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COMMISSION
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Virginia Tate
Senior Attorney
Law and Government Affairs
Southern Region

Promenade 1
1200 Peachtree Street N.E.
Atlanta, GA 30309
404 810 4922
FAX: 404 810-5901

May 30, 2002

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

Dear Mrs. Bayo:

In Re: Investigation of Consumer Complaints and Company Compliance with Order
No. PSC-99-0433-AS-TI, Issued March 3, 1999
Undocketed; Audit Control No. 01-268-3-1

Enclosed please find the original and 15 copies of AT&T's Request for Specified
Confidential Classification in the above-referenced proceeding. Please stamp the extra copy
provided and return to me in the enclosed envelope.

Thank you and please contact me if there are any questions regarding this matter.

Sincerely,

Virginia Tate / AD

Virginia C. Tate

Enclosures

cc: Denise Vandiver, Bureau Chief

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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

05761 MAY 31 8

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Investigation of Consumer)	Undocketed; Audit Control
Complaints and Company Compliance with)	No. 01-268-3-1
Order No. PSC-99-0433-AS-TI, Issued)	
March 3, 1999)	Filed: May 30, 2002

AT&T's REQUEST FOR SPECIFIED CONFIDENTIAL CLASSIFICATION

AT&T Communications of the Southern States, LLC ("AT&T") hereby files, pursuant to Rule 25-22.006(5), Florida Administrative Code, its Request For Confidential Classification, and states the following:

1. On September 25, the Florida Public Service Commission's Division of Auditing and Safety initiated an audit entitled "Investigation of Consumer Complaints and Company Compliance with Order No. PSC-99-0433-AS-TI, Issued March 3, 1999." During the course of this audit, AT&T responded to several document requests and requested that certain information be held in a temporary confidential status.
2. On April 17, 2002, the auditor completed the exit conference and provided copies of Working Paper 81-3, Pages 1-24, Working Paper 82, Pages 2-3 and Working Paper 82-2, Pages 1-7. These documents are considered confidential business information and are held in a temporary confidential status. On May 6, 2002, the Division of Auditing and Safety provided revised copies of audit report pages 8 through 15 and annotated audit report pages 8 through 15, with information highlighted that is also considered held in a temporary confidential status.

3. Pursuant to Rule 25-22.06(3)(a), AT&T is now filing a Request for Confidential Classification because the information contained in Working Paper 81-3, Pages 1-24; Working Paper 82, Pages 2-3; Working Paper 82-2, Pages 1-7; and audit report pages 8 through 15 contains business information that is considered confidential and proprietary to AT&T and could cause competitive harm if disclosed. Additionally, this information is valuable and AT&T strives to keep it secret. Pursuant to Sections 364.183 and 364.24 365.183, Florida Statutes, such information is classified as proprietary confidential business information. Accordingly, it should be held exempt from the public disclosure requirements of Section 119.07, Florida Statutes.

4. Attachment A to AT&T's Request for Confidential Classification contains an explanation of the proprietary information along with a list that identifies the location of the information designated by AT&T as confidential.

5. Attachment B to AT&T's Request for Confidential Classification contains two redacted copies of the proprietary information.

6. Attachment C to AT&T's Request for Confidential Classification is a sealed envelope containing one copy of the documents in highlighted form which are confidential and proprietary.

7. AT&T has treated and intends to continue to treat the information for which confidential classification is sought as private, and this information has not been generally disclosed.

WHEREFORE, based on the foregoing, AT&T moves the Commission to enter an order declaring the information described above to be confidential, proprietary business information that is not subject to public disclosure.

Respectfully submitted this 30th day of May, 2002.

Virginia Tate / AD

Virginia Tate
1200 Peachtree Street, N.E.
Atlanta, Georgia 30309
(404) 810-4922

Attorney for AT&T Communications of the
South Central States, LLC

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF WORKING PAPERS
AND AUDIT REPORT**

Explanation of Proprietary Information

1. This information reflects AT&T's telemarketing and customer complaint processes. The public disclosure of this information would provide AT&T's competitors with a competitive advantage in that they would know AT&T's telemarketing and customer care practices. In addition, this information is valuable and disclosure could be competitively harmful. AT&T uses it in conducting its business and strives to keep it secret. Therefore, such information is a trade secret that should be classified as proprietary, confidential business information pursuant to 364.183, Florida Statutes and is exempt from the Open Records Act.

