



Public Service Commission

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DATE: JANUARY 24, 2002

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: OFFICE OF GENERAL COUNSEL (B. KEATING, W. KNIGHT) *WJK*
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (BUYS) *DRB RW*

RE: DOCKET NO. 991378-TL - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST BELL SOUTH TELECOMMUNICATIONS, INC. FOR
VIOLATION OF SERVICE STANDARDS.

AGENDA: 02/05/02 - REGULAR AGENDA - INTERESTED PERSONS MAY
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: PLEASE PLACE RECOMMENDATION IMMEDIATELY
PRECEDING DOCKET NO. 010097-TL.

FILE NAME AND LOCATION: S:\PSC\CMP\WP\991378um.RCM

CASE BACKGROUND

- July 9, 2001 - BellSouth Telecommunications, Inc. (BellSouth) and the Office of Public Counsel (OPC) filed a Joint Motion seeking Florida Public Service Commission (Commission) approval of their Stipulation and Settlement to resolve the apparent service standards violations in this docket.
- August 13, 2001 - The Commission issued Order No. PSC-01-1643-AS-TL approving the Stipulation and Settlement. This docket was closed upon issuance of the Order.
- January 17, 2002 - BellSouth filed an unopposed Motion for an extension of time to comply with Commission Order PSC-01-1643-AS-TL. (Attachment A)

DOCUMENT NUMBER-DATE

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- January 18, 2002 - Staff re-opened this docket to address BellSouth's Motion.

The Florida Public Service Commission is vested with jurisdiction over these matters pursuant to Sections 364.01(4), 364.03, 364.17, 364.183, Florida Statutes. Accordingly, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission grant BellSouth's unopposed Motion for extension of time until March 1, 2002, to comply with Commission Order PSC-01-1643-AS-TL?

RECOMMENDATION: Yes. The Commission should grant BellSouth's unopposed Motion for extension of time until March 1, 2002, to comply with Commission Order PSC-01-1643-AS-TL. **(Buys, W. Knight)**

STAFF ANALYSIS: In the Stipulation and Settlement by and between OPC and BellSouth, BellSouth agreed to implement a Service Guarantee Plan. The implementation date for the Service Guarantee Plan as specified in the Stipulation and Settlement is no later than six months from the date of the final Commission order approving the settlement. The Order became final on August 13, 2001. Therefore, the implementation date should be February 13, 2002.

However, BellSouth indicated in its Motion that due to the scheduling of certain programming changes to allow the credits to automatically appear on customers' bills, it has become necessary to move the implementation date to March 1, 2002. BellSouth also indicated that it contacted the Office of Public Counsel and confirmed that OPC does not oppose its request for an extension.

Accordingly, staff recommends that the Commission should grant BellSouth's unopposed Motion for extension of time until March 1, 2002, to comply with Commission Order PSC-01-1643-AS-TL.

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. If the Commission approves staff's recommendation in Issue 1, this docket should be closed upon the issuance of the Final Order. **(W. Knight)**

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 1, this docket should be closed upon the issuance of the Final Order.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause) Docket No. 991378-TL
proceedings against BellSouth)
telecommunications, Inc. for)
violation of service standards) Filed: January 17, 2002

**BELLSOUTH TELECOMMUNICATIONS, INC.'S
UNOPOSED MOTION FOR EXTENSION OF TIME**

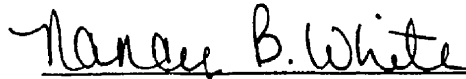
BellSouth Telecommunications, Inc. ("BellSouth") respectfully requests that the Florida Public Service Commission ("Commission") grant it an extension of time until March 1, 2002 in which to begin the automatic Service Guarantee Plan ("Plan"). Pursuant to Order No. PSC-01-1643-AS-TL, the Plan was to be implemented six months from the date of the Order, August 13, 2001, or in mid-February, 2002. Because of the scheduling of certain programming changes necessary for automatic credits to appear on customer billings, the Plan will not be ready until March 1, 2002. Accordingly, an extension of approximately two weeks or until March 1, 2002 is necessary. BellSouth has contacted the Office of Public Counsel ("OPC") and was informed that OPC does not oppose this request for an extension.

WHEREFORE, for the foregoing reasons, BellSouth respectfully requests that the Commission grant it until March 1, 2002 in which to begin the automatic Service Guarantee Plan.

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Attachment A

Respectfully submitted this 17th day of January, 2002.



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