

#### Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL

PSC/RAR-15 (Rev. 1/98)

Date Docketed:  $\underline{09/10/1999}$  Title: Initiation of show cause proceedings against Sprint-Florida. Incorporated for violation of service standards.

Company: Sprint-Florida, Incorporated

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Section 2 - OPR Co	mpletes a	and re	turns to R	AR in 1	0 workda	ays.				Tin	ne Sch	nedule	<u> </u>			
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Initials: OPR Staff C	ounsel _				07.									-  -		
Section 3 - Chairm	an Comple	etes .												pr-		
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assigned the full	COMMISSIO	on dec	iues the c	ase.					Date	: _/	/			-		

\* COMPLETED EVENTS

Section 1 - Division of Records and Report (RAR) Completes Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida. Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated Official Filing Date: Last Day to Suspend: Expiration: Referred to: ADM AFA APP CAF CMU EAG GCL (LEG) RAR PAI WAW ("()" indicates OPR) Χ Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module B8(b) Staff Assignments Current CASR revision level Due Dates OPR Staff D Clemons Previous Current Staff Recommendation NONE 11/04/1999 2. Agenda - Regular Order to Show Cause 11/16/1999 12/06/1999 NONE NONE Staff Counsel D Clemons Close Docket or Revise CASR 4. NONE 01/06/2000 5. OCRs (CMU) K Biegalski, E Howell 8. 10. ) 11 13. 14. 15. 16. 17. 18 19 20. 21 22 23. 24. 25 26 27 28. 29 30. Recommended assignments for hearing 31 and/or deciding this case: 32 33. Full Commission X Hearing Examiner \_\_\_ Commission Panel 34 Staff 35. 36. Date filed with RAR: 09/23/1999 37 38. 39. Initials: OPR Staff Counsel 40. Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Hrg. Commissioners Staff Fxam

ALL GR DS CL JN JC

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Approved:

Date: 09/23/1999

(RAR) Completes

Section 1 - Division of Records and Repor

Docket No. 991377-TL

Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated Official Filing Date: Last Day to Suspend: Expiration: CAF GCL (LEG) WAW AFA CMU EAG RAR PAI Referred to: ADM APP ("()" indicates OPR) X Х Time Schedule Section 2 - OPR Completes and returns to RAR in 10 workdays. WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. Program/Module B8(b) IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Staff\_Assignments Current CASR revision level Due Dates OPR Staff D Clemons 1 Previous Current 1. Staff Recommendation 11/04/1999 11/18/1999 11/16/1999 | 11/30/1999 2. Agenda - Regular 3. Order to Show Cause 12/06/1999 | 12/20/1999 Staff Counsel D Clemons 4. Close Docket or Revise CASR 01/06/2000 | 01/20/2000 5 . OCRs (CMU) K Biegalski, E Howell 8 9. 10. 11. ) 12. 13 15. ) 16. 18. 19. 21. ) 22. 23. 24 25. 26. 27 28. 29 30. Recommended assignments for hearing 31. and/or deciding this case: 32. Full Commission X Commission Panel 34. Hearing Examiner \_\_\_\_ Staff 35. 36. Date filed with RAR: 10/27/1999 37. 38. Initials: OPR 39. Staff Counsel 40. Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hrq. Staff Commissioners ADM Exam. JC CL GR DS | CL JN GR | DS JN JC ALL

\* COMPLETED EVENTS

Date: Pending 11/9

Where panels are assigned the senior Commissioner is Panel Chairman;

Where one Commissioner, a Hearing Examiner or a Staff Member is

the identical panel decides the case.

PSC/RAR-15 (Rev. 1/98)

assigned the full Commission decides the case.

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL

Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida,

Incorporated for violation of service standards.

Company: Sprint-Florida, Incorporated

Official Filing Last Day to Sus		Ex	piratio	n: _									
Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF	CMU X	EAG	GCL	(LEG)	RAR	PAI	WAW	
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Staff Counsel	D Clemons			4.	Close D	ocket o	r Revis	e CASR				01/20/2000	01/31/2000
OCRs (CMU)  ( )	K Biegalski, E How			6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29.									
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Section 3 - Cha	irman Completes											· ·	

Assignments are as follows:

- Hearing Officer(s)

	Comm	issio	ners			Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC	Exam.	
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

- Prehearing Officer

	Comm	ission	ners		ADM
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Section 1 - Division of Records and Repu ng (RAR) Completes

Docket No. 991377-TL

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Incorporated for violation of service standards.

