAGE 4 BST

CURRENT CHARGES

ITEM

Detailed Statement of Charges
Other Charges and Credits (continued)
Work Completed On Sep 20, 1995 (continued)
245-7916 (continued)

CODES AMOUNT

Amount

One-time charge for

16. LTQ8Y ISDN User Profile Flat Rate, Includes Caller ID	10.00
Total Other Charges and Credits	261.25 106.00
Taxes	Amount
17. Federal Tax	9.65 2.31
18. State Tax	26.28 19.95
19. Florida Gross Receipts Surcharge	4.36 .87
20. City Tax	7.04 4.89
21. Franchise Charge	3.74 2.75
Total Taxes	48.07 30.77
Total BellSouth Current Charges	429.90 312.2
Messages	

CONTINUED

** BELLSOUTH TELECOMMUNICATIONS ***

407 425 0780	551
SEP 20 1995	B
ORC PAGE	4 BST

CURRENT CHARGES

ITEM

Our Payment Center, where your telephone bill payment is processed, is being moved from New Orleans, Louisiana to BellSouth PRO Center, P.O. Box 33009, Charlotte, North Carolina 28243-0001. Customer payments will gradually be moved to the new center beginning September 7th. The new payment address will appear on your bill when the change is effective in your area.



PUBLIC SERVICE COMMISSION

2540 Shumard Oak Boulevard
CAPITAL CIRCLE OFFICE CENTER
TALLAHASSEE, FLORIDA 32399-0864

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 11/5/95

TO: _____

OFFICE/BUSINESS: Southern Bell

FAX NO.: (305) 264-7493

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NO.: (904) 413-6362 TELEPHONE NO.: (904) 413-6100

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: ~~25~~ 14

** Transmit Conf. Report **

Nov 15 '95 13:24

FL PUBLIC SERVICE COMM--> 63052667493	
No.	0001
Mode	NORMAL
Time	6'50"
Pages	14 Page(s)
Result	O K

**** Transmit Conf. Report ****

Nov 15 '95 13:56

FL PUBLIC SERVICE COMM---> 63052667493	
No.	0003
Mode	NORMAL
Time	5'31"
Pages	12 Page(s)
Result	O K



Southern Bell

Room 604
666 NW 79 Avenue
Miami, Florida 33126

November 8, 1995

MEMORANDUM TO: Shirley Stokes

FROM: Phyllis Savage

RE: Dietrich Service Company
750 South Highway 441
Orlando, FL
407-425-0780

CASE NO. 91829-P

This is a final reply to our interim report of 10-25.

On 11-3 Mary Edinger called Mr. Dietrich to explain about the adjustment and that the Late Payment Charge was waived on the September and October bill. She also explained that access to 500 No. Orange Avenue is available whenever he would like to review the tariff. He was satisfied with this arrangement.



October 27, 1995

Mr. Lee Roy Rasberry
Public Services Commission
Consumer Complaints
2548 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Mr. Rasberry,

This letter is to confirm the complaint I spoke to you about over the phone. Thank you for your help in persueing this problem. The next day after we spoke, Ms. Mary Edinger of Bell South Telecommunications, Inc., contacted me to try to resolve these difficulties.

The complaints are as follows:

A. I have been unable to gain access to Bell South Telecommunications facilities to view thier tariff filings.

B. September 1995 bill line item 12 should not exist because the first time service connection is accounted for in line item 14.

C. September 1995 bill line item 13 should not exist because I did not request that any jack equipment be installed. I also provided a Siemon Co. 66M1-50 punch down block for line termination.

D. September 1995 bill line items 17, 18, 19, 20, and 21 are incorrect due to the calculations being based on incorrect entries in line items 12 and 13.

The original order for service was given verbally to Ms. Julie Quick. I requested Basic Rate ISDN service meeting National-1 ISDN standards. Both "B" channels were to be activated for circuit switched voice/data. I requested two phone numbers, one for each "B" channel. I requested that the wires be punched down on the provided punch block (Clearly labeled DSC) and each wire was to be marked either "Tip" or "Ring."

