



# Public Service Commission

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

COMMISSION  
CLERK

**DATE:** January 31, 2006

**TO:** Blanca S. Bayó, Commission Clerk and Administrative Services Director

**FROM:** Beth Salak, Director, Division of Competitive Markets & Enforcement  
Patrick K. Wiggins, Attorney Supervisor, Office of the General Counsel

**RE:** Closure of Docket 050195-TL-Approval of refund of directory assistance overcharges by GTC, Inc. d/b/a GT Com.

*Handwritten initials: MS, PKW, KS*

On August 18, 2005, Docket 050195-TL was established to investigate and determine the appropriate method for refunding overcharges assessed on Directory Assistance calls by GT Com. By Order No. PSC-05-0919-PAA-TL, the Commission accepted GT Com's proposal to issue a refund, plus interest, to all affected customers for overcharges on Directory Assistance calls and to remit payment of any unrefunded monies to the Commission for deposit into the General Revenue Fund. The Commission also ordered GT Com to submit to staff within 30 days after the issuance of the Proposed Agency Action Order a report containing revenues that the company received from the overcharges. The company was further ordered to submit a final report within 90 days after the issuance of the Proposed Agency Action Order identifying the total number of customers refunded, the amount that was refunded including interest, and the amount of any unclaimed refunds including interest.

GT Com has refunded the affected customers \$46,746.96 for overcharges on Directory Assistance calls. The company has also submitted to staff the 60 day report and has remitted payment of all unrefunded monies in the amount of \$1,256.32 to the Commission for deposit into the General Revenue Fund. Staff has determined that GT Com has complied with the Commission's Order, therefore, this docket should be closed administratively.

*Handwritten circle around the sentence: "Staff has determined that GT Com has complied with the Commission's Order, therefore, this docket should be closed administratively."*

cc: K. Scott / GCL; C. Lewis / CMP; P. Lester / ECR

*Handwritten note: OK to close 2-1-06 [Signature]*

DOCUMENT NUMBER - DATE

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FPSC-COMMISSION CLERK