



ORIGINAL

Public Service Commission

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

RECEIVED FPSC
MAR 7 PM 2:01
REPORTING AND
RECORDING

DATE: March 6, 2001

TO: Division of Records and Reporting (Bayo)

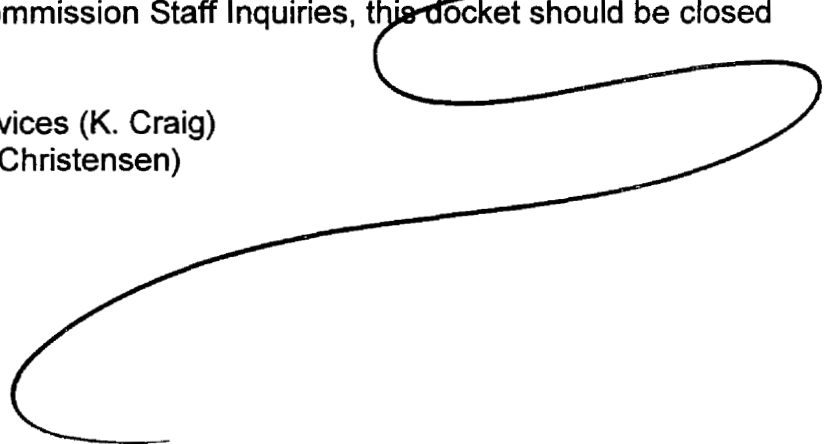
FROM: Division of Competitive Services (D'Haeseleer) *JD*
Division of Legal Services (Davis) *msd*

RE: Docket No. 010195-TI - Initiation of show cause proceedings against MCI WorldCom Network Services, Inc. for apparent violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.

This docket was opened based on erroneous information. Staff investigation revealed that in some cases the customer had provided duplicate complaints to the Division of Consumer Affairs that were each issued a different complaint number. MCI WorldCom Network Services, Inc. had timely responded to the initial complaints sent to the company and the cases were closed, however the duplicate complaints were not closed as well.

In the other cases, the company provided responses before the due date, however due to an oversight these responses were not entered into the customers files. Therefore, due to the fact that MCI WorldCom Network Services, Inc. acted in compliance with Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries, this docket should be closed administratively.

cc: Division of Competitive Services (K. Craig)
Division of Legal Services (Christensen)



OK
sm
3/9/01

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
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DOCUMENT NUMBER-DATE

03086 MAR-95

FPSC-RECORDS/REPORTING

March 5, 2001

2001 MAR 05 10:03 AM
COMMUNICATIONS SECTION

Mr. Rick Moses
Division Competitive Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32311

Re: Docket No. 010195 – Follow-up letter from meeting

Dear Rick,

This letter is in response to your request from our meeting on February 21, 2001 in the above-referenced docket. Specifically you requested that I provide documentation regarding WorldCom's responses for the following complaints: 1) James Jones; 2) Sandra Robertson; 3) Edna Meyers; 4) Beth Ann Algie; and 5) Sunshine Answering. Copies of WorldCom's responses are attached for your file. Based on our meeting, it is my understanding that this docket will now be closed.

WorldCom has taken great strides in the last couple of years to resolve complaints. WorldCom is committed to continue working with Commission staff to resolve complaints and commits to re-instituting the monthly meetings anytime staff believes it necessary.

If you have any questions regarding this matter, please feel free to contact me at your earliest convenience.

Sincerely,



Donna Canzano McNulty

cc: Bev DeMello
Beth Keating

002

Request No. 3259207

Name JONES, JAMES MR.