Company: Sprint-Florida, Incorporated

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Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF	CMU X	EAG	GCL	(LEG)	RAR	PAI	WAW	
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Program/Module	B8(b)			WARNI	NG: THI	S SCHED	ULE IS	AN INTE	RNAL PL	ANNING	DOCUMEN'	<u>r.</u>	
	Staff Assignme	ents		FOR U	PDATES	CONTACT	THE RE	CORDS S	ECTION:	(850)	413-6770		Dates
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Staff Counsel	D Clemons			4.	Testimo	ny - Ut	ility/I	nterver	nor			NONE	06/01/2000
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Recommended ass and/or deciding	ignments for hearing this case:	9		30. 31. 32.									
Full Commissi Hearing Exami		on Panel	<u>X</u>	34. 35. 36.									
Date filed with	RAR: 12/14/1999		<del></del>	37.									
Initials: OPR Staf	f Counsel			39.									11
Section 3 - Cha	irman Completes												

#### Assignments are as follows:

#### - Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is

assigned the full Commission decides the case.

- Prehearing Officer

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Date: 12/15/1999

#### Printed on 12/17/1999 at 12:08:07

Page 1 of 1

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From: Office of C	Chairman Joe Ga	rcia			
<b>Docket Number:</b>	991377-TL				
Docket Title: 1. Schedule Information		ause proceedings a	gainst Sprint-Flor	ida, Incorporated for violation of	service standards.
Ever	nt	Former Date	New Date	Location	Time
Prehearing Confe	rence		08/28/2000	Tallahassee, Room 148	1:30 PM - 3:30 PM
Hearing			09/06/2000	Tallahassee, Room 148	9:30 AM - 5:00 PM
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2. Hearing/Prehea	aring Assignme	nt Informatio	n		
	Form	er Assignment	s	Current A	Assignments
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	GR DS CL	JC ADM		GR DS CL JC	ADM
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Reason	for Revision: A. N	ew Assignment	1. Unavailability	y 2. Good Cause 3. Recused	4. Disqualified 5. See Remarks
Remarks:					

PSC/NAN 8 (06/1999)

CCS Form Number: 991377-TL-00001

#### Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL

 $\hbox{ Date Docketed:} \quad \underline{09/10/1999} \quad \hbox{Title:} \quad \hbox{Initiation of show cause proceedings against Sprint-Florida,} \\ \quad \text{Incorporated for violation of service standards.}$ 

Company: Sprint-Florida, Incorporated

Official Filing Last Day to Sus		Ex	piratio	n: _									
Referred to: ("()" indicates	OPR)	ADM	AFA	APP	CAF	CMU X	EAG	GCL	(LEG)	RAR	PAI	WAW	
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Program/Module		Assignments		IT IS	TENTAT	TIVE AND	SUBJEC	T TO RE	ERNAL PLEVISION.			<del></del> -	
OPR Staff	P Christens			Curr	Issue I	SR revis  5  dentifi	cation Pr	el ocedure				Due Previous 05/01/2000 05/12/2000	Dates  Current  04/13/2000 04/19/2000
Staff Counsel  OCRs (CMU)	K Biegalski	en . E Howell		3. 4. 5. 6. 7. 8.	Testimo Testimo Testimo Notice Prehear	ony - St ony - In ony - Co ony - Su of Preh	aff terveno mpany's rrebutt earing tements	r Rebutt al and Hea	aring			SAME SAME SAME	05/17/2000 06/14/2000 07/12/2000 07/31/2000 08/01/2000 08/14/2000 08/28/2000
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Full Commission Hearing Examin	on C ner S	ommission Pane taff	X	35.									
Date filed with	RAR: <u>03/30/</u>	2000		37.								_	
Initials: OPR Staf	f Counsel _			39. 40.									
Section 3 - Cha	irman Comple	tes		Accian	monte	20 20 f	ollaus						

- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

- Prehearing Officer

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Approved:

Date: 03/30 2000

PSC/RAR-15	(Rev	2/00)

Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida.

