

VCI COMPANY'S CONFIDENTIAL RESPONSE TO POST-AUDIT QUESTION NO. 1

Question No. 1: What is VCI's cost of providing Toll Limitation Service (TLS). Please provide a detailed breakdown of VCI's incremental cost showing any non-recurring and recurring costs VCI incurs to provide toll limitation service to Lifeline customers. Show how these costs are calculated.

Response:

[REDACTED]

[REDACTED]

- OWP
- COM
- OTR
- ECR
- GCN
- OPC
- PCA
- PCR
- HSP
- LEC
- OTA

[REDACTED]

[REDACTED]

¹ Customers wishing access to long distance may also claim to be handicapped in order to obtain assistance from the operator to be connected to long distance numbers.

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VCI COMPANY'S CONFIDENTIAL RESPONSE TO POST-AUDIT QUESTION NO. 2

Question No. 2: Please provide the rule that allows you to charge a TLS charge of [REDACTED]
Please explain VCI's interpretation of this rule, including the cost of providing the service and how it is calculated.

Response:

The rule that permits VCI to charge a TLS charge based on its incremental costs of providing service is 47 CFR 54.403(c). [REDACTED]

[REDACTED]

[REDACTED]

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REDACTED EXHIBIT A

VCI TLS System

Investment
Nonrecurring

Equipment

Count

Cost

Investment
Recurring

Recurring Monthly

Total

Per Month

Personnel Charges -4 persons
Total Monthly Costs of System

Per Month Salary, Benefits etc.

Recouping VCI's Investment

Nonrecurring Investment

Per month

Total Monthly Costs of System

Per month

Total Monthly Investment to be Recouped

Per month

Recurring Toll Limitation Service Charge

No. of Total Customers Needed Per Month to Meet Goal

VCI recouped its nonrecurring investment as of _____ and now charges approximately _____ per month for TLS to recoup its monthly recurring expenses for this network.

VCI COMPANY'S CONFIDENTIAL RESPONSE TO POST-AUDIT QUESTION NO. 3

Question No. 3 What were the total number of VCI customers and total number of Lifeline customers in Florida in December 2007? Also, please provide a definition of VCI customers and AT&T customers.

Response:

[REDACTED]

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VCI 911 Fee Over Collection Worksheet 8/06 - 1/08 - REDACTED

Florida City	No. Lines	Total 911 Charge Collected	Correct 911 Charge
Archer			
Atlantic Beach			
Belle Glade			
Biscayne Park			
Boca Raton			
Boynton Beach			
Bronson			
Bryceville			
Cape Canaveral			
Chiefland			
Coconut Creek			
Coral Gables			
Coral Springs			
Crescent City			
Cross City			
Cutler Bay			
Dania			
Davie			
Deerfield Beach			
Delray Beach			
Dunnellon			
El Portal			
Fernandina Beach			
Florida City			
Fort Lauderdale			
Fort Pierce			
Gainesville			
Green Cove Springs			
Greenacres			
Hallendale			
Hallendale Beach			
Hawthorne			
Hialeah			
Hialeah Gardens			
Hollywood			
Homestead			
Jacksonville			
Jacksonville Beach			
Key Largo			
Key West			
Keystone Heights			
Lake Butler			
Lake City			
Lake Park			
Lake Worth			
Lantana			
Lauderdale Lakes			
Lauderhill			
Magonia Park			

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Marathon			
Margate			
Maxville			
Melbourne			
Miami			
Miami Beach			
Miami Gardens			
Miami Lakes			
Miami Shores			
Micanopy			
Middleburg			
Mims			
Miramar			
Newberry			
North Lauderdale			
North Miami			
North Miami Beach			
Oakland Park			
Ocala			
Old Town			
Opa-Locka			
Orange Park			
Orlando			
Ormond Beach			
Pahokee			
Palatka			
Palm Bay			
Palm Beach Gardens			
Palm Coast			
Palm Springs			
Palmetto Bay			
Panama City Beach			
Pembroke Park			
Pembroke Pines			
Pensacola			
Plantation			
Pomona Park			
Pompano Beach			
Port Saint Lucie			
Riviera Beach			
Rock Harbor			
Saint Augustine			
South Bay			
South Miami			
Starke			
Stock Island			
Sunny Isles Beach			
Sunrise			
Tamarac			
Tavernier			
Titusville			
Trenton			