<u>PAGE NO.</u>	<u>BASIS FOR REQUEST</u>
Audit Report, Pages 8 through 15	1
Annotated Audit Report, Pages 8 though 15	1
Working Paper 81-3, Pages 1-24	1
Working Paper 82, Pages 2-3	1
Working Paper 82-2, Pages 1-7	1

ATTACHMENT B
AT&T
Undocketed; Audit Control No. 01-268-3-1
Request for Confidential Classification
5/30/02

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF WORKING PAPERS
AND AUDIT REPORT**

2 Redacted Copies for Public Disclosure

Audit Report Pages 8 through 15

Annotated Audit Report,
Pages 8 through 15

Entire Document Redacted

Working Paper 82-2, Pages 1-7

Entire Document Redacted

COPY

2/02 *[Signature]*

5th Data Base Sort - Slamming Complaints

CA-TS
DATA
BASE

Field Description	Entry Information	Entry Identification
Received Date Range	01/01/2001 - 08/31/2001	
Company ID	TI741	AT&T company code
Complaint Type	Service	See W/P 84p1 for definition
Pre-Close Type	Other	See W/P 94p1 for definition
Close Out Type	LS-13	See W/P 80p2 for definition
Results	3 consumer complaints filed against AT&T	

The 80 (77 + 3) consumer complaints cases above were used to test AT&T's compliance with Commission Rule 25-4.118. The Commissions CAF had already determined that an "alleged violation" of Rule 25-4.118, F.A.C., had occurred. The audit staff, using CAF case files and additional information supplied by AT&T, analyzed each of the cases and determined the following.

No. Cases	Percentage	Determination	Discussion	Abuseable
82-1p2 4 80p3	5.00%	No infraction	Subsequent information provided by AT&T supports valid change in customers LD carrier	NO INFRACTION
3	3.75%	Misleading information	Should have been telemarketing issue discussed previously	MISLEAD
13	16.25%	Entry error	AT&T representative made an erroneous clerical entry when ordering PIC change to LEC. (Example phone# off by one digit)	ERROR
17	21.25%	Deny knowledge	AT&T has valid TPV, however customer deny's knowledge of call taking place. AT&T customarily extends courtesy credit	DAK/TPV
19	23.75%	Check promotion problem	AT&T promotional check(LOA) was sent to and cashed by the previous telephone customer which changed the current telephone customers LD service.	CHECK/LO
24	30.00%	No/Incomplete/Misleading TPV/LOA	AT&T could not provide a valid TPV or the customer recorded TPV was incomplete or misleading	N/TPV/LOA 82-1 p1
80	100.00%			

As indicated above AT&T continues to experience problems with its TPV/LOA processes. The audit staff found that 43 or 53.75% of the cases involves these processes.

Check Promotion Process

82-2p4 [Redacted section]

See 19 case files labeled CHECK/LOA
AT&T maintains the position, in response to CAF inquiries, that it has a properly executed LOA and that the check includes an area for the customer to provide updated information about their billing address and telephone number. If the customer chooses not to do so, AT&T has acted in good faith. Additionally, in its defense, the company has provided an exhaustive outline of its policies and procedures for its LOA promotional check program for the audit staff to review.

The audit staff agrees that AT&T is in technical compliance with the Rule 25-4.118(3)(a), F.A.C., cited above. However, AT&T should implement the following additional recommendations to strengthen its position that it follows the above rule in good faith as required in Rule 25-4.118(8)(2), F.A.C.

DOCUMENT EXEMPT
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25-22.006 RULING

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SOURCE as indicated

82p2

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4/02

[REDACTED]

82-282

82-283

82-284

No/Incomplete/Misleading TPV/LOA

The audit staff has determined that the 24 cases above indicating No/Incomplete/Misleading TPV/LOA violated one or more of the requirements indicated in the Commission rules cited below.

