

State of Florida



# Public Service Commission

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COMMISSION  
CLERK

**DATE:** February 20, 2006

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

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

**RE:** Docket No. 050546-TI - Investigation and determination of appropriate method for refunding overcharges due to call duration errors on long distance calls by Trinsic Communications, Inc.

On October 10, 2005, the Commission issued Proposed Agency Action (PAA) Order No. PSC-05-0961-PAA-TI, made final and effective by Consummating Order (CO) No. PSC-05-1128-CO-TI, issued on November 8, 2005, in Docket No. 050546-TI. The PAA Order approved Trinsic Communications, Inc.'s (Trinsic's) proposal to issue a refund to customers of record as of January 2006 who were not subscribed to an unlimited long distance calling plan for overbilling caused by a timing error from July 2003 through May 2005. The PAA Order also directed Trinsic to submit a report to the Commission within 30 days after the completion of the refunds.

Trinsic completed the refunds in January 2006 and submitted its final report to the Commission on February 17, 2006. Staff reviewed the report and determined that Trinsic has complied with all of the terms of the PAA Order. Therefore, this docket should be closed administratively.

*OK to close  
2/22/06 BWS*

cc: Lee Eng Tan (GCL)  
Pete Lester (ECR)  
Melinda Watts (CMP)

DOCUMENT NUMBER DATE

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