Business Name

Consumer Information

Name: JAMES W JONES

Business Name:

Svc Address: 449 WILDER ROAD

County: Leon

Phone: (850)-560-6688

City/Zip: Tallahassee

/ 32304-

Account Number:

Caller's Name: BIANE JONES

Mailing Address: 449 WILDER ROAD

City/Zip: TALLAHASSEE, FL 32304-

Can Be Reached: (650)-560-6688

**Florida Public Service
Commission - Consumer Request**
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information

Company Code: F1731

Company: MCI WORLDCOM NETWORK SERVICES,

Attn: Kim LaVelleJ259207

Response Needed From Company? Y

Date Due: 08/14/2000

Fax: SWA, 800-854-7960

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: ELLEN FLINTOL

Entered By: RIGILLAND

Date: 07/24/2000

Time: 10:59

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: FAILURE TO

PO:

Supplmtl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closure Type:

Apparent Rule Violation:

*****PLEASE REVIEW CASE THAT WAS FILED AND CLOSED, CUSTOMER STATES SHE NEVER RECEIVED ANY CREDIT AND SHE IS BEING SENT TO COLLECTIONS FOR THE AMOUNT OF \$907.84*****

Customer requests an investigation on the previous issue. It appears the account was sent to collections for the amount of \$907.84. Please do not disconnect customer for this amount and issue her credit. IBGillander

Customer states that she switched her service to MCI on November 1, 1998. Customer states that the company issued her a calling card and was to switch her service at home. Customer states that on November 22, 1999 her service was disconnected for non payment. Customer states that she has never received a bill. Customer states that she contacted the company to get the final bill which was \$300.00 before she left town, customer states that she drives a truck for a living. Customer states that she checked her balance on the road and the recording told her that she owed \$30.00. Customer states that when she returned January 10, 2000 she had

Request No. 3259207

Name JONES, JAMES MR.

Business Name

AGE NO: 1

02/14/01 15:34 Received 02/14/2001 14:40 Printed 02/14/2001 14:45 * Pg 2/9 MCIWORLDCOM

304426T

Date: Wed, 18 Oct 2000 07:04 -0600 (CST)
From: Kim Levelle <Kim.Levelle@wcom.com>
To: FL PSC <pscreply@psc.state.fl.us>
CC: KIM <KIM.LEVELLE@wcom.com>
Subject: Jones, James W. / 304426T / REBUTTAL

Dear Ms. Plendl,

I reviewed the additional information you sent which states that the credit was to applied to Ms. Jones for \$727.99. Our records do reflect that amount was credited on February 25, 2000.

I have submitted another request to the collection agency to ensure that thier records are updated.

Ms. Jones is still responsible for the remaining balance of \$179.85, unless she has already made payment.

Thanks and have a great day.

Kimberly LeVelle
MCI WorldCom External Agency Escalations
Toll Free: 800-624-0533
Direct Line: 319-861-5337
Internal Vnet: 793-5337

Forwarded message:

Date: Thu, 17 Feb 2000 17:50 -0600 (CST)
From: Renea Jensen-Scolaro <Renea.Jensen-Scolaro@mci.com>
To: FL PSC <pscreply@psc.state.fl.us>
CC: Ellen Plendl <eplendl@psc.state.fl.us>, Me <Renea.Jensen-Scolaro@mci.com>
Subject: Jones, James W. / 304426T

Name of Complainant: James Jones

Date Complaint Received: February 4, 2000

Request Number: 304426T

DESCRIPTION OF CUSTOMER COMPLAINT:
(why did customer file complaint)

Customer is stating that she believed the rate when using the MCI WorldCom calling card would be .05 per minute.

INVESTIGATION AND ACTION TAKEN:
(steps taken to resolve the complaint)

Our records indicate that MCI WorldCom established account 4GB84769 on October 22, 1999 for telephone number 850-580-6688 under the name of James Jones.

I called and spoke to Mrs. Jones and reviewed the charges that she had incurred on the November 3, 1999 and December 3, 1999 invoices. Customer was using the calling card to make calls back to the home telephone number 850-580-6688 and was under the assumption that the rate was .05 per minute for these calls.

