

BellSouth Telecommunications, Inc.
150 South Monroe Street
Suite 400
Tallahassee, Florida 32301

Nancy.Sims@BellSouth.com

Nancy H. Sims
Director
Regulatory & External Affairs

(850) 577-5555
Fax (850) 222-8640

October 4, 2006

Mrs. Blanca S. Bayo
Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: Docket No. 060311-TL – Investigation and determination of appropriate method for issuing Service Guarantee Credits to all affected customers of BellSouth Telecommunications, Inc.

Dear Ms. Bayo:

Commission Order No. PSC-06-0473-PAA-TL, issued June 5, 2006 required BellSouth to provide a final report within 90 days after the issuance of the Consummating Order. The report required the following information:

1) The total amount of interest that was calculated and issued by BellSouth for the missed installation commitments and repair credits.

Response: The total amount of interest calculated and issued by BellSouth was \$32,463.55.

2) The total number of customers that actually received the credits.

Response: The total number of customers to be credited was 22,494. Based on the total:

18,429	customers were provided a credit on their bill;
3,019*	customers were no longer BST customers and a draft was sent to the last known address;
1,046	customers were unable to be credited (i.e., could not find account and name as a Bellsouth Customer and no forwarding address found).

* As of September 27, 2006, 1,480 drafts have been cashed, 572 have been returned, and 967 are outstanding.

CMP
 COM
 CTR
 ECR
 GCL
 JPC
 RCA
 SCR
 SGA
 SEC
 OTH

DOCUMENT NUMBER-DATE

09183 OCT-4 8

FPSC-COMMISSION CLERK

Thus, as of September 27 2006, 20,481 customers have actually received credits.

3) The total amount of money that was actually credited, including interest.

Response: The total amount of money to be credited was \$429,553.62. Based on the total:

\$351,761.87 The amount that was credited to customer bills;
\$58,969.07* The amount that was sent in drafts;
\$18,822.68 The amount that was unable to be credited (i.e., could not find account and name as a Bellsouth Customer and no forwarding address found). This amount will be placed in the Community service fund.

* As of September 27, 2006, \$30,073.45 has been received by customers, \$10,763.85 has been returned to the Company as unclaimed credits, and \$18,131.77 is outstanding.

Thus, as of September 27, 2006, the total amount of money actually credited, including interest, is \$381,835.32.

4) The total number of customers who did not receive credits.

Response: As of September 27, 2006, the total number of customers that have not received a credit is 1,618 (1,046 customers not found + 572 returned to company as unclaimed credit).

5) The amount of any unclaimed credits, including interest.

Response: As of September 27, 2006, the total amount of unclaimed credits, including interest, is \$29,586.53 (\$18,822.68 customer not found + \$10,763.85 returned to company as unclaimed credit). This amount will be placed in the Community Service Fund.

If you have any further questions or need any additional information, please call MaryRose Sirianni at (850) 577-5553 or myself.

Yours truly,



Director
Regulatory Relations