.g (RAR) Completes

Section 1 - Division of Records and Repo

Docket No. 991377-TL

PSC/RAR-15 (Rev. 2/00)

Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated Official Filing Date: Last Day to Suspend: Expiration: Referred to: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW ("()" indicates OPR) Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule Program/Module B8(b) WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Staff Assignments Current CASR revision level Due Dates OPR Staff P Christensen Previous Current 1. Issue Identification 05/01/2000 04/13/2000 Testimony - Staff
Testimony - Intervenor
Testimony - Company's Rebuttal 05/17/2000 06/14/2000 07/10/2000 06/14/2000 3. Staff Counsel P Christensen 4. 07/12/2000 07/28/2000 Notice of Prehearing and Hearing 5. SAME 08/01/2000 Testimony - Surrebuttal
Prehearing Statements 07/31/2000 SAME K Biegalski, E Howell OCRs (CMP) 08/14/2000 8. Prehearing 08/28/2000 SAME 9 Prehearing Order SAME 08/31/2000 09/06/2000 09/20/2000 10. Hearing SAME Transcripts Due SAME ) Briefs Due Staff Recommendation SAME 10/04/2000 11/16/2000 13. 14. Agenda 11/28/2000 Standard Order Close Docket or Revise CASR 15. 12/18/2000 11/27/2000 01/19/2001 ) 16 17. 18. 19 20. 21 23. 24 25 26 27 28 29 30. Recommended assignments for hearing 31 and/or deciding this case: 32 33. Full Commission Commission Panel 34 Hearing Examiner \_\_\_ Staff 35. 36 Date filed with RAR: 06/06/2000 37 38. Initials: OPR 39. Staff Counsel 40. Section 3 - Chairman Completes PSC-00-1055-PCO-72 Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hrg. Staff Commissioners ADM Exam. GR DS JC ALL CL JB GR DS X X Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case. Date: 06/07/2000

\* COMPLETED EVENTS

ng (RAR) Completes

Section 1 - Division of Records and Rep

PSC/RAR-15 (Rev. 2/00)

Docket No. 99	1377-TL	Date	Docke	eted:	09/10	/1999	Titl	le: In	itiatio	n of st	now ca	iuse pi	rocee	dings	agair	nst S	print-Fl	orida.	
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Section 3 - Cha	airman Comple	etes				Assian	monts	300 3	s follow	.15 •		PSC	- 00	- 10	55-	PCO	· 12.		
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\* COMPLETED EVENTS

### Last Revised 06/29/2000 at 16:22

Printed on 07/05/2000 at 08:56

Page 1 of 1

X Commissioner Jacobs Commissioner Jaber New Commissioner X Executive Director X Public Information Officer X Appeals Director X Legal Director Economic Regulation Director X Competitive Services Director X Court Reporter X Consumer Affairs Director X Staff Contact	
From: Office of Chairman Terry Deason	
Docket Number: 991377-TL	
<b>Docket Title:</b> Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards	
1. Schedule Information	
Event Former Date New Date Location	Гіте
2. Having/Bushawing Aggignment Information	
2. Hearing/Prehearing Assignment Information	
Former Assignments Current Assignments Hearing Stoff Commissioners Hearing	
Officers Commissioners Hearing Exam. Commissioners Exam.	Staff
ALL DS CL JC JB NC ALL DS CL JC JB NC	
X X	
Prehearing Commissioners Commissioners	
Officer  DS CL JC JB NC ADM  DS CL JC JB NC ADM	
DS CL JC JB NC ADM DS CL JC JB NC ADM X	
Reason for Revision: A, New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified	5. See Remarks
Remarks: PHO Changed	

#### Last Revised 06/30/2000 at 14:28

#### Printed on 07/05/2000 at 08:56

Page 1 of 1

	X	Commissioner Jacobs Commissioner Jaber New Commissioner Executive Director	X X X	Appeals Director Legal Director Economic Regulation Director Competitive Services Director	X X X	Safety & Electric Reliability Director Records & Reporting Director PAI Director Regulatory Oversight Director Court Reporter Staff Contact - Patricia Christensen
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From: Office of Chairman Terry Deason

Docket Number: 991377-TL

Docket Title: Initiation of

Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

#### 1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	08/28/2000	Cancelled	Tallahassee, Room 148	1:30 PM - 3:30 PM
Hearing	09/06/2000	Cancelled	Tallahassee, Room 148	9:30 AM - 5:00 PM

#### 2. Hearing/Prehearing Assignment Information

## Hearing Commissioners Hearing

3	Con	nmis	sion	ers		Hearing Exam.	Staff
ALL	DS	CL	JC	JВ	NC		

#### **Current Assignments**

	Cor	nmis	sion	ers		Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X		X				

Prehearing Officer

**Officers** 

	Co	omn	issic	oners	S
DS	CL	JC	JВ	NC	ADM

	Co	omm	issic	oners	3
DS	CL	JC	ЈВ	NC	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: PH/H Cancelled.

