

ORIGINAL



Michelle A. Robinson
Assistant Vice President
Regulatory Affairs Florida

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110

Phone 813 483-2526
Fax 813 223-4888
michelle.robinson@verizon.com

January 9, 2002

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 010787-TL

Dear Ms. Bayo:

The following is provided in response to Ms. Dugan's letter (undated) "appeal" of Order No. PSC-01-2326-PAA-TL in Docket No. 010787-TL. Verizon was not served a copy of the letter, which it understands is being treated as a protest. In the letter, Ms. Dugan lists three "facts in dispute" that she believes warrant keeping this docket open.

Ms. Dugan's first issue was that some Stoneybrook residents are still being charged for an additional listing in the Sarasota directory. Since the time the review was completed, Ms. Dugan has provided five accounts that she believed had not been corrected. Two of these accounts did need correction and were processed expeditiously. The other three accounts had been handled correctly during Verizon's review in September. Details of these five accounts have been provided to Staff. On November 19, 2001, Ms. Dugan was asked to contact Verizon's Regulatory liaison with other customer-specific issues she encountered to expedite the research and resolution.

Ms. Dugan's second issue was that Sarasota phone books had not been delivered to the Stoneybrook residents. In Verizon's October 15, 2001 response to Staff, Verizon advised that the Sarasota white page listings are bound with the Venice Directory (in a separate section), and that it would therefore not be necessary to arrange for delivery of Sarasota directories to the Stoneybrook Club House or its residents. Verizon further advised that customers desiring a specific yellow page directory for Sarasota could call 800-888-8448 to request the free book.

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Ms. Dugan's third issue concerns the way in which each name appears in the Venice and Sarasota directories. Verizon did not agree to the terms as outlined in the protest. Verizon did agree to investigate the request of having the community name of Sarasota appear in the Venice books; however, this issue is still under review. Also, complicating this request is that directory listings are customer-specific; therefore, Verizon is hesitant to make a blanket change for this group of customers.

Verizon has resolved all the issues presented in this docket and continues to believe that closing the docket is appropriate. If additional issues arise, a very efficient and responsive process is in place to handle them without having to resort to a docketed proceeding.

Nevertheless, Verizon does not oppose Ms. Dugan's request that "the case be continued for dismissal until Nov. 29, 2002 unless either party requests a hearing." Consistent with Ms. Dugan's request, no hearing need be scheduled unless Ms. Dugan (or Verizon) requests one.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michelle A. Robinson for".

Michelle A. Robinson

MAR:dbk