<u>Number of Cases</u>	<u>Problem</u>	<u>Apparent Rule Violation</u>
19	No TPV located or available	25-4.118(2)(c)(2)
2	Misleading TPV information	25-4.118(3)(a)(1) 25-4.118(3)(a)(5)
3	Incomplete TPV information	25-4.118(2)(c)(2) 25-4.118(3)(a)(1),(4),(5) 25-4.118(3)(a)(3),(5)

82-1 p 1 & 2

AT&T's TPV/LOA processes were a major part of the Commissions investigation and work in Order No. PSC-99-0433-AS-TI, and as evidenced by the audit staffs findings above it continues to be a source of Florida consumers complaints expressed with the Commissions CAF.

The audit staff recommends that the Commission should consider initiating an investigative proceeding to fully exam this issue and the affects it has on Florida consumers.

COPY

DOCUMENT EXEMPT
FROM 119.07 F.S.
PENDING
25-22.006 RULING

SOURCE as indicated

82-283

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:43 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

01/10/2002
05:40 AM
Page 1



Case Number: 5961832

Resp Person: Riley, Mgr, Shanna
Case Source: R-Florida PUC*
Executive:
Referred By: Flores, D
Contact Mthd: Referral
Ext Case #: 393635T
Ext Due Dt:
Cust Init Dt: 25-Jul-2001
Status: Closed-Sat
Opened: 26-Jul-2001 16:18:44
Closed: 26-Jul-2001 17:02:18
[Redacted]
Sched Resol: 30-Jul-2001
Adj Amt: \$0.00

Customer: SOLOMON, WILLIAM .
BTN: 954-472-5369
Address: 11750 SW 1ST ST
Address:
City, State: PLANTATION, FL
Zip: 33325-2944
BOC/ICO: SOUTHERN BELL TEL CO
Phone #1: 9
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:



81-3-11
- 1 of 2

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

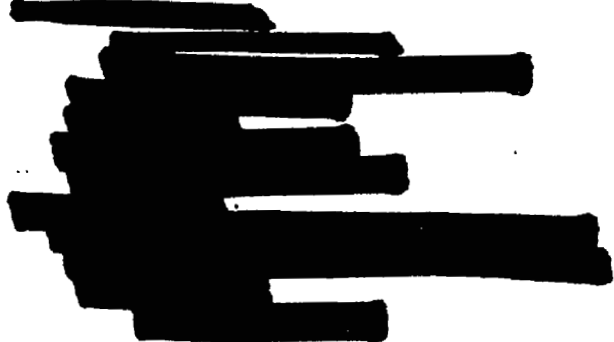
01/10/2002
05:40 AM
Page 2

Case #: 5961832

Action Item #:1



In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation
Status: Closed-Sat
Opened: 26-Jul-2001 16:24:14
Closed: 26-Jul-2001 16:24:29
Sched Res Dt: 27-Jul-2001
Resp Center: ICM
Vend Status: Resolved
Vend Res Dt: 14-Aug-2001
Vend Sent Dt: 02-Aug-2001
Rep has been: Terminated
Credit Amt: \$0.00



8/1



8/3-11
282

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:45 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

01/10/2002
05:40 AM
Page 1



Case Number: 5954368

Resp Person: Cotten, Mgr, Bobbie
Case Source: R-Florida PUC*
Executive:
Referred By: Chester, Nekey
Contact Mthd: Referral
Ext Case #: 393006
Ext Due Dt:
Cust Init Dt: 23-Jul-2001

Status: Closed-Sat
Opened: 24-Jul-2001 09:43:54
Closed: 24-Jul-2001 10:28:50

[REDACTED]

Sched Resol: 26-Jul-2001
Adj Amt: \$30.10

Customer: Carroll, Robert F .
BTN: 941-482-5342
Address: 1477 Saddle Woode Dr AptG
Address:
City, State: Ft Myers, FL
Zip: 33919-6739
BOC/ICO: SPRINT UNITED TEL FL

Phone #1:
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

[REDACTED]



87-3-10
1/10/02

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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05:40 AM
Page 2