I rerated all of the calls on both of the aforementioned

invoices and issued a credit to account 4GB84769 in the amount of \$727.99. The amount that was due on the account was \$907.84, so this leaves a balance due in the amount of \$179.85 that the customer is responsible for.

Ms. Jones was pleased with this resolution and I gave her my call back number for any further questions or concerns.

I have also placed a 30 day hold on the account to give Ms. Jones time to make payment on the account.

Date Contacted the Customer: February 17, 2000

Telephone Number(s): 850-580-6688

Account Number(s): 4GB84769

Date Account was Installed: October 22, 1999

Date Account was Canceled: November 23, 1999

Balance Due to MCI WorldCom: \$179.85

Credit given amount, dates of credit, and invoices credited:
(credits issued)

Credit Amount: \$727.99

Date of Credit: February 17, 2000

Invoices Credited: November 3, 1999 & December 3, 1999

Expected Date Customer Will Receive Credit: one invoice

Did You Contact the Customer...: yes, via telephone so no letter sent
(yes by: phone, mail, fax, etc)

Closed 11/20/00 345315T

Request No. 344980T Name ROBERTSON, SANDRA MS. Business Name

Consumer Information

Name: SANDRA ROBERTSON
Business Name:
Svc Address: P O BOX 273767
County: Hillsborough Phone: (813)-269-0153
City/Zip: Tampa / 33608-3
Account Number: 08615234610
Caller's Name: SANDRA ROBERTSON
Mailing Address: P O BOX 273767
City/Zip: TAMPA, FL 33608-3767
Can Be Reached: (813)-360-4967

Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information
Company Code: T7032
Company: MCI WORLDCOM COMMUNICATIONS,
Attn: Kim LeVelle344980T
Response Needed From Company? Y
Date Due: 12/04/2000
Fax: 971,800-854-7960

Interim Report Received: / /
Reply Received: 01/30/2001
Reply Received Finally/Late:
Informal Conf.: N

PSC Information

Assigned To: NANCY
Entered By: AKAMBO
Date: 11/09/2000
Time: 12:08
Via: MAIL
(Phone/Mail/Fax/E-Mail)
Prelim Type: IMPROPER BILLS
PO:
Supmntl Rpt Req'd: / /
Certified Letter Sent: / /
Certified Letter Rec'd: / /
Closed by:
Date: / /
Closeout Type:
Apparent Rule Violation:

Please review the attached correspondence in which the customer reports the following:
Customer states there are fraudulent calling card charges on two calling cards. He states that he called MCI but they have not been able to resolve the issue to his satisfaction.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Inquiry taken by A. Kambo

Request No. 344980T Name ROBERTSON, SANDRA MS. Business Name

02/14/01 15:37 4662 Received 02/14/2001 14:45 * Pg 8/9 MCIWORLDCOM FAX 8504222586

0009

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email: pscreply@psc.state.fl.us

01/30/01 - Response received via fax. janderson

02/14/01 15:38 FAX 8504222586 Received 02/14/2001 14:40 Printed 02/14/2001 14:45 * Pg 9/9
MCWORLD.COM

Request No. 3449807

Name ROBERTSON, SANDRA MS.

Business Name

PAGE NO: 2

344980T
345315T

Date: Wed, 29 Nov 2000 10:03 -0600 (CST)
From: Kim Levelle <Kim.Levelle@wcom.com>
To: FL PSC <pscreply@psc.state.fl.us>
CC: KIM <KIM.LEVELLE@wcom.com>
Subject: ROBERTSON SANDRA / 345315T

Name of Complainant: SANDRA ROBERTSON

Date Complaint Received: 11/13/00

Request Number: 345315T → 344980T listed on report

DESCRIPTION OF CUSTOMER COMPLAINT:

(why did customer file complaint)

Ms. Robertson request to have credit for calling card calls that she did not make.

INVESTIGATION AND ACTION TAKEN:

(steps taken to resolve the complaint)

In speaking with Ms. Robertson today, she stated that she was granted a credit for her August 2000 invoice in the amount of \$119.91 for calling card calls that she did not make. However, Ms. Robertson was denied credit for the remaining calling cards that she did not make that appear on her September 2000 invoice in the amount of \$130.58.