NOV 2



Besides the complaints outlined above, I was not told of the increase in the "FCC Charge for Interstate Toll Access" or the increase in the "Telecommunications Access System Act Surcharge." However, it is not the responsibility of Bell South Telecommunications to keep me informed of the laws pertaining to telecommunications (except they must provide the Florida PSC regulations to the public.) Bell South Telecommunications also applied my \$ 200.00 deposit to the bill.

I originally tried to correct these problems by calling the number listed on the bill for "Billing Questions." The answering party informed me that I would have to speak to Ms. Julie Quick. Ms. Quick was partially cooperative. She agreed that I had not ordered the jack listed in item 13, and that the deposit should not have been applied to the bill. She also agreed to adjust the bill for items 4, 5, 13, 17, 18, 19, 20, and 21, and send me an itemized list of the changes. Ms. Quick was not willing to adjust line item 12 or help me with access to a facility to check the tariff relating to this charge. When I received her letter I was disappointed to find no itemization.

I received the letter from Ms. Quick on October 14th. I attempted to enter the Bell South Telecommunications Facilities at 45 N. Magnolia Ave. and at N. Orange Ave. on October 16th to view the tariff filings and verify the charges on my bill. I was prevented from entering either premises and was unable to attain any employees name. I have also tried to find the tariff filings at the Orlando Public Library, the Winter Park Public Library, and at the University of Central Florida. None of these facilities have copies of the tariffs. However, Ms. Angela Jacobe (Department Head of Business & Science) has assured me that the Orlando Public Library would provide copies of the tariffs to the public if Bell South Telecommunications would contact them.

Thank you again for your time and effort in helping me to resolve these difficulties.

Sincerely,

Paul E. Dietrich



Paul E. Dietrich
Owner
Dietrich Services Company
750 S. Hwy. 441, #234
Orlando, FL. 32805
407-425-0780
email: pauldsc@netpass.com

enclosures:

- Copy of the PSC regulation regarding public access to view tariffs.
- Copy of the letter from Ms. Julie Quick dated October 10th, 1995.
- Copy of Payment Receipt dated August 25th, 1995.
- Copy of Deposit Receipt dated September 29th, 1995.
- Copy of FAX from Ms. Julie Quick dated August 15th, 1995.
- Copy of Service Termination Notice Dated October 12, 1995.
- Copy of Bell South Telecommunications Bill for Dietrich Services Company dated September 20, 1995.



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Sep 20, 1995

Southern Bell Helpful Numbers

NOTE: Numbers for other companies are listed on their bill pages.

Billing Questions or to Place an Order:

If calling from within the Southern Bell service area	780-2800
If calling from outside Florida or outside the Southern Bell service area	1-800-753-0115
Repair - If calling from within the Southern Bell service area	780-2222
Text Telephone (TTY) Users:	
If calling from within the Southern Bell service area	780-2274
If calling from outside Florida or outside the Southern Bell service area	1 800 251-5325

Detailed Statement of Charges

	<u>Quantity</u>	<u>Amount</u>
Monthly Service Charges		
<i>Monthly Service - Sep 20 thru Oct 19</i>		
<i>Basic Services</i>		
1. Business Message Rate Line	1 ...	21.31
2. FCC Charge for Interstate Toll Access	2 ...	9.50 ⁰⁰
3. Telecommunications Access System Act Surcharge	220 ⁰⁰
Total Basic Services		31.01
<i>Optional Services</i>		
4. Channels Activated B Channel Flat Rate Circuit Switched Voice/Data	2 ...	32.50
5. Individual Line ISDN Business - Low Volume Access/Digital Subscriber Line (DSL)	1 ...	55.00
Total Optional Services		87.50
Total Monthly Service Charges		118.51

	<u>Amount</u>
Local Usage	
<i>Local Usage Summary for 407 425-0780</i>	
Total	
Calls	Call Allowance
15	75
Calls Billed	Rate
0	.12
6. Local Usage Summary00