Case #: 5954368 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Outbnd
Sub Category: Misinformation
Status: Closed-Sat
Opened: 24-Jul-2001 09:53:58
Closed: 24-Jul-2001 10:28:50
Sched Res Dt: 25-Jul-2001
Resp Center: Conv-OTM
Vend Status: Resolved
Vend Res Dt: 16-Aug-2001
Vend Sent Dt: 25-Jul-2001
Rep has been: Counseled/coached
Credit Amt: \$30.10

[REDACTED]

8/1



8/3-10
202

Riley, Lisa A - LGA

From: mlimboc@att.com
Sent: Thursday, January 10, 2002 11:50 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

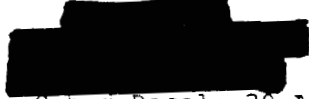
01/10/2002
05:37 AM
Page 1



Case Number: 6025346

Resp Person: Mattingly, Mgr., Kathy
Case Source: R-Florida PUC*
Executive:
Referred By: Lowery, Paul
Contact Mthd: Referral
Ext Case #: 399203T
Ext Due Dt:
Cust Init Dt: 27-Aug-2001

Status: Closed-Sat
Opened: 27-Aug-2001 08:00:01
Closed: 27-Aug-2001 16:53:43



Sched Resol: 30-Aug-2001
Adj Amt: \$0.00

Customer: Sutton, Donna .
BTN: 941-598-4511
Address:
Address: 1597 Pine Ridge Rd
City, State: Naples, FL
Zip: 34109
BOC/ICO: SPRINT UNITED TEL FL

Phone #1: 941-598-4511
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:



81-3-12
1/12

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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PBC

Case #: 6025346 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Outbnd
Sub Category: Misinformation
Status: Closed-Sat
Opened: 27-Aug-2001 16:43:23
Closed: 27-Aug-2001 16:53:43
Sched Res Dt: 30-Aug-2001
Resp Center: Conv-OTM
Vend Status: Resolved
Vend Res Dt: 20-Sep-2001
Vend Sent Dt: 29-Aug-2001
Rep has been: Terminated
Credit Amt: \$0.00

[REDACTED]

81-1

PBC

81-3-12
282

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:48 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

01/10/2002
05:38 AM
Page 1



Case Number: 5817112

Resp Person: Riley, Mgr, Shanna
Case Source: R-Florida PUC+
Executive:
Referred By: Anderson, Joy
Contact Mthd: Referral
Ext Case #: 0000153
Ext Due Dt:
Cust Init Dt: 17-May-2001

Status: Closed-Sat
Opened: 17-May-2001 16:46:51
Closed: 18-May-2001 12:36:02

Sched Resol: 22-May-2001
Adj Amt: \$0.00

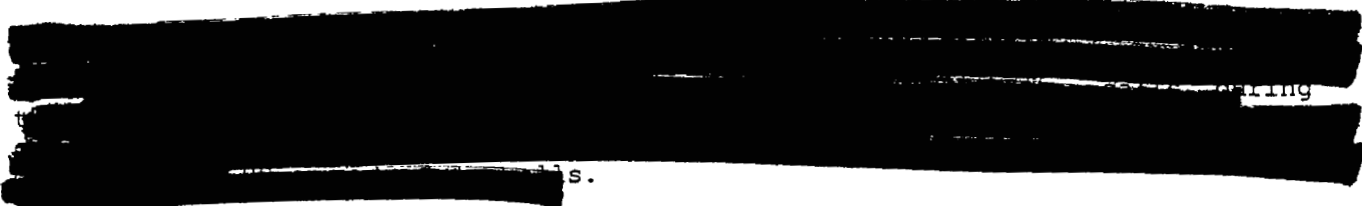
380195



Customer: Mosley, Robert .
BTN: 850-651-2139
Address:
Address: 19 Bayview Dr
City, State: Shalimar, FL
Zip: 32579
BOC/ICO: SPRINT CENTEL FL

Phone #1:
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:



81-3-4
102

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Page 2

PBC

Case #: 5817112

Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation
Status: Closed-Sat
Opened: 18-May-2001 10:42:06
Closed: 18-May-2001 10:42:10
Sched Res Dt: 22-May-2001
Resp Center: ICM
Vend Status: Resolved
Vend Res Dt: 30-Jul-2001
Vend Sent Dt: 24-May-2001
Rep has been: Terminated
Credit Amt: \$0.00

[REDACTED]

81-1

PBC

81-3-4
282

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Friday, January 11, 2002 12:36 PM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Page 1

Case Number: 5919848

PBC

Resp Person: Mattingly, Mgr., Kathy
Case Source: R-Florida PUC*
Executive:
Referred By: Duck, Pamela
Contact Mthd: Referral
Ext Case #: 388686T
Ext Due Dt:
Cust Init Dt: 05-Jul-2001
Status: Closed-Sat
Opened: 05-Jul-2001 17:13:51
Closed: 06-Jul-2001 11:53:49
Sched Resol: 10-Jul-2001
Adj Amt: \$168.21
Customer: Carter, Amy
BTN: 727-302-9533
Address:
Address: 5844 27th Avenue S
City, State: Saint Petersburg, FL
Zip: 33707
BOC/ICO: Unknown
Phone #1: 727-302-9533
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

PBC

81-3-9
1/10/02

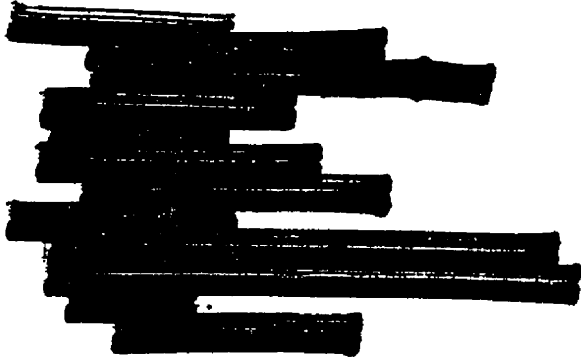
COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

01/11/2002
11:16 AM
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Case #: 5919848 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Outbnd
Sub Category: Misinformation
Status: Closed-Sat
Opened: 06-Jul-2001 11:31:06
Closed: 06-Jul-2001 11:53:50
Sched Res Dt: 10-Jul-2001
Resp Center: Conv-OTM
Vend Status: Resolved
Vend Res Dt: 30-Jul-2001
Vend Sent Dt: 11-Jul-2001
Rep has been: Counseled/coached
Credit Amt: \$168.21



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8-3-9
202

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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PBC

Case #: 5914153 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Outbnd
Sub Category: Misinformation
Status: Closed-Sat
Opened: 02-Jul-2001 17:19:13
Closed: 02-Jul-2001 17:27:59
Sched Res Dt: 05-Jul-2001
Resp Center: Conv-OTM
Vend Status: Resolved
Vend Res Dt: 27-Jul-2001
Vend Sent Dt: 04-Jul-2001
Rep has been: Counseled/coached
Credit Amt: \$28.91

[REDACTED]

8/1

PBC

81-3-8
202

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:46 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Case Number: 5889023

PBC

Resp Person: Newsom, Mgr, Mindy
Case Source: R-Florida PUC*
Executive:
Referred By: Duck, Pamela
Contact Mthd: Referral
Ext Case #: 385782T
Ext Due Dt:
Cust Init Dt: 19-Jun-2001
Status: Closed-Sat
Opened: 19-Jun-2001 17:21:17
Closed: 20-Jun-2001 10:43:43
Sched Resol: 22-Jun-2001
Adj Amt: \$18.49
Customer: Storch, Andy .
BTN: 352-271-7956
Address: 13 Fraternity Row
Address: Room 3
City, State: Gainsville, FL
Zip: 32603
BOC/ICO: Unknown
Phone #1: 352-271-7956
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

[REDACTED]

PBC

81-3-7
1/12

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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05:39 AM
Page 2

PBC

Case #: 5889023 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation
Status: Closed-Sat
Opened: 20-Jun-2001 09:57:31
Closed: 20-Jun-2001 10:43:44
Sched Res Dt: 22-Jun-2001
Resp Center: Aegis IQI
Vend Status: Resolved
Vend Res Dt: 06-Jul-2001
Vend Sent Dt: 21-Jun-2001
Rep has been: Terminated
Credit Amt: \$18.49

