

REQUEST TO ESTABLISH DOCKET

(Please Type)

Date:	4/4/2006	Docket No.:	060311-TL
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1. Division Name/Staff Name:	Cmp/Curry
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2. OPR:	CMP
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3. OCR:	
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4. Suggested Docket Title:	Investigation and determination of the appropriate method for issuing Service Guarantee Credits to all affected customers ^{of} BellSouth, Telecommunications, Inc.
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5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES OR ACRONYMS ONLY if a regulated company.
- B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)

1. Parties and their representatives (if any):

BellSouth Telecommunications, Inc. (TL720)	

2. Interested persons and their representatives (if any):

6. Check one:

- Documentation is attached.
- Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE

02965 APR-3 8
Document3

BELLSOUTH

BellSouth Telecommunications, Inc.

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DIVISION OF
COMPETITIVE SERVICES

Nancy H. Sims
Director
Regulatory & External Affairs

Phone: (850) 577-5555
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March 23, 2006

Mr. Rick Moses
Chief, Bureau of Telecommunications Service Quality,
Certification and Enforcement
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: 2005 Service Evaluation

Dear Mr. Moses,

As described in BellSouth's February 23, 2006 response to the staff's draft service evaluation report, a problem was found in the provision of Service Guarantee Credits (SGP) to subscribers of our Preferred Pack (PP) and the 2 Pack service plans (2 Pack). This letter provides BellSouth's proposed refund plan as requested in your March 15, 2006 letter.

BellSouth discovered the SGP problem on February 21, 2006, and was able to correct the problem the same day by adding the appropriate service codes for PP and 2 Pack to the SGP programming. At that time, BellSouth had roughly identified approximately 48,000 affected customers. However, this did not take into consideration the period of time that BellSouth operated under Force Majeure due to the Hurricanes during the 2004 and 2005 time frame. Further analysis was performed and the number of affected customers and the total credit amounts are described below.

An automatic credit of \$25.00 is provided to the customer if BellSouth fails to install a customer's primary or additional local line on the date which the customer and BellSouth agree. The total number of customers affected for missed installation credits is 1,965 which equates to a total credit amount of \$49,125.

Pursuant to FPSC rule 25-4.110 (6), if BellSouth fails to complete a repair within 24 hours from the time a trouble report is received, the customer is provided a

pro rata part of his monthly local charge for the period of time that he was out of service, known as the MOOSA credit. In addition to the MOOSA credit, the SGP allows for the customer to receive an automatic credit on the bill in the amount of \$4.00, plus 3 times the daily local service charge (MOOSA). The SGP maximum automatic credit a customer can receive is \$40.00 (prior to May 20, 2005 the maximum was \$35.00 and the minimum credit is \$11 (prior to May 20, 2005 the minimum was \$10.) While the SGP credit was not applied to the affected customers, the MOOSA credit was correctly applied.

The table below provides the number of customers affected and the total credit amount by year.

Repair Credits

Year	# of Customers	Credit Amount
2004	5,063	\$ 73,785
2005	12,085	\$271,759
2006	3,360	\$ 62,131
Total	20,508	\$407,675

The proposed credit amounts are based on the following:

If OOS greater than 96 hours -- maximum credit \$35 or \$40 (prior to 5/20/05 \$35 and after 5/20/05 \$40)

If OOS greater than 72 hours but less than 96 hours - \$30 or \$35 (prior to 5/20/05 \$30 and after 5/20/05 \$35)

If OOS greater than 48 hours but less than 72 hours -- \$20 or \$25 (prior to 5/20/05 \$20 and after 5/20/05 \$25)

If OOS greater than 24 hours but less than 48 hours --- minimum credit \$10 or \$11 (prior to 5/20/05 \$10 and after 5/20/05 \$11)

The daily local service charge (MOOSA) is normally used to calculate the SGP repair credit. However, BellSouth would have to manually pull each of the customer records for the time frame of the missed repair appointment to determine the daily local service amount. This manual process would be a very time consuming process. Instead, BellSouth proposes that the provision of the repair credits be based on the above proposal. BellSouth's proposal ensures that all customers receive the credit they are due and in no way disadvantages the customer.

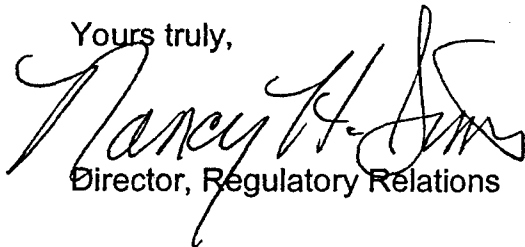
BellSouth proposes to apply the repair and installation credits in the following manner.

1. For current customers, BellSouth will provide the credit on the customers' bill;
2. If the customer is no longer with BellSouth, but has an outstanding final bill, BellSouth will provide the credit towards the final bill amount;
3. If the customer is no longer with BellSouth and there is no outstanding final bill, BellSouth will mail a check for the credit amount to the last available address on file for the customer.

BellSouth would propose that the Commission order that any unclaimed funds be placed in the Lifeline Community Service Fund. Additionally, BellSouth will provide status reports regarding the amount of money actually credited; and the number of customers that could not be refunded directly along with the remaining balance of the refund.

If you have further questions, please call me or MaryRose Sirianni at (850) 577-5553.

Yours truly,



Nancy H. Sims

Director, Regulatory Relations

CC: Beth Salak
Dale Mailhot
Don McDonald
Clayton Lewis
Office of Public Counsel