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Sep 20, 1995

Detailed Statement of Charges

<u>Local Usage (continued)</u>							<u>Amount</u>
<u>Local Usage Detail for 407 425-0780</u>							
407 425-0780							
	<u>Date</u>	<u>Place Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Mis</u>	
	7 08/31	SANFORD L	407 942-8094	HD @	08:35AM	3	.22
	8. 09/08	SANFORD L	407 942-8094	HD @	02:29PM	4	.28
	9. 09/11	SANFORD L	407 330-4600	HD @	08:20AM	1	.10
⑧ Charge included in summary							
Total may not equal summary due to rounding							
	10. Local Usage Detail Charge at .01 per Call03
<u>Local Usage Summary for 407 425-0780</u>							
<u>Local Measured Usage to the Extended Area</u>							
	<u>Calls</u>	<u>Mins</u>					<u>Charges</u>
	3	8					.60
	11. Local Usage Summary63
Total Local Usage63

<u>Other Charges and Credits</u>		<u>Amount</u>
Work Completed On Sep 20, 1995		
PON: PAUL-CSR SO: NYMM0000		
245-7916		
12.	Charge for service connected - first line	56.00
Circuit Number: 30.IBSD.502586..SB		
One-time charge for		
13.	Jack equipment	55.25
14.	Individual Line ISDN Business - Low Volume	
	Access/Digital Subscriber Line (DSL)	130.00
245-2835		
Your InterLATA Long Distance Company for 245-2835 is AT&T Communications		
One-time charge for		
15.	ISDN User Profile Flat Rate, includes Caller ID	10.00
245-7916		
Your InterLATA Long Distance Company for 245-7916 is AT&T Communications		

HB E000287

(continued) ▶

1-2-95

BellSouth Business Systems, Inc.
Room 201 Building H
7780 NW 50 Street
Miami, FL 33166

October 19, 1995

Mr. Paul Dietrich
750 S. Orange Blossom Trail
Suite 234
Orlando, FL 32805

Dear Mr. Dietrich;

The following is a break down on the taxes and surcharges billed on your account:

Federal Tax:	3% on	monthly service local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access
State Tax:	7% on	monthly usage local usage Telecommunications Access System Act Surcharge Florida Gross Receipts Surcharge Franchise Charge FCC Charge for Interstate Toll Access One time charges for connection and Jack equipment
City Tax:	7% on	monthly usage local usage Florida Gross Receipts Surcharge Franchise Charge
Franchise Charge:	1% on	monthly service One time charges for connections and Jack equipment

Florida Gross
Receipts

Surcharge: 2.56% FCC charge for Interstate Toll Access

1.03% monthly service
intrastate tolls

1800-345-5144
772-5314
Please contact me on 305 569-7585 if you require additional information on the taxes and surcharges we bill on your account. Also, please send me a copy of the PSC order you have in reference to gaining access to our building. I am enclosing a copy of the tariff which will advise you of the applicable charges to install a line.

Sincerely,

Mary J. Edinger

Mary J. Edinger
Assistant Manager

Rosa Alvarez
Branch Manager

(b) Each telephone company having toll station areas which are beyond its exchange service area boundaries but within its certificate of convenience and necessity shall file only with the Commission as an integral part of its tariff a toll station area map for each toll station area. These maps shall show the toll station area boundaries in sufficient detail that they may be located in the field.

(c) Where zone rate differentials are applicable, the zone boundaries shall be designated on the appropriate field maps unless the language in the tariff is sufficient to identify the boundary locations.

(2) Intrastate toll message and WATS rates shall be fixed by Commission Order. The Commission may limit the amount of variation between any two companies' rates.

(3) Each telephone company shall maintain on file in each of its business offices, available for public inspection upon request, a copy of the local exchange tariff for exchanges under the administration of that office, the general exchange tariff and a schedule of intrastate toll rates for the entire State of Florida. Each business office shall likewise make available a copy of Chapter 25-4 of the Florida Public Service Commission Rules and Regulations for public inspection upon request.

Specific Authority 350.127(2) FS. Law Implemented 364.04 FS. History—New 3-31-76, Amended 11-29-82, Formerly 25-4.34, Amended 9-13-88, 4-16-90.