In order to resolve this matter I have issued a credit in the amount of \$130.58 for the September 2000 invoice.

Ms. Robertson is satisfied with the resolution.

Date Contacted the Customer: 11/29/00

Telephone Number(s): 813-960-4967

Account Number(s): 08615234810

Date Account was Installed: 01/30/95

Date Account was Canceled: STILL ACTIVE

Balance Due to MCI WorldCom: NA

Credit given amount, dates of credit, and invoices credited: \$130.58
(credits issued)

Expected Date Customer Will Receive Credit: TWO TO THREE BILLING CYCLES

Did You Contact the Customer....: YES BY PHONE / NO LETTER SENT
(yes by: phone, mail, fax, etc)

Thanks and have a great day.

Kimberly LeVelle
MCI WorldCom Agency Relations
Toll Free: 800-624-0533
Direct Line: 319-861-5337
Internal Vnet: 793-5337

006

Request No. 347952T

Name MEYERS, EDNA MS.

Business Name

Consumer Information

Name: EDNA MEYERS

Business Name:

Src Address: 120 S. MADISON DRIVE

County: Escambia Phone: (850)-455-5267

City/Zip: Pensacola / 32505-

Account Number:

Caller's Name: EDNA MEYERS

Mailing Address: 528 S. MADISON DRIVE

City/Zip: PENSACOLA, FL 32505-

Can Be Reached: (850)-456-1034

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: T1731

Company: MCI WORLDWIDE NETWORK SERVICES,

Attn: Kim LeVelleJ47952T

Response Needed From Company? Y

Date Due: 12/12/2000

Fax: 971,800-854-7960

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: DICK DURBIN

Entered By: DDURBIN

Date: 12/01/2000

Time: 09:50

Via: INTERNET

(Phone/Mail/Fax/E-Mail)

Media Type: FAILURE TO

PO:

Suppl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violations:

We received the following e-mail from the customer:
Sir/Madam:

"Since I have relocated to FL on 2/1/00 I have been receiving automated phone calls from MCI Worldnet with unsolicited request to contact them 3-4 times a day and all hours of the night. as late as 10:00 PM. I have contacted MCI by phone, e-mail, through my local carrier representatives, in an attempt to get them to stop harassing me to no avail. These calls from MCI are a nuisance, interrupts my sleep, and is causing me a great deal of distress, and is made on a daily basis for close to a year. I am appealing to your agency for help to put a stop to this practice. If this is the wrong agency to file this complaint, please advise me of the correct agency to file. Thank you."

Request No. 347952T

Name MEYERS, EDNA MS.

Business Name

02/14/01 15:36 4662 Received 02/14/2001 14:40 Printed 02/14/2001 14:45 * PG 6/9 MCIWORLD.COM

02/14/01 15:37 FAX 8504222588 4662 Received 02/16/2001 14:40 Printed 02/16/2001 MCIWORLD.COM 14:45 * PG 7/9

007

Please provide a response to this complaint.

Dick Durbin

041892T

Date: Mon, 04 Dec 2000 12:31 -0600 (GST)
From: Kim Levelle <Kim.Levelle@wcom.com>
To: FL PSG <pscreply@psc.state.fl.us>
CC: KIM <KIM.LEVELLE@wcom.com>
Subject: MYERS EDNA / 347892T

Name of Complainant: EDNA MYERS

Date Complaint Received: 11/30/00

Request Number: 347892T

DESCRIPTION OF CUSTOMER COMPLAINT:

(why did customer file complaint)

Ms. Myers request to have her telephone numbers removed from the telemarketing calling list.