PSC/JBE 8 (06/1999)

CCS Form Number: 991377-TL-00001-003

### Last Revised 07/05/2000 at 08:39

Printed on 07/05/2000 at 08:56

Page 1 of 1

X Commis Commis X New Co X Executiv	ssioner Clark ssioner Jacobs ssioner Jaber ommissioner ve Director nformation Office	X Appeals I X Legal Dir Economic X Competit	ector c Regulation I ive Services D	Director Director	X Records & R X PAI Director Regulatory C X Court Report	Versight Director
From: Office of	Chairman Terry I	Deason				
<b>Docket Number</b>	: 991377-TL					
<b>Docket Title:</b>	Initiation of show of	ause proceedings a	gainst Sprint-Flori	da, Incorporated	for violation of service	standards.
1. Schedule Info	rmation	· · · · · · · · · · · · · · · · · · ·				
Eve	ent	Former Date	New Date	Loc	cation	Time
				-		
	*					
	-				-	
3 1						
2 Hearing/Preh	earing Assignme	ent Informatio	n		-	
2. Hearing/Tren		ner Assignment			Current Assign	ments
Hearing						
Officers	Commission	oners Hear	- 1	Co	mmissioners	Hearing   Staff
	ALL DS CL JO	C JB NC		ALL DS	CL JC JB NC	
			<u> </u>	X	X X	
D1						٦
Prehearing Officer	Commission	oners		Co	ommissioners	
	DS CL JC JB	NC ADM		DS CL	JC JB NC ADM	
				X		
Reaso	on for Revision: A. M	New Assignment	1. Unavailability	y 2. Good Caus	se 3. Recused 4. Dis	equalified 5. See Remarks
Remarks: 1). PH	I/H cancelled earlier.	2). NEW COM	MMISSIONER A	SSIGNED TO	THIS DOCKET.	

## Last Revised 06/30/2000 at 12:52

#### Printed on 07/06/2000 at 15:33

Page 1 of 1

From: Office of Chairman Terry Deason	
2. The of Chamman 1011 y Doubon	
Docket Number: 991377-TL	
Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.  1. Schedule Information	
Event Former Date New Date Location Time	
Scheduling Conference 07/21/2000 Tallahassee, Room 148 9:30 AM - 5:00 P	M
	$-\parallel$
	$-\parallel$
2. Hearing/Prehearing Assignment Information	
Former Assignments Current Assignments  Hearing Commissioners Hearing Stoff Commissioners Hearing Stoff	
Officers Commissioners Hearing Staff Commissioners Hearing Exam.	
ALL DS CL JC JB NC ALL DS CL JC JB NC	
Prehearing	
Officer Commissioners Commissioners	
DS CL JC JB NC ADM  DS CL JC JB NC ADM	
Person for Pavision: A New Assignment 1 Unavoilebility 2 Cond Cause 2 Person 1 4 Dissert 5 See Person 1	
Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks: (Related dockets: 991376). This event is for DN 991377 and 991376	arks

PSC/JBE 8 (06/1999)

CCS Form Number: 991377-TL-00003-001

(RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated Official Filing Date: Last Day to Suspend: Expiration: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module B8(b) Staff Assignments Current CASR revision level Due Dates OPR Staff P Christensen Previous Current Staff Recommendation 10/05/2000 10/17/2000 11/06/2000 2. Agenda NONE Standard Order NONE Staff Counsel P Christensen 4. Close Docket or Revise CASR 11/17/2000 OCRs (CMP) E Howell, R Kennedy 8. 10. ) 11 12. 13. 14 15. ) 16. 17. 18. 19. 20. ) 21 22. 23. 25. 26. 27. ) 28. 29. 30. Recommended assignments for hearing 31 and/or deciding this case: 32 33. Full Commission Commission Panel 34 Hearing Examiner -Staff 35. 36 37 Date filed with RAR: 08/14/2000 38. Initials: OPR 39 Staff Counsel 40 Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hrg. Staff Commissioners **ADM** Exam. ALL JC DS JB NC XX DS JC JB NC XX X X X X Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. 20/8m Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case. Date: 08/14/2000

PSC/RAR-15 (Rev. 2/00)