Vero Beach			
West Miami			
West Palm Beach			
West Park			
Williston			
Wilton Manors			
Yulee			
Totals	17817		

\$4,694.46

VCI COMPANY
PLAN FOR CUSTOMER REFUND OF 911 OVERCHARGES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

DOCUMENT NUMBER-DATE
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FPSC-COMMISSION CLERK

Redacted

VCI COMPANY
CONFIDENTIAL RESPONSE TO AUDIT REQUEST NO. 16
(UNDER SEAL)

VCI COMPANY
CONFIDENTIAL

SS1-D

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

UUUUU4

documentation. If you have made contact with the customer via correspondence, please provide a copy of the resolution correspondence sent.

Please provide a supplemental report which addresses the above matter by 3/19/07. NForsman

VCI COMPANY
 CONFIDENTIAL
 552-A

03/08/2007 Company response received via e-mail. /EEstelle

3/8/07 - Reviewed Company Report received 3/8/07:

1) The company indicates that the customer was mailed a copy of the PSC response.
 NForsman

3/8/07 - Complaint Closed as GI-25. NForsman

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

<p align="center">Consumer Information</p> <p>Name: [REDACTED]</p> <p>Business Name:</p> <p>Svc Address: [REDACTED]</p> <p>County: [REDACTED] Phone: [REDACTED]</p> <p>City/Zip: [REDACTED] / [REDACTED]</p> <p>Account Number: [REDACTED]</p> <p>Caller's Name: [REDACTED]</p> <p>Mailing Address: [REDACTED]</p> <p>City/Zip: [REDACTED]</p> <p>Can Be Reached: [REDACTED]</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: SHONNA MCCRAY</p> <p>Entered By: NE</p> <p>Date: 04/24/2007</p> <p>Time: 09:45</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 10.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: SDM</p> <p>Date: 05/29/2007</p> <p>Closeout Type: GI-25</p> <p>Apparent Rule Violation: N</p>
	<p align="center">Utility Information</p> <p>Company Code: TX868</p> <p>Company:</p> <p>Attn. Stan Efferding733659T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 05/15/2007</p> <p>Fax: 61,253-475-6328 R</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: 05/04/2007</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

000008

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$10.00

What is the date of the bill? 04/07

Why do you believe you have been billed improperly? See Comments

Other Comments:

04/24/07 - Customer states he mails his payments out the same time each month. He states he mailed a payment on 04/08/07 which was due on 04/13/07. Customer states Vilaire has confirmed receipt of his payment. He states the company has billed him a late payment fee of \$10.00 and has refused to credit the fee. He states he was not late with the payment and does not have control over how long the company takes to post his payments. Customer is requesting credit of \$10.00.

ATTENTION VILAIRE: CUSTOMER IS REQUESTING SERVICES IS NOT DISCONNECTED WHILE THIS MATTER IS UNDER INVESTIGATION WITH FPSC.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Nicole Ewan.

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

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VCI COMPANY
CONFIDENTIAL

SJ2-B

600000

010000

5/4/07 Customer transferred by Tamela. The customer states his bill is usually due on the 13th of each month, He has not received a bill that should be due on 5/13/07. The customer has not contacted the company regarding the bill. The customer states he usually receives a bill 3 to 4 days before it is due; therefore causing the payment to reach the company after the due. Advised customer that I would re-send his complaint to the company. Shonna McCray

5/4/07 ATTN COMPANY, HAS THE CUSTOMER'S NEW BILL BEEN MAILED TO HIM? IF SO, ON WHAT DATE WAS THE BILL MAILED? IF NOT, WHY HASN'T THE BILL BEEN MAILED? HOW MANY DAYS IS THE CUSTOMER ALLOWED BEFORE THE DUE DATE? Please provide a detailed account history. How much is the customer's service monthly? PLEASE PROVIDE A RESPONSE TO THE PSC BY 5/15/07.