[REDACTED]

81-1

PBC

81-3-7
12-8-21

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:47 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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PBC

Case Number: 5888036

Resp Person: Cotten, Mgr, Bobbie
Case Source: R-Florida PUC*
Executive:
Referred By: McKay, Victor
Contact Mthd: Referral
Ext Case #: 385402T
Ext Due Dt:
Cust Init Dt: 18-Jun-2001
Status: Closed-Sat
Opened: 19-Jun-2001 13:33:52
Closed: 19-Jun-2001 14:11:42
Sched Resol: 21-Jun-2001
Adj Amt: \$27.12
Customer: Singh, James .
BTN: 352-637-0540
Address: 403 Camellia Street
Address:
City, State: Inverness, FL
Zip: 34452
BOC/ICO: SPRINT UNITED TEL FL
Phone #1:
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

[REDACTED]

PBC

81-3-6
1/8/02

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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05:39 AM
Page 2

PBC

Case #: 5888036

Action Item #:1

In/Outbound: Inbound
Reason: Complaint
Category: Telemarketing-Inbnd
Sub Category: Misinformation
Status: Closed-Sat
Opened: 19-Jun-2001 13:46:55
Closed: 19-Jun-2001 14:11:43
Sched Res Dt: 20-Jun-2001
Resp Center: Atl ITM
Vend Status: Resolved
Vend Res Dt: 28-Jun-2001
Vend Sent Dt: 20-Jun-2001
Rep has been: Counseled/coached
Credit Amt: \$27.12

[REDACTED]

81-1

PBC

81-3-6
272

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Friday, January 11, 2002 12:36 PM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

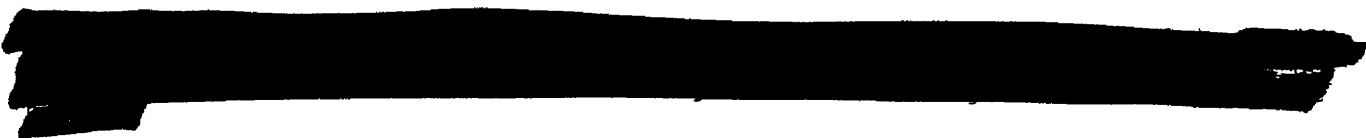
01/11/2002
11:16 AM
Page 1



Case Number: 5862826

Resp Person: Cotten, Mgr, Bobbie
Case Source: R-Florida PUC*
Executive:
Referred By: Morgan, Telsula
Contact Mthd: Referral
Ext Case #: 383168T
Ext Due Dt:
Cust Init Dt: 06-Jun-2001
Status: Closed-Sat
Opened: 07-Jun-2001 10:15:07
Closed: 07-Jun-2001 11:51:55
Sched Resol: 11-Jun-2001
Adj Amt: \$24.00
Customer: Perriguet, William .
BTN: 863-606-9779
Address: 921 N Carroll Road
Address:
City, State: Lakeland, FL
Zip: 33801-9534
BOC/ICO: Unknown
Phone #1: 863-221-6944
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:



(PK)

81-3-5
102

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:50 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

PBC

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Page 1

Case Number: 5568551

Resp Person: Mattingly, Mgr., Kathy
Case Source: R-Florida PUC*
Executive:
Referred By: Gordon, Tarrah
Contact Mthd: Referral
Ext Case #: 361133T
Ext Due Dt:
Cust Init Dt: 08-Feb-2001
Status: Closed-Sat
Opened: 08-Feb-2001 17:35:06
Closed: 09-Feb-2001 10:29:42
Sched Resol: 13-Feb-2001
Adj Amt: \$0.00

[REDACTED]

Customer: Kaiser, Susan .
BTN: 727-344-0038
Address:
Address: 1231 Country Club Rd. N
City, State: St. Petersburg, FL
Zip: 33710-4424
BOC/ICO: Unknown
Phone #1: 727-344-0038
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

[REDACTED]