ANNOTATIONS

Evidence required

Where independent telephone utility unsuccessfully requested general rate relief without mentioning wage and salary agreement, into which utility had already entered, there was no competent and substantial evidence to show that Public Service Commission's rate structure was either arbitrary, confiscatory or discriminatory. United Telephone Company v. Mayo, 345 So. 2d 648 (1977).

Where Public Service Commission had granted telephone company's requested rate increase on basis of "value of service," rather than "cost of service" principle, nonprofit corporation who intervened in review proceedings to protest increase failed to meet burden of showing order was invalid, arbitrary or unsupported by evidence. Florida Retail Federation, Inc. v. Mayo, 331 So. 2d 308 (1976).

Refund

Where Public Service Commission held interim rate-making proceeding under F.S.A. § 364.14 and found that telephone company's annual gross revenues exceeded by \$3.3 million its last authorized rate of return ceiling, and rates were therefore unjust and unreasonable, Commission was authorized to order interim rate decrease and refund of excess revenue, to be determined by newly established rate of return based on preexisting data. United Telephone Company of Florida v. Mann, 403 So. 2d 962 (1981).

Retroactive application

Commission's full consideration of retroactive application of new depreciation prescription for telephone company did not constitute retroactive rate making; new depreciation allowance did have effect on prior Commission order, but this was factor that all parties knew or should have known would affect 1980 refund. Citizens of the State of Florida v. Florida Public Service Commission, 415 So. 2d 1268 (1982).

Telephone company's proposed depreciation prescription was not precluded by prior stipulation whereby company was to refund to its customers specific amount for year 1979 and whatever amount, if any, that intrastate earnings exceeded 9.02 percent on average net investment for year 1980. Id.

25-4.0345 Customer Premises Equipment and Inside Wire.

(1) Definitions: For purposes of definition under this rule:

(a) "CPE" includes terminal equipment intended for use on the customer's premises such as telephone sets, teletypewriters, data terminal equipment, mobile telephone terminal equipment, private branch exchange equipment, key system equipment, dialers and other supplemental equipment. CPE does not include 911 public safety answering point equipment (ALI, ANI, ACD equipment), local exchange company paystations, or telecommunications devices required by hearing or speech impaired subscribers.

(b) "Demarcation point" is the point of physical interconnection (connecting block, terminal strip, jack, protector, optical network interface, or remote isolation device) between the telephone network and the customer's premises wiring. Unless otherwise ordered by the Commission for good cause shown, the location of this point is:

1. Single Line/Single Customer Building — Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.

2. Single Line/Multi Customer Building — Within the customer's premises at a point easily accessed by the customer.

3. Multi Line Systems/Single or Multi Customer Building — At a point within the same room and within 25 feet of the FCC registered terminal equipment or cross connect field.

4. Temporary Accommodations Subscriber Premises with Inadequate Grounding (e.g. some mobile homes, trailers, houseboats, construction modules) — On a permanent stake, pole or structure with a suitable safety ground.

(c) "Complex Equipment wire:" premises wiring owned by the local exchange company which may be used as station wiring and to connect off-premise extensions and is beyond the normal demarcation points.

(d) "Inside wire" is all wire or cable other than complex equipment wire located on the customer's side of the demarcation point.

(e) "Customer Premises" is the discrete real property owned, leased or controlled by a customer for the customer's own business or residential purposes.

(2) The provision and maintenance of Customer Premises Equipment (CPE) and inside wire:

(a) The provision and maintenance of CPE and inside wire, but not complex equipment wire, is deregulated for intrastate purposes.

(b) Companies using accounting allocation procedures in lieu of a fully separate subsidiary for the provision and maintenance of CPE and inside wire shall submit annual audit results and a formal

From: Phyl Cloud
To: Shirley Stokes

===URGENT PHONE NOTE===10/30/95 12:59pm=

CALLER: Paul Dietrich
COMPANY: Orlando
PHONE: 407/425-0780

MESSAGE: Re: Southern Bell complaint -
Mary Edinger has been transferred.