Section 1 - Division of Records and Report

Case Assignment and Scheduling Record Section 1 - Division of Records and Reporting (RAR) Completes Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida. Docket No. 991377-TL Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated Official Filing Date: Expiration: Last Day to Suspend: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW Referred to: ("()" indicates OPR) Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module B8(b) Staff Assignments Current CASR revision level Due Dates OPR Staff P Christensen Previous Current Agenda (Deferred from11/7/00) 11/27/2000 12/18/2000 Standard Order 3. Close Docket or Revise CASR 12/30/2000 01/18/2001 4. Staff Counsel P Christensen OCRs (CMP) E Howell, R Kennedy 8. 9. 10. 11. ( 12. 13 14. 15. ) 16. 17. 18. 19. 20. 21. 22. 23. 25 26. 27. 28 29. 30. Recommended assignments for hearing 31. 32. and/or deciding this case: 33 Commission Panel 34. Full Commission Hearing Examiner 35. Staff 36. Date filed with RAR: 11/08/2000 37. 38. Initials: OPR 39 Staff Counsel 40. Section 3 - Chairman Completes Assignments are as follows: - Prehearing Officer Hearing Officer(s)

	Comm	Hrg. Exam.	Staff				
ALL	DS	JC	JB	BZ	XX	EXdIII.	
	X	X		Х			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

ı	ADM				
DS	JC	JB	BZ	XX	
Χ					

Approved:	20	Sm	

Date: 11/08/2000

Printed by Hong Wang 9/16/99 9:34am

From: Linda Williams

To: Hong Wang

Subject: \

===NOTE=========9/16/99==9:32am== Hong, Dockets 991376, 991377 and 991378 have been re-opened by CMU/Moses. Thanks.

-----

ω<sub>j</sub>, . . . . .

Pone 9-16-99 M.R.



#### Florida Cable Telecommunications Association

Steve Wilkerson, President

#### VIA FACSIMILE

September 16, 1999

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

RE: FPSC Docket No. 991377

Dear Ms. Bayo:

I am writing to request that the Florida Cable Telecommunications Association, Inc. ("FCTA") be placed on the mailing list of persons interested in monitoring the above-referenced docket. Please send all mailings to the following:

Michael A. Gross
Vice President, Regulatory Affairs & Regulatory Counsel
Florida Cable Telecommunications Association, Inc.
310 North Monroe Street
Tallahassee, FL 32301
850/681-1990 Tel.
850/681-9676 Fax
E-Mail Address: mgross@fcta.com.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

Michael A. Gross

Vice President, Regulatory Affairs

Mich P Shuor

& Regulatory Counsel

MAG:mi

Done 9/16/99

December 17, 1999

RECEIVED-FPSC

99 DEC 20 AM II: 10

RECONDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (CLEMONS)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE

PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

2493-RO

Attached is an <a href="ORDER ACKNOWLEDGING INTERVENTION">ORDER ACKNOWLEDGING INTERVENTION</a>, to be issued in the above-referenced docket. (Number of pages in order - 2)

DMC/anc Attachment

cc: Division of Communications

I: 991377p.dmc

tored of



Charles J. Rehwinkel Senior Attorney Law/External Affairs

Post Office Box 2214
Tallahassee, FL 32316-2214
Mailstop FLTLH00107
Voice 850 847 0244
Fax 850 878 0777
charles j.rehwinkel@mail.sprint.com

April 25, 2000

Patricia Christensen, Esq. Division of Legal Services Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

Re: Docket No. 991377-TL.

OD APR 27 MI 9 I

Dear Ms. Christensen:

I am writing you to advise you that Sprint withdraws the second and third sentences in the fourth paragraph in our March 24, 2000 letter (attached). Sprint recognizes, consistent with the remainder of the March 24<sup>th</sup> letter, that the Commission may take action, for the years 1996 and 1997, regarding Sprint's service with respect to Rules 25-4.066; 25-4.070(3)(a) & (b); 25-4.073 and 25-4.0770, Florida Administrative Code

Please call me if you have any questions about this letter or Sprint's acknowledgement of the Commission's jurisdiction in the Docket.