INVESTIGATION AND ACTION TAKEN:

(steps taken to resolve the complaint)

In compliance with the Telephone Consumer Protection Act and FCC rules, MCI WorldCom maintains a "Do Not Call" list and trains its telemarketing and customer service representatives in these procedures. MCI WorldCom also compiles a "Do Not Mail" list to avoid mailing to those who do not wish to receive our direct mail solicitations.

Ms. Myers name and telephone numbers has been suppressed from MCI WorldCom's telemarketing lists. This will prevent future MCI WorldCom telemarketing calls to the telephone numbers of 850-455-5267, 850-455-2034 and 850-457-6604. Should Ms. Myers move, change her name, disconnect or reconnect your local telephone service, you must again contact the long distance company to request to be placed on the Do Not Call List. Please allow up to six weeks for the request to become incorporated into all parts of our marketing database.

Date Contacted the Customer: 12/04/00

Telephone Number(s): 850-455-5267, 850-455-2034 and 850-457-6604

Account Number(s): NO ACCOUNT

Date Account was Installed: NA

Date Account was Canceled: NA

Balance Due to MCI WorldCom: NA

Credit given amount, dates of credit, and invoices credited: NA
(credits issued)

Expected Date Customer Will Receive Credit: NA

Did You Contact the Customer....: YES BY MAIL / SEE LETTER BELOW
(yes by: phone, mail, fax, etc)

Thanks and have a great day.

Kimberly LeVelle

MCI WorldCom Agency Relations
Toll Free: 800-624-0533
Direct Line: 319-861-5337
Internal Vnet: 793-5337

December 4, 2000

Edna Myers
828 S Madison Dr
Pensacola, FL 32505

RE: 850-455-5267

Dear Ms. Myers,

This letter is in response to the complaint you filed with the Florida Public Service Commission concerning telemarketing calls. Please accept my apology on behalf of MCI WorldCom for any inconvenience this matter may have caused you.

In compliance with the Telephone Consumer Protection Act and FCC rules, MCI WorldCom maintains a "Do Not Call" list and trains its telemarketing and customer service representatives in these procedures. MCI WorldCom also compiles a "Do Not Mail" list to avoid mailing to those who do not wish to receive our direct mail solicitations.

Your name and telephone numbers has been suppressed from MCI WorldCom's telemarketing lists. This will prevent future MCI WorldCom telemarketing calls to your telephone numbers of 850-455-5267, 850-455-2034 and 850-457-6604. Should you move, change your name, disconnect or reconnect your local telephone service, you must again contact the long distance company to request to be placed on the Do Not Call List. Please allow up to six weeks for the request to become incorporated into all parts of our marketing database.

Once again, MCI WorldCom regrets any frustration this matter has caused. If I can be of further assistance, please contact me at 1-800-624-0533.

Sincerely,

Kimberly LeVelle
MCI WorldCom Agency Relations

Co: Nancy Cortijo-Simmonds, Florida Public Service Commission

004

Request No. 338893T

Name ALGIE, BETH ANN MS.

Business Name

Consumer Information

Name: BETH ANN ALGIE

Business Name:

Svc Address: 2340 SE BRACKENRIDGE CIRCLE

County: Saint Lucia Phone: (561)-335-7737

City/zip: Port Saint Lucia / 34952-

Account Number:

Caller's Name: BETH ANN ALGIE

Mailing Address: 2340 SE BRACKENRIDGE CIRCLE

City/zip: PORT SAINT LUCIE, FL 34952-

Can Be Reached: (561)-335-7737

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: T3731

Company: MCI WORLDWIDE NETWORK SERVICES,

Attn: Kim LaVelle 338893T

Response Needed From Company? Y

Date Due: 10/24/2000

FAX: 850-854-7960

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: MCHESTER

Date: 10/01/2000

Time: 08:31

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Suppl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation:

Customer states that she was switched from Verizon Select Services to MCI without authorization or request in July. Customer states that she has been billed a monthly minimum usage charge of \$7.28 each month. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester

FAX# 850-413-7160

E-mail: PSCRMPLY@PSC.STATE.FL.US

02/14/01 15:35 FAX 8504222586 4662 Received 02/16/2001 14:40 Printed 02/14/2001 MCIWORLDWIDE.COM 14:55 + Pg 4/9

Request No. 338893T

Name ALGIE, BETH ANN MS.