Please call Returned call
URGENT Will call again

* 10-30 I ret. his call at 1:17 p.m., and I
left a message that I was returning
his call.

**Southern Bell**Room 604
666 NW 79 Avenue
Miami, Florida 33126

October 25, 1995

MEMORANDUM TO: Shirley Stokes

FROM: Phyllis Savage

RE: Dietrich Service Company
750 South Highway 441
Orlando, FL
407-425-0780

CASE NO. 91829-P

Our investigation reveals that there were no notations on the customer records concerning any arrangements to review the tariff at 500 No. Orange Avenue.

If a customer requested to review the tariff, he would be directed to the building. Upon arrival the customer could use either the front or side entrance. Both are equipped with telephones which can be used to reach someone in the business office so someone can unlock the gate. BellSouth's buildings are secured for the safety of the employees, and no one has ever been denied access when requesting to review tariffs.

On 10-17 Mary Edinger, Manager, Vendor Services, spoke with Mr. Dietrich with reference to his being billed two installation charges. She agreed to send him a copy of A4 Tariff reflecting the non-recurring charge for the installation of a line. He requested a complete breakdown of his September bill. Mary agreed to manually correct his September bill to show the adjustments. She also agreed to adjust his monthly local service from 10-4 to 10-25. He agreed to mail a check for the amount he owes once he receives the copy of his bill.

The subject of the PSC order that he claims to have a copy of has been put on hold for awhile. He advised that the order states BellSouth must have public access to a company building when they have more than 100 employees. After the billing issue is resolved he will provide Mary a copy of this order.

We will provide a further reply by 11-14.

EFFECTIVE: FEB 27 1995

A42. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)¹

A42.2 ISDN - Individual Residence Service (IRS) (Cont'd)

A42.2.2 Regulations (Cont'd)

- C. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of Basic Rate Access render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- D. Suspension of service is not allowed.
- E. Service Charges in Section A4. of this Tariff are applicable per Basic Rate DSL access in addition to rates and charges following.
- F. (DELETED)
- G. ISDN - IRS will be available where central office and outside plant facilities permit.
- H. ISDN - IRS served from a central office other than the central office the subscriber would normally be served from will require three (3) interoffice facilities as provided in Section A9. of this Tariff per DSL. Any non-ISDN interoffice facilities connecting to this service will follow the rules and regulations in Section A9.

At the Company's option, when the subscriber's serving central office is not equipped for ISDN, a customer may be served with ISDN from another central office. ISDN - IRS customer's to be served under this arrangement must sign an agreement the service will be moved back to his normal serving central office and to a probable number change when/if that office is equipped with ISDN. When the Company elects this serving arrangement, the interoffice charges will not apply. Should the customer request to be served from an ISDN equipped central office other than the normal serving central office, the appropriate interoffice or interexchange charges will apply.

A42.2.3 Definitions

B CHANNEL

A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D CHANNEL

A 16 Kbps digital signaling channel also capable of supporting 9.6 Kbps of packet information for the Basic Rate Interface.

64 KBPS CLEAR CHANNEL CAPACITY (CCC)

A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PACKET SWITCHING

ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

(DELETED)

A42.2.4 Rates and Charges

A. Interoffice

- 1. Basic Rate DSL Access Arrangement
 - a. Residence Service

	Installation Charge	Monthly Rate	USOC
(a) ISDN Access	\$130.00	\$-	LTBLR
(b) ISDN Access for use with High Speed Packet	130.00	-	LTCHR

Note 1: The changes on this page will be implemented within thirty days of the effective date.



Account Number: 407-425-0780-551

Oct 12, 1995 314 03 4

SERVICE INTERRUPTION NOTICE

INQUIRIES CALL:
786-2187

We value you as a customer and will appreciate your help in clearing the past due balance on your account. If you have paid your bill since this notice was prepared, please accept our thanks and disregard this notice. We appreciate the opportunity to serve you.