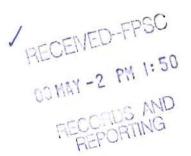
Sincerely,

Charles J. Rehwinkel

Enclosure

cc: Charles J. Beck, Office of the Public Counsel

April 27, 2000



TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE

PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

0869-PCO

Attached is an  $\underline{\text{ORDER ESTABLISHING PROCEDURE}}$ , with attachments, to be issued in the above-referenced docket. (Number of pages in order - 16)

# MUST GO TODAY

PAC/anc

Attachment

cc: Division of Communications

I: 991377ep.pac

## ATTACHMENT(S) NOT ON-LINE

J- 12100

May 18, 2000

00 MAY 22 PM 3: 34

RECOADS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

1620 - PCO

Attached is a ORDER GRANTING JOINT MOTION FOR MODIFICATION OF STAFF TESTIMONY FILING DATE, to be issued in the above-referenced docket. (Number of pages in order - 3)

PAC/anc Attachment

cc: Division of Communications

I: 991377mo.pac

MUST GO TODAY

May 22, 2000

CHAIRMAN JOE GARCIA TO:

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN)

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE RE:

PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

Attached is an ORDER GRANTING JOINT MOTION FOR MODIFICATION OF STAFF TESTIMONY FILING DATE, which is ready for your review and signature. Please call Andrea Cowart or Patti Christensen when it has been signed. (Number of pages in order - 3)

KMP/anc Attachment

cc: Division of Communications

I: 991377mo.pac

June 2, 2000

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

PSC-00-1055-PCO-TL

Attached is an ORDER MODIFYING TESTIMONY FILING DATES ESTABLISHED IN ORDERS NUMBERS PSC-00-1020-PCO-TL AND PSC-00-0869-PCO-TL, to be issued in the above-referenced docket. (Number of pages in order -3)

DWC/jmb Attachment

cc: Division of Communications

I: 991377p2.pac

Jared 71

# MEMORANDUMRECEIVED-FPSC

June 19, 2000 00 JUN 19 PH 4: 05

RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

1122-PW

Attached is an ORDER GRANTING TEMPORARY PROTECTIVE ORDER, to be issued in the above-referenced docket. (Number of pages in order - 3)

PAC/anc Attachment

cc: Division of Competitive Services (Biegalski)

991377to.pac

Seel

MUST GO TODAY

14 1 m

RECEIVED-FPSC

June 30, 2000

00 JUN 30 PH 1:49

TO:

DIVISION OF RECORDS AND REPORTING

REPORTING 1)

FROM:

DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE:

DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR

VIOLATION OF SERVICE STANDARDS.

1190-PCO

Attached is an <u>ORDER GRANTING JOINT MOTION FOR CONTINUANCE OF</u>
<u>HEARING, SUSPENDING ALL OTHER CONTROLLING DATES AND SETTING</u>
<u>SCHEDULING CONFERENCE</u>, to be issued in the above-referenced docket.

(Number of pages in order - 3)

DWC/jmb/lw Attachment

cc: Division of Communications

I: 991377p3.pac

If

#### STATE OF FLORIDA

Commissioners: J. Terry Deason, Chairman E. Leon Jacobs, Jr. Lila A. Jaber



Division of Competitive Services Walter D'Haeseleer Director (850) 413-6600

## Public Service Commission

August 10, 2000

Mr. F. B. (Ben) Poag Director, Regulatory Affairs Sprint-Florida, Incorporated P. O. Box 2214, (MC FLTLHO0107) Tallahassee, Florida 32316-2214

Re: Docket No. 991377-FL Initiation of Show Cause Proceeding

Dear Mr. Poag:

In regard to the settlement proposal filed with the Commission by the Office of Public Counsel and Sprint-Florida, I would like to know the amount of credit and number of customers involved if credit were issued using the "Service Guarantee Objectives and Credits Schedule", as outlined in the settlement, to those customers that actually experienced the late installations and prolonged repair intervals. Please focus on those customers involved during the time frame of the docket (January 1996 through December 1999).

If Sprint does not have data available for this entire period, please submit data for the time frame Sprint does have records.

Please advise by August 15, 2000 as to when we can expect this data. If you have any questions please call me at 850/413-6582.

