



Public Service Commission

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

DATE: January 14, 2003
 TO: Blanca Bayo Director of the Commission Clerk and Administrative Services
 FROM: Angela Mathis, Bureau of Service Quality
 RE: Document to be added to file in Docket 020724

Please add this document to the Docket file for Docket No 020724.

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January 9, 2003

BY FEDEX (850-413-6546)

Angela Mathis
Regulatory Analyst
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Optical Telephone Corp.; Docket No. 020724

Dear Ms. Mathis:

Optical Telephone Corp. ("Optical"), by its attorneys, hereby submits a report of the status of the customer refunds at issue in the above referenced docket as required by § 25-4.114 of the Commission's rules. The status of the customer refunds is as follows:

1. Amount to be refunded – By order number PSC-02-1653-PAA-TI, Optical was directed to refund \$134,614.82 to its Florida customer's for overcharges in service that occurred between August 31, 2001 and June 3, 2002. This amount includes \$2,387.76 in interest.
2. Amount actually refunded – On December 30, 2002, Optical completed the processing of refunds to the company's Florida customers. Optical has issued credits and refund checks in the total amount of \$183,846.89 to its customers. Many customers requested credits for the full amount of their bill, including PIC change fees, and, to preserve customer satisfaction, were credited the requested amounts. This has resulted in Optical refunding amounts above and beyond what was ordered by the Commission.
3. Amount of unclaimed refunds - At this time, Optical is unable to assess the amount of unclaimed refunds. Optical has issued refunds as checks in the total amount of \$43,888.48. It will be some time before the company knows whether or not those checks have been accepted.
4. Status of unclaimed amounts – As discussed in paragraph 3 above, Optical will not know until some point in the future the status of unclaimed refunds.

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Optical will file a final report by April 4, 2003 as required by the Commission's order. At that time Optical will submit all unclaimed amounts, if any, to the Commission in accordance with the Commission's order.

If you require any additional information or have any questions please do not hesitate to contact the undersigned.

Sincerely,

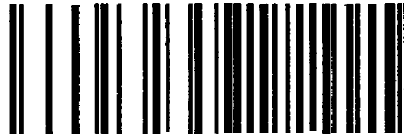
A handwritten signature in black ink, appearing to read "Gregory E. Kunkle". The signature is fluid and cursive, with a large initial "G" and "E".

Thomas K. Crowe
Gregory E. Kunkle,
Counsel for Optical
Telephone Corp.

cc: Mark Frost, President,
Optical Telephone Corp.

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2300 M STREET, N.W., SUITE 800

WASHINGTON, DC, 20037



To: Angela Mathis, Regulatory Anal (850)413-6546
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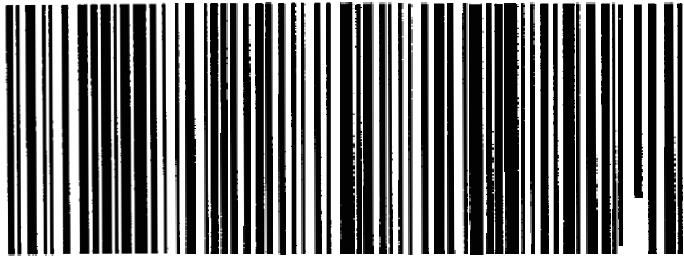
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