

ORIGINAL

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December 23, 1997

BY HAND DELIVERY

Ms. Blanco S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

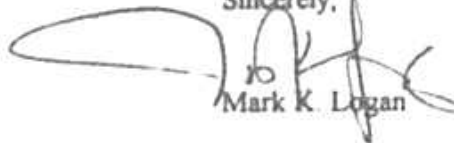
RE: Docket No. 971433 TI

Dear Ms. Bayo:

Enclosed for filing is the original and fifteen (15) copies of AT&T Communications of the Southern States' Notice of Intent to Request Confidential Classification in the above-referenced docket.

Please acknowledge receipt and filing of the above by stamping the duplicate copy of this letter and returning the same.

Sincerely,



Mark K. Logan

ACK _____

4FA _____

APP _____ Enclosures

CAF _____ MKL/sdg

CMU _____

CTR _____

EAG _____

LEG 1

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OPC _____

RCH _____

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13162 DEC 23 97

FPSC RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL

In re: Complaint of Robert A. Butterworth,)
Attorney General, and the Citizens of the)
State of Florida, by and through Jack Shreve,)
Public Counsel, against AT&T Communications)
of the Southern States, Inc. for slamming)
Robert Flint in violation of rule 25-4.118, F.A.C.)

Docket No. 971433 T1


Filed: December 23, 1997

NOTICE OF INTENT
TO REQUEST CONFIDENTIAL CLASSIFICATION

AT&T Communications of the Southern States, Inc. ("AT&T"), pursuant to Rule 25-22.006, Fla. Admin. Code and Section 364.183, Florida Statutes (1995), files this Notice of Intent to Request Confidential Classification:

1. On December 15, 1997, the Office of Public Counsel ("OPC"), on behalf of the Attorney General ("AG") and the Citizens of Florida filed a first set of interrogatories and first set of request for production of documents to AT&T. A copy of the OPC's first set of interrogatories and request for production is attached as Exhibit "A".
2. Certain information and documents requested by OPC are confidential and proprietary under Florida Statutes, Section 364.183 and Rule 25-22.006, Fla. Admin. Code. Because this information is confidential and proprietary, AT&T is filing this Notice to allow the Commission and OPC to take possession of the responses without delay. The proprietary information includes but is not limited to, trade secrets and information relating to AT&T's competitive interests.
3. AT&T will file a detailed Motion for Protective Order specifically addressing OPC's interrogatories and document request in accordance with Rule 25-22.006, Fla. Admin. Code when it files the documents and responses to OPC's request.

Respectfully submitted,



Mark K. Logan
Fla. Bar No. 0494208
Bryant, Miller & Olive
201 South Monroe Street, Ste. 500
Tallahassee, Florida 32301
904.222.8611

And

Marsha Rule
101 North Monroe Street, Ste. 700
Tallahassee, Florida 32301
904.425.6364

ATTORNEYS FOR AT&T
COMMUNICATIONS OF THE
SOUTHERN STATES

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing has been furnished by regular U.S.

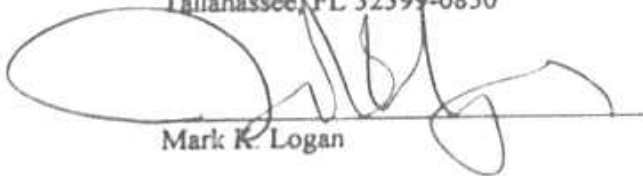
Mail or hand-delivery to the following parties on this 23rd day of December, 1997.