Business Name

Date: Mon, 19 Jun 2000 10:06:30 -0400
From: System Administrator <postmaster@PSC.STATE.FL.US>
Subject: Delivered: ALGIE, BETH ANN / 319897T
To: Stephanie.Bloomquist@wcom.com
X-MS-Embedded-Report:
X-WM-Posted-At: MAIL.PSC.STATE.FL.US; Mon, 19 Jun 00 10:06:24 -0400

<<ALGIE, BETH ANN / 319897T>> Your message

To: pscreply@psc.state.fl.us
Cc: stephanie.bloomquist@wcom.com
Subject: ALGIE, BETH ANN / 319897T
Sent: Mon, 19 Jun 2000 10:10:40 -0400

was delivered to the following recipient(s):

PSCREPLY on Mon, 19 Jun 2000 10:06:30 -0400

Return-receipt-to: Stephanie Bloomquist <Stephanie.Bloomquist@wcom.com>
Date: Mon, 19 Jun 2000 10:10:40 -0400
From: Stephanie Bloomquist <Stephanie.Bloomquist@wcom.com>
Subject: ALGIE, BETH ANN / 319897T
To: pscreply@psc.state.fl.us
Cc: stephanie.bloomquist@wcom.com
Message-id: <3.0.1.32.20000619091040.00912bc0@pop3.mail.mci.com>
MIME-version: 1.0
X-Mailer: Internet Mail Service (5.5.2650.21)
Content-type: text/plain; charset=iso-8859-1
X-MS-Embedded-Report:

X-Sender: sbloomqu@pop3.mail.mci.com
Return-Receipt-To: Stephanie.Bloomquist@wcom.com
Disposition-Notification-To: <Stephanie.Bloomquist@wcom.com>
Date: Mon, 19 Jun 2000 09:10:40 -0500
To: pscreply@psc.state.fl.us
From: Stephanie Bloomquist <Stephanie.Bloomquist@wcom.com>
Subject: ALGIE, BETH ANN / 319897T
Cc: stephanie.bloomquist

Name of Complainant: Beth Ann Algie

Date Complaint Received: 6/2/00

Request Number: 319897T

DESCRIPTION OF CUSTOMER COMPLAINT:

Ms. Algie indicates in her complaint that she was canceled from MCI WorldCom without her authorization or request.

INVESTIGATION AND ACTION TAKEN:

Our records indicate on May 28, 2000 a disconnect order was received from information provided by her local telephone company. Further research indicates the disconnect order was sent for temporary suspension due to non-payment with her local telephone company. Upon Ms. Algie's request to reactivate the account, she was informed by MCI WorldCom customer service that in order to process her request, she would need to speak with Third Party Verification to complete her service order and verify that she is approving MCI WorldCom long distance.

Our records indicate that on May 28, 2000 the account was reactivated.

Date Contacted the Customer: yes, by letter

Telephone Number(s): 561-335-7737

Account Number(s): 4F057706

Date Account was Installed: May 25, 1999

Date Account was Canceled: n/a

Balance Due to MCI WorldCom: n/a

Credit given amount, dates of credit, and invoices credited: n/a

Expected Date Customer Will Receive Credit: n/a

Did You Contact the Customer.....: yes, by letter
(yes by: phone, mail, fax, etc)

June 19, 2000

BETH ANN ALGIE
2340 BREKENRIDGE CIRCLE
PORT SAINT LUCIE, FL 34952

RE: 561-335-7737
Case No: 319897T

Dear Ms. Algie,

This letter comes in response to the complaint you filed on June 2, 2000 with the Florida Public Service Commission regarding an issue with MCI WorldCom. Please accept my apology on behalf of MCI WorldCom for any inconvenience this matter may have caused you.