TOTAL AMOUNT
NOW DUE:
\$312.27

Your telephone service will be interrupted unless payment of your regulated charges is received before 10-19-95. The amount of regulated charges may be obtained by calling the "Inquiry" number shown on this notice. Your service will not be interrupted for failure to pay unregulated charges such as charges for maintenance plans, directory advertising, or charges associated with 900 or 976 calls. However, further steps may be taken by BellSouth and the provider of the service to collect unregulated charges not paid by the due date.

PLEASE PAY BEFORE:
10-19-95

If your telephone service is interrupted, a restoration of service charge will apply and a new or additional deposit may also be requested.

(Additional notice may not be given before discontinuing service if a check is dishonored.)

Fax Transmission

No. of pages incl. this one:

To: Paul Dietrich Services Company

Fax number: 407-292-6900 Voice: 407-425-0780

cc:

From: Julie Quick

Date: Tuesday, August 15th, 1995

If you do not receive all pages, please contact:

Vendor Services Center
7780 NW 50th ST H-201
Miami FL 33166
305 569-7571/305 592-0687

Subject:

ISDN Line

NYB3YQK8 is on hold for a \$200.00 deposit.

Telephone numbers have been reserved until
08-28-95.

407-245-2862-01

407- 7962-01

30.1BSD.502586. SB

426 d-y
428
461
648
649 -
245-4736

s d.f.f. #c #rs
780-555-4052
2918
M...y D...ll...n...n

372-4736

BellSouth Business Systems, Inc.
7780 N.W. 50th Street, Rm. H-201
Miami, Florida 33166

October 10, 1995

Dietrich Services Company
750 S Orange Blossom
Orlando FL

ATTENTION: Paul Dietrich

SUBJECT: SEPTEMBER 1995 BILL

Dear Mr. Dietrich:

This letter is in response to your request for itemization of the adjustments applied to your account (407-245-7916).

- 1) We adjusted item 13, which is the jack charge of $\$55.25 + \4.46 (taxes) = $\$59.71$
- 2) We adjusted local service from 09-20 thru 10-03 $\$43.54 = \8.38 (taxes) = $\$51.92$
- 3) Also we applied $\$200.00$ from your account to a deposit.

total adjustment

111.63

Sincerely,

Adj. amount

Julie Quick

Julie Quick
Service Consultant



Southern Bell
A BELL SOUTH Company

Deposit Receipt

RF-9040-FL
(7-87)

See Reverse For Deposit Disclaimer

F31 XSF W 0060 09/29/95 \$\$\$200.00
DEP 407-425-0780-551 F065760



Southern Bell
South Central Bell
BELLSOUTH Companies

Payment Receipt

RF-9041
(1-92)

407 245-2862

TRAIL REX DRUGS
1DN PA P 0001 08/25/95 \$200.00 GU
PAYM 407-425-0780-551 3144



Southern Bell
A BELLSOUTH Company

Deposit Receipt

RF-9040-FL
(7-87)

See Reverse For Deposit Disclaimer

TRAIL REX DRUGS
1DN PA P 0054 04/08/95 \$100.00
DEP FQ14553 4074250780551



DIETRICH SERVICES CO
 Account Number: 407 425-0780 551 3144
 Bill Period Date: Sep 20, 1995

Detailed Statement of Charges

	<u>Amount</u>
<i>Other Charges and Credits (continued)</i>	
Work Completed On Sep 20, 1995 (continued)	
245-7916 (continued)	
One-time charge for	
16. ISDN User Profile Flat Rate, Includes Caller ID	10.00
Total Other Charges and Credits	261.25
<u>Taxes</u>	
17. Federal Tax	3.65
18. State Tax	26.98
19. Florida Gross Receipts Surcharge	1.36
20. City Tax	7.81
21. Franchise Charge	3.71
Total Taxes	43.51
Total Southern Bell Current Charges	423.90
	358.10

Messages

Our Payment Center, where your telephone bill payment is processed, is being moved from New Orleans, Louisiana to BellSouth PRO Center, P.O. Box 33009, Charlotte, North Carolina 28243-0001. Customer payments will gradually be moved to the new center beginning September 7th. The new payment address will appear on your bill when the change is effective in your area.

