

Section 1 - Bureau of Records Completes

Docket No. 060578-TI Date Docketed: 08/29/2006 Title: Investigation and determination of appropriate method for refunding apparent overcharges by Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance due to overbilling on certain calling card calls.  
 Company: Bell Atlantic Communications, Inc. d

Official Filing Date: \_\_\_\_\_  
 Last Day to Suspend: \_\_\_\_\_  
 Referred to: \_\_\_\_\_  
 ("C)" indicates OPR)

Expiration: \_\_\_\_\_

CCA	(CMP)	ECR	GCL	PIF	RCA	SCR	SGA
	X	X	X				

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A18

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT  
 IT IS TENTATIVE AND SUBJECT TO REVISION.  
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

Due Dates

OPR Staff	0	Current CASR revision level	
		Previous	Current
	1.		
	2.		
	3.		
	4.		
	5.		
	6.		
	7.		
Staff Counsel	8.		
	9.		
OCRs	10.		
	11.		
	12.		
	13.		
	14.		
	15.		
	16.		
	17.		
	18.		
	19.		
	20.		
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	22.		
	23.		
	24.		
	25.		
	26.		
	27.		
	28.		
	29.		
Recommended assignments for hearing and/or deciding this case:	30.		
	31.		
	32.		
Full Commission ___ Commission Panel ___	33.		
Hearing Examiner ___ Staff ___	34.		
	35.		
Date filed with CCA: _____	36.		
	37.		
Initials OPR _____	38.		
Staff Counsel _____	39.		
	40.		

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Prehearing Officer

Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		

Commissioners					ADM
ED	DS	AR	CT	TW	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: \_\_\_\_\_  
 Date: \_\_\_\_\_

DOCUMENT NUMBER-DATE

04236 MAY 24 5

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Referred to: \_\_\_\_\_  
 ("O" indicates OPR)

CCA	(CMP)	ECR	GCL	PIF	RCA	SCR	SGA
	X	X	X				

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program Module A18  
**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments		Due Dates	
		Previous	Current
OPR Staff	M Watts	<input type="checkbox"/> Current CASR revision level	
		1. Staff Recommendation	NONE 09/21/2006
		2. Agenda	NONE 10/03/2006
		3. PAA Order	NONE 10/23/2006
		4. Close Docket or Revise CASR	NONE 01/31/2007
		5.	
		6.	
		7.	
Staff Counsel	L Tan	8.	
		9.	
		10.	
OCRs		11.	
		12.	
		13.	
		14.	
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		27.	
		28.	
		29.	
Recommended assignments for hearing and/or deciding this case:		30.	
		31.	
		32.	
Full Commission <input checked="" type="checkbox"/> Commission Panel <input type="checkbox"/>		33.	
Hearing Examiner <input type="checkbox"/> Staff <input type="checkbox"/>		34.	
		35.	
Date filed with CCA: <u>09/11/2006</u>		36.	
		37.	
Initials OPR _____		38.	
Staff Counsel _____		39.	
		40.	

Section 3 - Chairman Completes Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	ED	DS	AR	CT	TW		
X							

Prehearing Officer

Commissioners					ADM
ED	DS	AR	CT	TW	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.  
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: ED/ [Signature]  
 Date: 09/11/2006

Kay Flynn

060578

**From:** Donna Jones  
**Sent:** Friday, September 29, 2006 3:45 PM  
**To:** Commissioners & Staffs; All PSC Staff  
**Subject:** Items of Interest at Upcoming Agenda Conference 10/3/06

A news release was distributed to the daily newspapers this afternoon, 9/29/06, and is now available on the PSC website:

<http://www.psc.state.fl.us/home/news/index.aspx?id=168>

DOCUMENT NUMBER-DATE

04236 MAY 24 05

FPSC-COMMISSION CLERK



State of Florida  
**Public Service  
Commission**  
**NEWS RELEASE**

9/29/2006

Contact: 850-413-6482

**Items of Interest at Upcoming Agenda Conference 10/3/06**

**TALLAHASSEE** — The following items are among those scheduled for consideration by the Commission at the October 3, 2006, Agenda Conference:

**ITEM 4: DOCKET NUMBER 060555-EI – PROPOSED AMENDMENTS TO RULE 25-17.0832, F.A.C., FIRM CAPACITY AND ENERGY CONTRACTS.** The Commission will consider a staff recommendation on rules addressing contract options proposed for renewable generators. The rulemaking follows a June 2006 PSC order directing investor-owned utilities (IOUs) to offer contract options for the purchase of electricity from renewable generating facilities.