Sincerely,

Rick Moses

Chief, Service Quality Bureau

CC:

Walter D'Haeseleer

Beth Salak

	Serv	rice Installat	ion	Repair Restoration			
7-		Complete			6		
		d			Cleared		
	Total	w/in		Total	w/in		
	Requests	3-Days	%	oos	24 Hours	%	
Jul-99	24,085	21,896	90.9%	47,980	44,510	92.8%	
Aug-99	24,140	21,994	91.1%	50,701	47,734	94.1%	
Sep-99	21,393	18,970	88.7%	45,717	40,936	89.5%	
Oct-99	24,512	21,691	88.5%	45,555	40,264	88.4%	
<b>Nov-</b> 99	24,248	19,754	81.5%	42,497	33,579	79.0%	
Dec-99	21,412	15,960	74.5%	38,643	35,900	92.9%	
Jan-00	26,097	21,269	81.5%	48,946	47,162	96.4%	
Feb-00	23,805	20,768	87.2%	44,133	43,344	98.2%	
Mar-00	22,782	20,401	89.5%	46,059	45,208	98.2%	
Apr-00	22,107	20,024	90.6%	39,640	38,773	97.8%	
May-00	21,770	19, <b>9</b> 85	91.8%	37,761	37,155	98.4%	
Jun-00	22,614	20,514	90.7%	55,880	53,820	96.3%	

Total

278,965

543,512

Multiply total SO \* 6% \* \$20 \* 2 yrs

Multiply total OOS \* 3.6% \* \$10 \* 2 yrs

\$669,516

\$391,329

Add SO plus OOS plus \$100,000 Lifeline

\$1,160,845

**Multiply** total SO \* 10% \* \$20 \* 2 yrs

Multiply total OOS \* 5% \* \$10 \* 2 yrs

\$1,115,860

\$543,512

Add SO plus OOS plus \$100,000 Lifeline

\$1,759,372

## Sprint, Southern Operations Florida Public Service Commission Customer Exchange Results

	Service Installation			Rule 25.4 Or	Rule 25.4 Oritoria: Repair Restoration				
	Total Requests	Completed w/in 3-Days	%		Total OOS	Cleared w/in 24 Hours	%		
Jan-97	32,712	31,254	95.5%		25,428	23,743	93.4%		
Feb-97	31,677	29,832	94.2%		22,045	21,015	95.3%	_	
Mar-97	25,663	24,146	94.1%		23,189	22,490	97.0%		
Apr-97	27,633	25,821	93.4%		22,651	22,231	98.1%		
May-97	28,023	26,234	93.6%		18,638	18,065	96.9%		
Jun-97	28,648	26,837	93.7%		24,274	23,570	97.1%		
Jul-97	28,219	26,521	94.0%		31,384	30,313	96.6%		
Aug-97	36,028	33,775	93.7%		27,589	26,848	97.3%		
Sep-97	29,637	27,827	93.9%		24,969	24,304	97.3%		
Oct-97	29,227	27,501	94.1%		25,184	24,645	97.9%		
Nov-97	32,186	30,257	94.0%		24,507	23,772	97.0%		
Dec-97	28,875	27,114	93.9%		32,989	30,617	92.8%		
Jan-98	32,884	31,178	94.8%		33,821	32,026	94.7%		
Feb-98	30,157	28,091	93.1%		35,060	33,549	95.7%		
Mar-98	27,361	25,383	92.8%		36,344	34,928	96.1%	.,	
Apr-98	27,700	25,428	91.8%		29,968	29,376	98.0%		
May-98	26,672	24,539	92.0%		28,617	28,003	97.9%		
Jun-98	27,297	25,003	91.6%		32,329	31,564	97.6%		
Jul-98	27,151	24,708	91.0%		42,257	40,167	95.1%		
Aug-98	34,842	31,447	90.3%		44,455	41,127	92.5%		
Sep-98	25,655	23,510	91.6%		39,922	37,552	94.1%		
Oct-98	29,315	26,786	91.4%		34,314	31,378	91.4%		
Nov-98	27,484	25,258	91.9%		32,536	30,053	92.4%		
Dec-98	25,437	23,896	93.9%		31,578	30,127	95.4%		
Jan-99	31,213	29,031	93.0%		34,803	33,148	95.2%		
Feb-99	29,392	27,017	91.9%		29,410	28,866	98.2%		
Mar-99	25,098	23,174	92.3%		32,977	32,289	97.9%		
Apr-99	24,062	22,125	91.9%		32,605	31,640	97.0%	_	
May-99	27,303	25,399	93.0%		36,047	34,750	96.4%		
Jun-99	25,859	23,996	92.8%		49,131	46,159	94.0%		
Jul-99	24,085	21,896	90.9%		47,980	44,510	92.8%		
Aug-99	24,140	21,994	91.1%		50,701	47,734	94.1%		
Sep-99	21,393	18,970	88.7%		45,717	40,936	89.5%		
Oct-99	24,512	21,691	88.5%		45,555	40,264	88.4%		
Nov-99	24,248	19,754	81.5%		42,497	33,579	79.0%		
Dec-99	21,412	15,960	74.5%		38,643	35,900	92.9%		
Jan-00	26,097	21,269	81.5%		48,946	47,162	96.4%		_
Feb-00	23,805	20,768	87.2%		44,133	43,344	98.2%		
Mar-00	22,782	20,401	89.5%		46,059	45,208	98.2%		
Apr-00	22,107	20,024	90.6%		39,640	38,773	97.8%		
May-00	21,770	19,985	91.8%		37,761	37,155	98.4%		