05/04/2007 Company response received via e-mail. /EEstelle

5/10/07 REVIEWED COMPANY RESPONSE. Response indicates the following:

- o VCI mailed a bill to [REDACTED] on 3/29/07, with a due date for payment within 15 days or by 4/13/07.
- o VCI posts all payments the same day they are received.
- o [REDACTED] April payment was received on 4/17/07.
- o VCI doesn't have control over how long it take the payments to arrive by mail but they must be received in the company's office by the due date in order to be considered timely and avoid late charges.
- o VCI will credit the late fee this one time, but [REDACTED] needs to be sure that his payment arrives in VCI's office by the due date or a late fee will be charged.
- o [REDACTED] can pay over the phone using a credit card or use a MoneyGram service to ensure that the payment is posted the same time it is made as opposed to relying on the post office to deliver his payment on time.
- o VCI also sent a recent bill on 4/27/07, which is due within 15 days or by 5/13/07.
- o The customer's total monthly bill is \$33.91.
- o Customer was billed \$33.91 on 2/28/07.
- o Customer paid \$3.91 on 3/13/07.
- o Customer was billed \$3.91 on 3/29/07.
- o Customer was billed \$10.00 on 4/14/07, for late fee.
- o Customer paid \$33.91 on /17/07.
- o Customer was billed \$43.91 on 4/27/07 (\$33.91 monthly service, \$10 late fee)
- o Customer account was credited \$10.00 on 5/4/07.
- o Current balance due by 5/13/07, is \$33.91
- o A copy of this correspondence has been mailed to [REDACTED].

Shonna McCray

5/29/07 This inquiry closed. Shonna McCray

552-C
VCI COMPANY
CONFIDENTIAL

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

Consumer Information Name: [REDACTED] Business Name: Svc Address: [REDACTED] County: [REDACTED] Phone: [REDACTED] City/Zip: [REDACTED] / [REDACTED] Account Number: [REDACTED] Caller's Name: [REDACTED] Mailing Address: [REDACTED] City/Zip: [REDACTED] Can Be Reached: [REDACTED] E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: KATE SMITH Entered By: CD Date: 08/16/2007 Time: 10:36 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 10.00
	Utility Information Company Code: TX868 Company: Attn. Stan Efferding746981T Response Needed From Company? Y Date Due: 09/07/2007 Fax: 61,253-475-6328 R Interim Report Received: / / Reply Received: 08/16/2007 Reply Received Timely/Late: T Informal Conf.: N	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: KES Date: 09/20/2007 Closeout Type: PR-06 Apparent Rule Violation: N

110001

Preclose Type - Improper Bills.

What is the amount of the bill in dispute? \$10.00

What is the date of the bill? Bill due on August 16, 2007

Why do you believe you have been billed improperly? Customer states that the due dates for the bill changes every month.

Other Comments:

The customer states that this is not the first time he has been charged a late fee for the payment of his telephone bill. The previous time he was charged for the late fee the company gave him a credit of the \$10.00 for the late fee being charged. Customer states that he has tried to contact the company about the issue and they tell him that he must pay the last fee. Customer is frustrated with the company for continuing to charge

VCI COMPANY
CONFIDENTIAL

352-D

Request No. [REDACTED] Name [REDACTED] Business Name [REDACTED]

him a late fee when he has yet to receive a bill for that billing period.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

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 - e) confirmation the company has made direct contact with the customer
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E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

210000

VCI COMPANY
CONFIDENTIAL
552-E

Case taken by Christina Dempsey

- 08/16/2007 Company response received via e-mail. /EEstelle
- 08/21/2007 Company response received via e-mail. /EEstelle
- 9/18/07 - Complaint reassigned to KSmith. NForsman

September 20, 2007: Customer objects to paying late fees. He admits that he pays after the due date, but alleges it is because the company does not send bills in a timely manner. The company gave a one-time courtesy adjustment of the late fee in May. The customer has been notified that no additional late fees will

Request No. Name Business Name