Charles J. Beck
Deputy Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street, Rm. 812
Tallahassee, FL 32399-1400

Mr. Robert Flint
3424 Old St. Augustine Road
Tallahassee, FL 32301

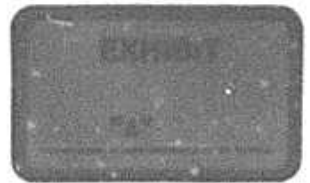
Michael A. Gross
Assistant Attorney General
Department of Legal Affairs
PL-01, The Capitol
Tallahassee, FL 32399-1050

John Bowman
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Mark K. Logan

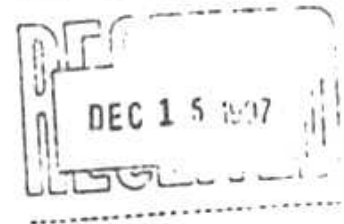
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION



In re: Complaint of Robert A. Butterworth,)
Attorney General, and the Citizens of the)
State of Florida, by and through Jack Shreve,)
Public Counsel, against AT&T)
Communications of the South States, Inc.)
for slamming Robert Flint in violation of)
Rule 25-4.118, F.A.C.)

Docket No 971433 TI

Filed: December 15, 1997



NOTICE OF SERVICE

Robert A. Butterworth, Attorney General, and the Citizens of Florida ("Citizens"), by and through Jack Shreve, Public Counsel serve this notice that they have served their first set of interrogatories and first set of request for production of documents to AT&T.

Respectfully submitted,

Charles J. Beck

Charles J. Beck
Deputy Public Counsel

Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street
Room 812
Tallahassee, FL 32399-1400

(904) 488-9330

Attorney for the Citizens
of the State of Florida

CERTIFICATE OF SERVICE

Docket No. 971433-TL

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U S Mail
or hand-delivery to the following parties on this 15th day of December, 1997.

Michael A. Gross
Assistant Attorney General
Department of Legal Affairs
FL-01, The Capitol
Tallahassee, FL 32399-1050

Mr. Robert Flint
3424 Old St. Augustine Rd.
Tallahassee, FL 32301

Marsha Rule, Esq.
AT&T Communications of the
Southern States, Inc.
101 N. Monroe
Suite 700
Tallahassee, FL 32301

John Bowman
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Charles J. Beck

ORIGINAL

BEFORE THE FLORIDA PUBLIC SERVICES COMMISSION

In re: Complaint of Robert A.)
Butterworth, Attorney General, and)
the Citizens of the State of Florida,)
by and through Jack Shreve, Public)
Counsel, against AT&T Communications)
of the Southern States, Inc., for)
Slamming Robert Flint in violation of)
of Rule 25-4.118, F.A.C.)

Docket 971433-TI
Filed December 15, 1997

FIRST SET OF INTERROGATORIES TO AT&T BY THE ATTORNEY GENERAL AND
THE CITIZENS OF FLORIDA

Robert A. Butterworth, Attorney General ("Attorney General"), and Florida's Citizens ("Citizens"), by and through Jack Shreve, Public Counsel, propound the following interrogatories to AT&T Communications of the Southern States, Inc. and AT&T Corporation (collectively "AT&T") to be answered under oath in full accordance with Rules 25-22.34 and 25-22.35 of the Florida Administrative Code and Rule 1.340 of the Florida Rules of Civil Procedure. All answers must be served upon the attorneys for the Attorney General and the Citizens by Thursday, January 15, 1998.

Each interrogatory should be answered based upon the knowledge and information or belief of AT&T. If the complete answer to an interrogatory is not known, so state and answer as fully as possible the part of the interrogatory to which an answer is known. For each answer, or part thereof, please identify the individual or individuals who provided the

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information or helped in providing the information contained in the responses

As used herein "you" and "your" means AT&T together with its officers, employees, consultants, agents representatives, attorneys, and any other person or entity acting on behalf of AT&T.

Unless otherwise stated, all interrogatories relate to your experience nationwide with slamming -- not just in Florida.

INTERROGATORIES

1. For the calendar years 1994, 1995, 1996, and for the first six months of 1997, please provide separately for Florida alone and the nation as a whole
 - a. the number of complaints known to AT&T where a customer alleged that the customer had been slammed by AT&T, its sales representatives, or contractors.
 - b. the number of complaints known to AT&T where a customer alleged that the customer had been slammed by EDS, sales representatives associated with EDS, or contractors associated with EDS.