#### Sprint, Southern Operations Florida Public Service Commission Customer Exchange Results

				Dula OF A Calledia			
101				Maio 20.4 Orkana			
Jun-00	22,614	20.514	90.7%	55,880	53.820	96.3%	1 1



## Public Service Commission

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

**DATE:** July 27, 2000

TO: Blanca Bayó, Director, Records and Reporting

FROM: Jane Faurot, Chief, Bureau of Reporting

**RE:** DOCKET NO. 991376-TL and 991377-TL, HEARING HELD 7-21-00

RE:

INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST GTE FLORIDA,

INCORPORATED FOR APPARENT VIOLATION OF SERVICE

STANDARDS; and

INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-

FLORIDA, INCORPORATED FOR VIOLATION OF SERVICE

STANDARDS..

DOCUMENT NO. 08999, 7-26-00

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, ECR, CMP, PC

Acknowledged BY:

mus

JF/pc

PSC/RAR 28 (Rev1/00)

#### Hong Wang

From:

Sent:

Martha J [marthaj@fcta.com] Tuesday, October 31, 2000 3:48 PM

To: Subject:

Hong Wang Change of address

FYI

We have moved, our new address is

246 E. 6th Avenue Tallahassee, FL 32303

Please change your records accordingly.

Thanks

Martha 681-1990

920260, 960100, 960786, 960846, 960847, 980253, 981444 981834, 990321,990455, 990517. 990546, 990649, 990994, 991376, 991377, 991378, 991473, 991930, 000028, 000075, 000/21, 000399 000604, 000636, 000649 001332

Done "102/00

#### **RAR Official Filing:**

**Matilda Sanders** 

From: Lysa White

Sent: Wednesday, December 20, 2000 1:35 PM

To: RAR - Orders-Notices

Cc: Susan Howard; Tim Vaccaro; Patty Christensen; Diana Caldwell

Subject: order in DN 991377-TL

The order saved in WP9 as i:\991377or.pac has been electronically submitted to Records.

A:36

2+

#### **RAK Official Filing:**

1/12/01\*\*\*\*\*\*\*\*\*11:34 AM\*\*\*\*\*\*\*\*\*\*\*Matilda Sanders\*\*\*\*\*\*\*\*\*\*1

#### **Matilda Sanders**

00-2462-PAO

From:

Lysa White

Sent:

Friday, January 12, 2001 11:13 AM

To:

RAR - Orders-Notices

Cc:

Della Fordham

Subject:

Order in DN 991377-TL

The order created in WP9 and saved as i:\991377ao.pac has been filed electronically with Records. Since the order has attachments, a hard copy will follow.

attach's not online

FIECENED TPSC DI JAN 12 PH 3: 21 RECORDS AND REPORTING

S

3m

#### **RAR Official Filing:**

#### **Matilda Sanders**

CO

0239

From:

Lysa White

Sent:

Thursday, January 25, 2001 2:12 PM

To:

RAR - Orders-Notices

Cc: Subject: Della Fordham Order in DN 991377-TL

The order saved in WP9 as i:\991377co.pac has been filed electronically with Records.

+

m

#### STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



Division of the Commission Clerk and Administrative Services Blanca S. Bayó Director (850) 413-6770

## Public Service Commission

October 30, 2001

Charles J. Rehwinkel, Esquire Sprint Post Office Box 2214 Tallahassee, Florida 32316-2214

Re: Return of Confidential Document to the Source, Docket No. 991377-TL

Dear Mr. Rehwinkel:

Commission staff have advised that confidential Document No. 05810-00 filed on behalf of Sprint-Florida, Incorporated can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

Kay Flynn, Chief

Bureau of Records and Hearing Services

Enclosure

cc: Patty Christensen, Division of Legal Services Beth Keating, Division of Legal Services Elton Howell, Division of Competitive Services

16701-01

SIGNED FOR BY

DATE

11-7-01