

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

JANUARY 21, 2003

RE: Docket No. 021178-TL - Complaint of Delia Smith against GTC, Inc. d/b/a GT Com for unauthorized charges to phone bill.

ISSUE 1: Should the Commission deny Complaint No. 450414T, filed by Ms. Delia Smith against GT Com?

RECOMMENDATION: Yes. The Commission should deny Complaint No. 450414T filed by Ms. Delia Smith. Ms. Smith has failed to show that charges to her GT Com bill were not justified or that GT Com failed to properly credit her accounts for payments made. Finally, the total local exchange and long distance charges on her bill at the time she filed the complaint have been removed by the company.

**DEFERRED**

COMMISSIONERS ASSIGNED: Full Commission

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

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REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. The docket should then be closed upon issuance of a Consummating Order.