BELLSOUTH
TELECOMMUNICATIONS, INC.*
FLORIDA
ISSUED: February 1, 1994
BY: Joseph P. Lacher, President - FL
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Third Revised Page 4
Cancels Second Revised Page 4

EFFECTIVE: February 17, 1994

A4. SERVICE CHARGES¹

(N)

A4.3 Schedule of Charges for Connecting or Changing Service

(N)

A4.3.1 Rates and Charges

(N)

A. Line Connection Charge

(N)

1. Applies per exchange access line, trunk, Centrex main station access line, ESSX-1 Network Access Register, ESSX* service or Digital ESSX* service main station line exchange circuit.

	Residence	Business	USOC	
(a) First Line	\$40.00	\$56.00	NA	(N)
(b) Additional Line (each)	12.00	12.00	NA	(N)

B. Line Change Charge

(N)

1. Applies per exchange access line, trunk, Centrex main station access line, ESSX-1 Network Access Register, ESSX* service or Digital ESSX* service main station line exchange circuit and per occasion when changing the type of operation for a Network Access Register.

(a) First Line	23.00	38.00	NA	(N)
(b) Additional Line (each)	11.00	11.00	NA	(N)

C. Secondary Service Charge

(N)

1. Applies per customer request

(a) Each	10.00	19.00	NA	(N)
----------	-------	-------	----	-----

D. Premises Work Charge

(N)

1. First 15-minute increment or fraction thereof

(a) Per increment	25.00	28.00	NA	(N)
-------------------	-------	-------	----	-----

2. Each additional 15-minute increment or fraction thereof

(a) Per increment	9.00	9.00	NA	(N)
-------------------	------	------	----	-----

(N)

A4.4 Dual Service

(N)

A4.4.1 General

- A. Dual Service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time (90 days maximum) for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.
- B. A request for Dual Service occurs on orders for a transfer of service (T&F) within the same wire center where no telephone number change is involved.
- C. Dual Service will be offered subject to the availability of facilities and technical limitations.

Note 1: The changes on this page are a result of the restructure of this section.

(N)

Fax Transmission

No. of pages incl. this one:

To: Paul Dietrich Services Company

Fax number: 407-292-6900 Voice: 407-425-0780

cc:

From: Julie Quick

Date: Tuesday, August 15th, 1995

If you do not receive all pages, please contact:

Vendor Services Center
7780 NW 50th ST H-201
Miami FL 33166
305 569-7571/305 592-0687

Subject: ISDN Line

NYB3YQK8 is on hold for a \$200.00 deposit.

Telephone numbers have been reserved until 08-28-95.

407-245-2862-01

407-7962-01

30.IBSD.502586. SB

426 dis
428

451

648

649

245-4736

3 diff. Ac 4/5

780-2918
555-4032
M...y ...

372-4736



Dietrich Servis
750 S. Hwy. 441
Orlando, FL 32

CERTIFIED

P 491 310 763

MAIL



0000



32399

U.S. POST
ORL
OCT

32
\$1.56 1995
00130E03-0

Mr. Lee Roy Rasberry
% Public Service Commission
Consumer Complaints
2548 Shumard Oak Blvd.
Tallahassee, FL 32319

(b) Each telephone company having toll station areas which are beyond its exchange service area boundaries but within its certificate of convenience and necessity shall file only with the Commission as an integral part of its tariff a toll station area map for each toll station area. These maps shall show the toll station area boundaries in sufficient detail that they may be located in the field.

(c) Where zone rate differentials are applicable, the zone boundaries shall be designated on the appropriate field maps unless the language in the tariff is sufficient to identify the boundary locations.

(2) Intrastate toll message and WATS rates shall be fixed by Commission Order. The Commission may limit the amount of variation between any two companies' rates.

(3) Each telephone company shall maintain on file in each of its business offices, available for public inspection upon request, a copy of the local exchange tariff for exchanges under the administration of that office, the general exchange tariff and a schedule of intrastate toll rates for the entire State of Florida. Each business office shall likewise make available a copy of Chapter 25-4 of the Florida Public Service Commission Rules and Regulations for public inspection upon request.

