

State of Florida



ORIGINAL

Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

DATE: April 1, 2004
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Melinda H. Watts, Engineer III, Division of Competitive Markets & Enforcement *MHW*
RE: Docket No. 040196-TI – Compliance investigation of Globcom, Inc. for apparent violations of Sections 364.02(13) and 364.336, Florida Statutes.

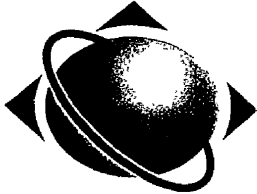
Please add this document to the Docket file for Docket No. 040196-TI.

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FPSC-COMMISSION CLERK



GLOBCOM
G L O B A L
TELECOMMUNICATIONS

May 13, 2003

State of Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL. 32399-0850

Attn: Melinda Watts

Enclosed you will find the information regarding the information requested by the State of Florida Public Service Commission.
All information is correct to the best of my knowledge and if any other questions need to be answered I can be reached directly at (847) 272-8481.

Joseph A. Vita

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MAY 15 2003

MAY 15 2003

Total numbers of customers affected :	807
Total amount of overcharges caused by :	
a) Per minute rate erroneously charged :	0.12
b) Rounding errors :	
c) Call timing errors :	
The proposed method of refund :	Credit to customers if current customers, refund to non current customers
The proposed date(month) in which the refund will occur :	Sep-03
Updates to the tarriff which reflect the current rates and increments used for billing :	0.12
Total number of minutes of intrastate toll billed to Florida customers :	214,633 minutes
The time frame(start and stop dates) Florida consumers were overcharged :	July 2002- March 2003

INTRASTATE MINUTES FOR FLORIDA

DATE	WORLDCOM	WILLIAMS
08/01/02	25,377.00	5.90
09/01/02	25,816.00	2,461.00
10/01/02	21,253.00	3,069.00
11/01/02	22,308.00	2,827.00
12/01/02	25,675.00	2,730.00
01/01/03	27,592.00	3,783.00
02/01/03	21,827.00	5,994.00
03/01/03	18,936.00	4,980.00

214,633.00