2. Please identify all reports or other tracking data maintained by AT&T related to slamming. For each such report or tracking data, please describe the information

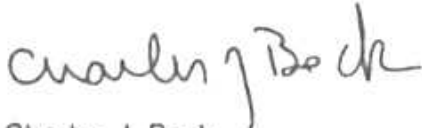
contained therein and provide the time periods covered by the data

3. Please provide a plain English description of the meaning of each line contained in the record from the residence marketing management system brought to the deposition of AT&T conducted on December 12, 1997, as well as a plain English description of all lines in the documents provided in response to document request #6.

4. Please identify the name and position of the person employed by EDS who spoke with Robert Flint on May 15, 1997, and the name and the position of the employee of Teletec who verified the change of carriers with Robert Flint. Please also state whether these persons are still employed by EDS or Teletec, and state the first date of their employment with EDS or Teletec.

5. Please provide your best estimate of the percentage of slamming complaints in Florida that are investigated by AT&T.

Michael A. Gross
Assistant Attorney General


Charles J. Beck
Deputy Public Counsel

AFFIDAVIT

STATE OF _____

COUNTY OF _____

BEFORE ME, the undersigned authority, personally appeared

_____, who deposed and stated that he/she

provided the answers to interrogatories _____

served on _____ by _____ on

_____ and that the responses are true and

correct to the best of his/her information and belief.

DATED at _____, _____, this day

of _____, 199__

Sworn to and subscribed before me this _____ day of

_____, 199__.

NOTARY PUBLIC

State of _____ at Large

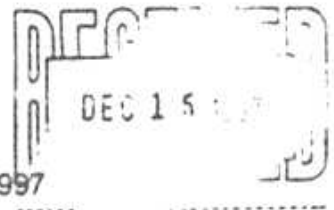
My Commission Expires: _____

BEFORE THE FLORIDA PUBLIC SERVICES COMMISSION

In re: Complaint of Robert A.)
Butterworth, Attorney General, and)
the Citizens of the State of Florida,)
by and through Jack Shreve, Public)
Counsel, against AT&T Communications)
of the Southern States, Inc., for)
Slamming Robert Flint in violation of)
of Rule 25-4.118, F.A.C.)

Docket 971433-TI

Filed December 15, 1997



**FIRST SET OF REQUESTS FOR PRODUCTION OF DOCUMENTS TO AT&T BY
THE ATTORNEY GENERAL AND THE CITIZENS OF FLORIDA**

Robert A. Butterworth, Attorney General ("Attorney General"), and Florida's Citizens' ("Citizens"), by and through Jack Shreve, Public Counsel, request AT&T Communications of the Southern States, Inc., and AT&T Corporation (collectively "AT&T") to produce the following documents for inspection and copying at the Office of Public Counsel, Claude Pepper Building, 111 West Madison Street, Room 812, Tallahassee, Florida 32399-1400, on or before Thursday, January 15, 1998, or at such other time and place as may be mutually agreed upon by counsel

INSTRUCTIONS

1. If any document is withheld under any claim of privilege, please furnish a list identifying each document for which privilege is claimed, together with the following information: date, sender, recipients, recipients of copies, subject matter of the

document, and the basis upon which such privilege is claimed

2. If AT&T has possession, custody, or control of the originals of the documents requested, please produce the originals or a complete copy of the originals and all copies which are different in any way from the original, whether by interlineation, receipt stamp or notation. If AT&T does not have possession, custody, or control of the originals of the documents requested, please produce any copies in the possession, custody, or control, however made, of AT&T.

3. Please construe "and" as well as "or" either disjunctively or conjunctively as necessary to bring within the scope of this production of documents any document which might otherwise be construed to be outside the scope.

4. Unless otherwise indicated in the discovery request, only documents created on or after January 1, 1995 are requested.

5. Words in the past tense include the present, and words in the present tense include the past. Use of the singular includes the plural, and use of the masculine includes the feminine where appropriate, and vice versa.

6. Unless otherwise stated, all document requests relate to your experience nationwide with slamming -- not just in Florida.