You indicate in your complaint that your MCI WorldCom account was canceled without your authorization or request.

Our records indicate on May 28, 2000 a disconnect order was received from information provided by your local telephone company. Further research indicates the disconnect order was sent for temporary suspension due to non-payment with your local telephone company. Upon your request to reactivate your account, you were informed by MCI WorldCom customer service that in order to process your request, you would need to speak with Third Party Verification to complete your service order and verify that you are approving MCI WorldCom long distance.

Your account was reactivated on June 2, 2000.

Once again MCI WorldCom regrets any frustration this matter has caused. If I can be of further assistance, please contact me at 1-800-624-0533.

Sincerely,

Stephanie Bloomquist
MCI WorldCom External Agency Escalations

Cc: Victor McKay, Florida Public Service Commission

005

Request No. 347129T

Name

Business Name SUNSHINE ANSWERING SERVICE

Consumer Information

Name:

Business Name: SUNSHINE ANSWERING SERVICE

Svc Address: 159 MADEIRA AVENUE

County: Dade

Phone: (305)-442-8100

City/Zip: Miami

/ 33134-

Account Number:

Caller's Name: PETER GROSS

Mailing Address: 159 MADEIRA AVENUE

City/Zip: MIAMI, FL 33134-

Can Be Reached: (305)-442-8200

**Florida Public Service
Commission - Consumer Request**
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100

Utility Information
Company Code: T1731
Company: MCI WORLDCOM NETWORK SERVICES,
Attn. Kim Lavelle 347129T
Response Needed From Company? Y
Date Due: 12/18/2000
Fax: 971, 800-854-7960

Interim Report Received: / /
Reply Received: / /
Reply Received Timely/Late:
Informal Conf.: M

PSC Information

Assigned To: NOELIA SANTIMO

Entered By: ECHESTER

Date: 11/27/2000

Time: 13:25

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prallm Type: IMPROPER BILLS

PO:

Supportl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closure Type:

Apparent Rule Violation:

Customer states that the company has been billed for several calls in the months of April and May that last over 11 days. Customer states that he has tried to contact the company to no avail. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Nakoy Chester

FAX# 850-413-7169

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 347129T

Name

Business Name

SUNSHINE ANSWERING SERVICE

PAGE NO: 1

02/14/01 16:36 4662 Received 02/14/2001 14:40 Printed 02/14/2001 MCIWORLD.COM 14:45 * Pg 5/9

February 15, 2001

Sunshine Answering Service
ATTN: Peter Gross
159 Madeira Ave.
Miami, FL 33134

Re: 90758348

Dear Mr. Gross:

I am writing in response to the complaint you filed with the Florida Public Service Commission concerning your recent experience with customer service at WorldCom. Please accept our sincere apologies for the treatment you received.

Based on your complaint, WorldCom thoroughly reviewed the entire situation. As a courtesy and in the interest of resolving your concern, your request to have the long duration calls credited has been completed. A credit in the amount of \$5,288.96 has been posted to account 90758348 to close out the oldest invoice. The adjustment will appear on your February 2001 or March 2001 WorldCom billing statement. Below is the breakdown of the credit:

<u>Invoice Date</u>	<u>Invoice Number</u>	<u>Amount</u>
08/25/00	64327484	\$974.31
09/25/00	64185437	\$3,918.43
11/25/00	64336762	\$396.22

Thank you for taking the time to call us, Mr. Gross. I hope that I have resolved this issue to your satisfaction. At WorldCom, we are fully committed to providing a level of customer support that you can count on to meet your needs, and no one is more disappointed than we are when we fall short of that mark.

If you have additional service needs or questions at any time, please call Customer Service at 800-937-6000.

Sincerely,

Rachel Por
Regional Executive Escalations

cc: Noelia Santiago / Florida Public Service Commission