**ITEM 5: DOCKET NO. 060578-TI – INVESTIGATION AND DETERMINATION OF APPROPRIATE METHOD FOR REFUNDING APPARENT OVERCHARGES BY BELL ATLANTIC COMMUNICATIONS, INC. D/B/A VERIZON LONG DISTANCE DUE TO OVERBILLING ON CERTAIN CALLING CARD CALLS.** The Commission will consider a staff recommendation addressing a Verizon Long Distance proposal to issue a refund of \$89,559.50, plus interest, for overcharging subscribers for calls made using calling cards from September 2004 through August 2006.

**ITEM 10: DOCKET NO. 060151-EI – PETITION FOR APPROVAL OF REVISIONS TO ACCESS TO PREMISES SECTION OF TARIFF SHEET NO. 6.020, BY FLORIDA POWER & LIGHT COMPANY.** The Commission will consider a staff recommendation on a request from Florida Power and Light Company to revise its Access to Premises tariff sheet to expand its authority to not only remove trees and vegetation within the utility’s designated rights-of-way (ROW), but also to trim or remove vegetation adjacent to its easements, ROW, and facilities.

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Marguerite Lockard

06-0837-PAA

**From:** Jackie Schindler  
**Sent:** Monday, October 09, 2006 1:40 PM  
**To:** CCA - Orders / Notices; Lee Eng Tan  
**Subject:** Order / Notice Submitted

**Date and Time:** 10/9/2006 1:39:00 PM  
**Docket Number:** 060578-ti  
**Filename / Path:** 060578or.tit.doc

4 pgs

A PAA ORDER ACCEPTING REFUND PROPOSAL has been moved to GC Orders for issuance.

Thanks.

js

1/0

**Marguerite Lockard**

PSC-06-0837A-PAA-TI

**From:** Jackie Schindler  
**Sent:** Thursday, October 12, 2006 10:42 AM  
**To:** CCA - Orders / Notices; Lee Eng Tan  
**Subject:** Order / Notice Submitted

**Date and Time:** 10/12/2006 10:41:00 AM  
**Docket Number:** 060578-T1  
**Filename / Path:** 060578ao.tlt.doc



An AMENDATORY ORDER has been moved to GC Orders for issuance.

Thanks.

js

1/0

Marguerite Lockard

PSC-06-0929 - CO-TI

**From:** Patti Zellner  
**Sent:** Monday, November 06, 2006 11:22 AM  
**To:** CCA - Orders / Notices  
**Subject:** Order / Notice Submitted

**Date and Time:** 11/6/2006 11:16:00 AM  
**Docket Number:** 060578-TI  
**Filename / Path:** 060578co.tlt.doc

2pgs

CONSUMMATING ORDER

1 mailed

**Kimberley Pena**

060578

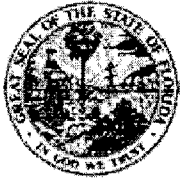
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**From:** Donna Jones  
**Sent:** Friday, March 09, 2007 10:29 AM  
**To:** Commissioners & Staffs; All PSC Staff  
**Subject:** VERIZON CUSTOMERS RECEIVE MORE THAN \$89,000 IN REFUNDS BY ORDER OF THE FLORIDA PUBLIC SERVICE COMMISSION

A press release was distributed to the media this morning, 3/9/07, and is available on the website at the following link:

<http://www.psc.state.fl.us/home/news/index.aspx?id=238>





State of Florida  
**Public Service  
Commission**  
**NEWS RELEASE**

3/9/2007

Contact: 850-413-6482

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**VERIZON CUSTOMERS RECEIVE MORE THAN \$89,000 IN  
REFUNDS BY ORDER OF THE FLORIDA PUBLIC SERVICE  
COMMISSION**

**TALLAHASSEE** — The Florida Public Service Commission (PSC) recently confirmed that Verizon has provided \$89,708 in refunds to 3,322 customers as directed by agency order. Following the results of a recent service quality inspection, the PSC ordered Verizon to provide the refunds to customers overcharged for calling card calls made from September 2004 through August 2006.

"The Commission closely monitors Florida's regulated telecommunications carriers to ensure that established service quality standards are being met," said PSC Chairman Lisa Polak Edgar. "Staff work diligently as consumer advocates to identify areas of concern and guide service providers appropriately."

As a part of the PSC service quality evaluation program, staff discovered Verizon incorrectly billed a small number of presubscribed customers on certain optional long distance calling plans. Affected customers were charged at a rate of \$0.75 per minute instead of \$0.50 per minute as defined in Verizon's tariff.

At the direction of the PSC, Verizon corrected the error, identified the affected customers and submitted a refund proposal. The PSC approved the proposal at its October 3, 2006, Agenda Conference. Verizon recently provided the PSC with documentation showing that the affected customers had received refunds.

The PSC is committed to making sure that Florida's consumers receive their electric, natural gas, telephone, water, and wastewater services in a safe, affordable, and reliable manner. The PSC exercises regulatory authority over utilities in the areas of rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

For additional information, visit [www.floridapsc.com](http://www.floridapsc.com).

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