DEFINITIONS

1. "Document" or "documents" means any written, recorded, filmed or graphic matter, whether produced, reproduced, or on paper, cards, tapes, film, electronic facsimile, computer storage device or any other media, including, but not limited to, memoranda, notes, minutes, records, photographs, correspondence, telegrams, diaries, bookkeeping entries, financial statements, tax returns, checks, check stubs, reports, studies, charts, graphs, statements, notebooks, handwritten notes, applications, agreements, books, pamphlets, periodicals, appointment calendars, records and recordings of oral conversations, work papers, and notes, any of which are in your possession, custody, or control.

2. As used herein "you" and "your" means AT&T together with its officers, employees, consultants, agents, representatives, attorneys (unless privileged), and any other person or entity acting on behalf of AT&T

DOCUMENTS REQUESTED

1. Please provide all documents in your possession, custody or control (including documents in the possession, custody or control of contractors such as telemarketers and third party verifiers, where relevant) related to complaints

raised by customers during rule development workshops held by the Florida Public Service Commission regarding slamming. This request encompasses all source documents as well as all investigations conducted by AT&T or its contractors. These complaints include those brought by Don Barber (Pensacola), Ella Warren (Pensacola), Robert Flint (Tallahassee), Jean Averett (Miami), Edward Zyne (Miami), Paul Borden (Miami), Jerry Smith (Ft Lauderdale), Gerard Adhira (Ft Lauderdale), Harriett Bedell (West Palm Beach), Edward Kalbfleisch (West Palm Beach), Keith Miller (Ft Myers), Gholamanso Soleimani (Orlando), Scott Thomas (Orlando), Mike Montgomery (Orlando), Ahmed Erchid (Tampa).

2. Please provide all contracts between AT&T and EDS or Teletec in effect during 1997 related in any manner to sales, or verification of sales, of AT&T services
3. Please provide all documents in your possession, custody or control created on or after January 1, 1994, reflecting communications between AT&T and EDS or Teletec related to slamming
4. Please provide all documents in your possession, custody or control created on or after January 1, 1994, related to eliminating or reducing slamming of customers by AT&T or its contractors.

5. Please provide the report and tracking data identified in response to interrogatory 2 for the period January 1, 1994, through the present.

6. Please provide all pages of the document from the residence marketing management system brought to the deposition of AT&T on December 12, 1997 (only one page was brought to the deposition).

7. Please provide all documents in your possession, custody or control discussing or identifying discipline of employees of AT&T, as well as employees of contractors (including telemarketers and third party verifiers) related to slamming.

8. Please provide all documents in your possession, custody or control evaluating or discussing the effectiveness of third party verification

9. Please provide all forms ETDBW related to complaints of slamming by customers in Florida during 1996 and 1997.

10. Please provide all audits or evaluations of the customer relations center ("CRC") related in part or in whole to slamming complaints.

11. Please provide all documents in your possession, custody or control, as well as

documents in the possession, custody or control of EDS or Teletec, related to slamming complaints concerning the persons identified in response to interrogatory 4.

12. Please provide all source documents from EDS and Teletec related to the PIC change of Robert Flint occurring on or about May 15, 1997

13. Please provide all documents in your possession, custody or control evaluating or analyzing the services provided to AT&T by EDS or Teletec related to sales of AT&T services, or verification of sales of AT&T services.

Michael A. Gross
Assistant Attorney General

Charles J. Beck
Deputy Public Counsel

CERTIFICATE OF SERVICE

Docket No. 971433-TI

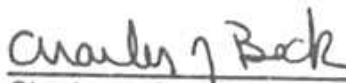
I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties on this 15th day of December, 1997

Michael A. Gross
Assistant Attorney General
Department of Legal Affairs
PL-01, The Capitol
Tallahassee, FL 32399-1050

Mr. Robert Flint
3424 Old St. Augustine Rd.
Tallahassee, FL 32301

Marsha Rule, Esq.
AT&T Communications of the
Southern States, Inc.
101 N Monroe
Suite 700
Tallahassee, FL 32301

John Bowman
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850



Charles J. Beck