Specific Authority 350.127(2) FS. Law Implemented 364.04 FS. History—New 3-31-76, Amended 11-29-82, Formerly 25-4.34, Amended 9-13-88, 4-16-90.

ANNOTATIONS

Evidence required

Where independent telephone utility unsuccessfully requested general rate relief without mentioning wage and salary agreement, into which utility had already entered, there was no competent and substantial evidence to show that Public Service Commission's rate structure was either arbitrary, confiscatory or discriminatory. United Telephone Company v. Mayo, 345 So. 2d 648 (1977).

Where Public Service Commission had granted telephone company's requested rate increase on basis of "value of service," rather than "cost of service" principle, nonprofit corporation who intervened in review proceedings to protest increase failed to meet burden of showing order was invalid, arbitrary or unsupported by evidence. Florida Retail Federation, Inc. v. Mayo, 331 So. 2d 308 (1976).

Refund

Where Public Service Commission held interim rate-making proceeding under F.S.A. § 364.14 and found that telephone company's annual gross revenues exceeded by \$3.3 million its last authorized rate of return ceiling, and rates were therefore unjust and unreasonable, Commission was authorized to order interim rate decrease and refund of excess revenues, to be determined by newly established rate of return based on preexisting data. United Telephone Company of Florida v. Mann, 403 So. 2d 962 (1981).

Retroactive application

Commission's full consideration of retroactive application of new depreciation prescription for telephone company did not constitute retroactive rate making; new depreciation allowance did have effect on prior Commission order, but this was factor that all parties knew or should have known would affect 1980 refund. Citizens of the State of Florida v. Florida Public Service Commission, 415 So. 2d 1268 (1982).

Telephone company's proposed depreciation prescription was not precluded by prior stipulation whereby company was to refund to its customers specific amount for year 1979 and whatever amount, if any, that intrastate earnings exceeded 9.02 percent on average net investment for year 1980. Id.

25-4.0345 Customer Premises Equipment and Inside Wire.

(1) Definitions: For purposes of definition under this rule:

(a) "CPE" includes terminal equipment intended for use on the customer's premises such as telephone sets, teletypewriters, data terminal equipment, mobile telephone terminal equipment, private branch exchange equipment, key system equipment, dialers and other supplemental equipment. CPE does not include 911 public safety answering point equipment (ALI, ANI, ACD equipment), local exchange company paystations, or telecommunications devices required by hearing or speech impaired subscribers.

(b) "Demarcation point" is the point of physical interconnection (connecting block, terminal strip, jack, protector, optical network interface, or remote isolation device) between the telephone network and the customer's premises wiring. Unless otherwise ordered by the Commission for good cause shown, the location of this point is:

1. Single Line/Single Customer Building — Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.

2. Single Line/Multi Customer Building — Within the customer's premises at a point easily accessed by the customer.

3. Multi Line Systems/Single or Multi Customer Building — At a point within the same room and within 25 feet of the FCC registered terminal equipment or cross connect field.

4. Temporary Accommodations Subscriber Premises with Inadequate Grounding (e.g. some mobile homes, trailers, houseboats, construction modules) — On a permanent stake, pole or structure with a suitable safety ground.

(c) "Complex Equipment wire:" premises wiring owned by the local exchange company which may be used as station wiring and to connect off-premise extensions and is beyond the normal demarcation points.

(d) "Inside wire" is all wire or cable other than complex equipment wire located on the customer's side of the demarcation point.

(e) "Customer Premises" is the discrete real property owned, leased or controlled by a customer for the customer's own business or residential purposes.

(2) The provision and maintenance of Customer Premises Equipment (CPE) and inside wire:

(a) The provision and maintenance of CPE and inside wire, but not complex equipment wire, is deregulated for intrastate purposes.

(b) Companies using accounting allocation procedures in lieu of a fully separate subsidiary for the provision and maintenance of CPE and inside wire shall submit annual audit results and a formal