PBC

81-3-1
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COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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05:37 AM
Page 2

PBC

Case #: 5568551

Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation-AP
Status: Resolved
Opened: 09-Feb-2001 09:03:02
Closed: 05-Mar-2001 10:09:38
Sched Res Dt: 13-Feb-2001
Resp Center: ICM
Vend Status: Resolved
Vend Res Dt: 26-Jun-2001
Vend Sent Dt: 15-Feb-2001
Rep has been: Terminated
Credit Amt: \$0.00

[REDACTED]

81-1

PBC

81-3-1
2021

Riley, Lisa A - LGA

From: mlimbock@att.com
Sent: Thursday, January 10, 2002 11:49 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

01/10/2002
05:37 AM
Page 1

PBC

Case Number: 5655574

Resp Person: Mattingly, Mgr., Kathy
Case Source: R-Florida PUC*
Executive:
Referred By: Lowery, Paul
Contact Mthd: Referral
Ext Case #: 365653T
Ext Due Dt:
Cust Init Dt: 16-Mar-2001
Status: Closed-Sat
Opened: 16-Mar-2001 13:18:02
Closed: 16-Mar-2001 14:28:16
Sched Resol: 20-Mar-2001
Adj Amt: \$13.53
Customer: Torre, Rocco .
BTN: 850-678-5706
Address:
Address: 1141 Forest Rd.
City, State: Niceville, FL
Zip: 32578-1741
BOC/ICO: SPRINT CENTEL FL
Phone #1: 850-678-5706
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

PBC

81-3-2
182

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Page 2

Case #: 5655574

Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation-AP
Status: Closed-Sat
Opened: 16-Mar-2001 13:25:28
Closed: 16-Mar-2001 14:28:17
Sched Res Dt: 19-Mar-2001
Resp Center: Aegis IQI
Vend Status: Resolved
Vend Res Dt: 30-Mar-2001
Vend Sent Dt: 22-Mar-2001
Rep has been: Counseled/coached
Credit Amt: \$13.69



PBC

81-1

PBC

81-3-2
202

Riley, Lisa A - LGA

From: mlimboc@att.com
Sent: Thursday, January 10, 2002 11:48 AM
To: lisariley@att.com
Subject: FW: CASE PRINT REPORT

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Page 1

PBC

Case Number: 5825270

Resp Person: Jarrett, Mgr, Deanna
Case Source: R-Florida PUC*
Executive:
Referred By: Akambo
Contact Mthd: Referral
Ext Case #: 379736T
Ext Due Dt:
Cust Init Dt: 21-May-2001
Status: Closed-Sat
Opened: 22-May-2001 07:22:49
Closed: 22-May-2001 07:41:52
Sched Resol: 23-May-2001
Adj Amt: \$551.60
Customer: Harstvedt, Bonnie .
BTN: 850-267-2584
Address: 1315 Chat Holly Rd
Address:
City, State: Santa Rosa Beach, FL
Zip: 32459-5240
BOC/ICO: SPRINT CENTEL FL
Phone #1:
CBR:
Country: USA
Repeat Cust: Unknown

Case Description:

PBC

81-3-3
1082

COMMENDATION INQUIRY COMPLAINT SYSTEM
CASE PRINT REPORT

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Page 2

PEC

Case #: 5825270 Action Item #:1

In/Outbound: Outbound
Reason: Complaint
Category: Telemarketing-Global
Sub Category: Misinformation
Status: Closed-Sat
Opened: 22-May-2001 07:26:10
Closed: 22-May-2001 07:41:53
Sched Res Dt: 23-May-2001
Resp Center: Technion
Vend Status: Resolved
Vend Res Dt: 20-Jun-2001
Vend Sent Dt: 24-May-2001
Rep has been: Counseled/coached
Credit Amt: \$551.60

[REDACTED]

81-1

PEC

81-3-3
202

ATTACHMENT C
AT&T
Undocketed; Audit Control No. 01-268-3-1
Request for Confidential Classification
5/30/02

**REQUEST FOR CONFIDENTIAL CLASSIFICATION OF WORKING PAPERS
AND AUDIT REPORT**

PROPRIETARY