

1 PARTICIPATING:

2 SUSAN MASTERTON, ESQUIRE, CHARLES J. REHWINKEL, and
3 HARVEY SPEARS, appearing on behalf of Sprint-Florida/Sprint
4 Communications Company.

5 LEE ENG TAN, ESQUIRE, and KIWANIS CURRY, appearing on
6 behalf of Commission Staff.

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P R O C E E D I N G S

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2 CHAIRMAN EDGAR: And that leaves us with Item 4.

3 MS. CURRY: Kiwanis Curry on behalf of Commission
4 staff. Item 4 is staff's recommendation that the Commission
5 accept Embarq's Florida, Inc.'s proposal to issue Service
6 Guarantee Credits plus interest in the amount of \$49,080.16 to
7 all affected customers for missed commitments for installation
8 of primary service. Representatives from Embarq are present,
9 and staff is available for questions.

10 CHAIRMAN EDGAR: Thank you.

11 MS. MASTERTON: Good morning, Commissioners.

12 CHAIRMAN EDGAR: Good morning.

13 MS. MASTERTON: I'm Susan Masterton with Embarq, and
14 with me I have Charles Rehwinkel and Harvey Spears.

15 We think that the staff recommendation is a fair and
16 reasonable resolution of this issue, and we ask that you
17 approve the staff recommendation. And other than that, we're
18 here to answer any questions. Thank you.

19 CHAIRMAN EDGAR: Thank you. Okay.

20 COMMISSIONER ARRIAGA: Just a clarification.

21 CHAIRMAN EDGAR: Commissioner Arriaga.

22 COMMISSIONER ARRIAGA: Just a clarification. Would
23 you repeat the number? It sounded to me a different number
24 from the one that I have written here. I'm sorry if I didn't
25 hear you right. The amount again, please.

1 MS. CURRY: The amount was \$49,080.16. That was
2 including the interest.

3 COMMISSIONER ARRIAGA: Okay. Now I got it. Thank
4 you so much.

5 CHAIRMAN EDGAR: Ms. Masterton, I did wonder about
6 the statement in here that says that it would take
7 approximately six months and, I guess, 120 hours of programming
8 to correct what had been -- what was causing the error. It
9 does seem like an awfully long time.

10 MS. MASTERTON: It's -- these are complicated systems
11 and it is, it is, does take a while to reconfigure them to
12 address these kinds of errors. But I did want to make sure you
13 understood that we are implementing credits manually during
14 that period of time, so it's not like the customers are not
15 getting the credits while we're fixing the systems to do it
16 electronically.

17 CHAIRMAN EDGAR: Okay. And could you tell me a
18 little bit about the community service fund? I understand from
19 the item that refunds or credits that are not able to be
20 credits, that are not able to be given for a variety of
21 potential reasons would basically revert back into the
22 community service fund. What is the status of that fund and
23 what is it being used for?

24 MS. MASTERTON: Okay. I'm going to defer to
25 Mr. Rehwinkel on that one, if you don't mind.

1 CHAIRMAN EDGAR: Thank you.

2 MR. REHWINKEL: Yes, Madam Chairman, Charles
3 Rehwinkel with Embarq. This fund actually resulted from the
4 initial service guarantee plan settlement that was approved by
5 the Commission. The fund, the balance has fluctuated over
6 time. As staff indicates, at this time it was around \$41,800.
7 It's just about \$400 less than \$50,000 right now. But the fund
8 was established for the purpose of promoting Lifeline and
9 educating customers about the availability of Lifeline service.

10 Through the life of the fund we have spent probably
11 over \$200,000 to promote Lifeline, and this goes back to
12 around -- from 2003 to the current date. This is the balance
13 of the -- that's in the fund at this time. We would certainly
14 hope that what would be credited to the fund would be a very
15 minor amount, with the idea that we would put the credits on
16 the bills or send out checks to customers. It's only for the
17 customers who do not have any address on file that we would put
18 that money in the fund instead of reverting it to the general
19 fund or escheating it, I think is the right word.

20 CHAIRMAN EDGAR: Thank you. Commissioners, any other
21 questions for Ms. Masterton or Mr. Rehwinkel or our staff? No?
22 Okay. Are we ready to proceed?

23 COMMISSIONER DEASON: I have a motion. I move
24 staff's recommendation.

25 COMMISSIONER CARTER: Second.

1 CHAIRMAN EDGAR: Okay. We have a motion and a second
2 for the staff recommendation on Item 4. Any discussion?

3 Seeing none, all in favor of the motion, say aye.

4 (Unanimous affirmative vote.)

5 CHAIRMAN EDGAR: Opposed?

6 Show the motion adopted.

7 And that concludes our agenda. Are there any other
8 items for the good of the order? Seeing none, then this Agenda
9 Conference is adjourned.

10 (Agenda Conference adjourned at 9:42 a.m.)

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1 STATE OF FLORIDA)
2 COUNTY OF LEON)

CERTIFICATE OF REPORTER

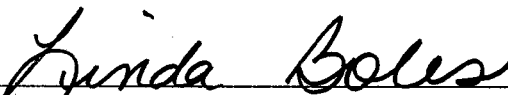
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I, LINDA BOLES, RPR, CRR, Official Commission Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 20TH DAY OF SEPTEMBER, 2006.


LINDA BOLES, RPR, CRR
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