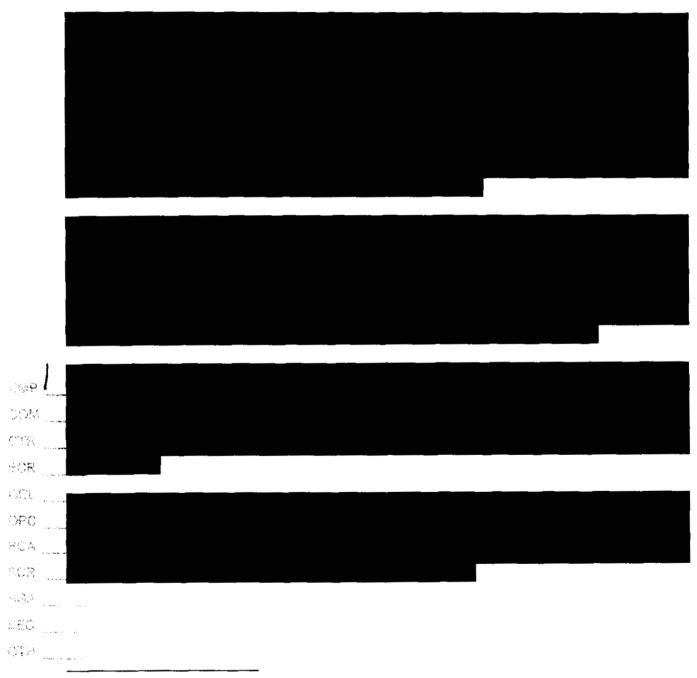


VCI COMPANY'S CONFIDENTIAL RESPONSE TO POST-AUDIT QUESTION NO. 1

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:



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 Please explain VCI's interpretation of this rule, including the cost of providing the service and how it is calculated.

Response:

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The rule that	permits	VCI to	charge	a TLS	charge	based	on	its	incremental	costs	of	providing
service is 47	CFR 54.	.403(c).										
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FPSC-COMMISSION CLERK

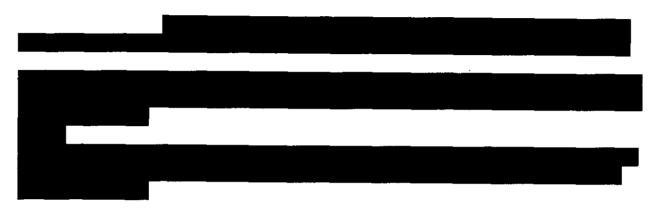
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Recouping VCI's Investment				
Nonrecurring Investment				Per month
Total Monthly Costs of System				Per month
Total Monthly Investment to be Recouped				Per month
Recurring Toll Limitation Service Charge No. of Total Customers Needed Per Month	to Meet C	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:



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

VCI 911 Fee Over Collec	tion Workshe	et 8/06 - 1/08 - RED	ACTED
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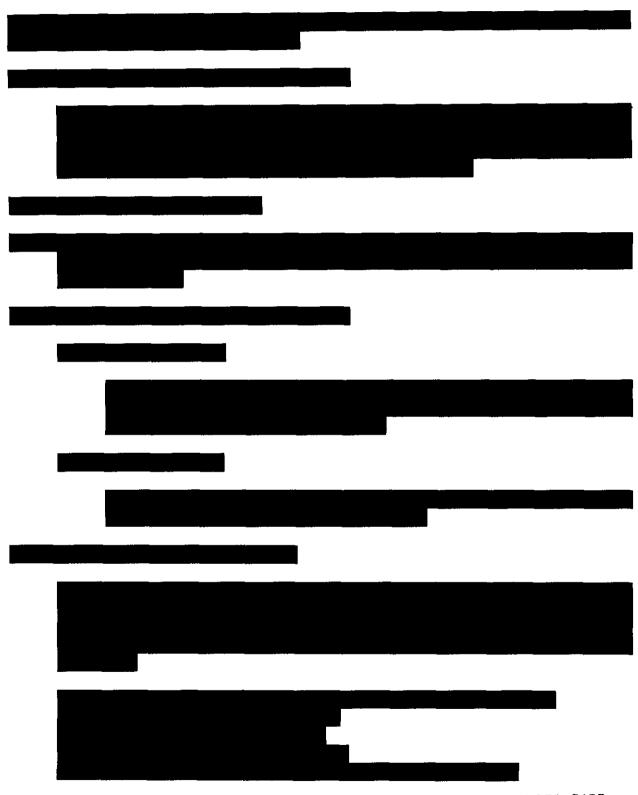
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FPSC-COMMISSION CLERK

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VCI COMPANY PLAN FOR CUSTOMER REFUND OF 911 OVERCHARGES



DOCUMENT NUMBER-DATE

04017 MAY 148

FPSC-COMMISSION CLERK

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

VCI ĆOMPANY CONFIDENTIAL

DOCUMENT NUMBERADATE

04017 HAY 148

FPSC-COMMISSION CLERK

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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

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.

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

Business Name Request No. PSC Information Florida Public Service Consumer Information Commission - Consumer Request Assigned To: SHONNA MCCRAY 2540 Shumard Oak Boulevard Entered By: NE Business Name: Tallahassee, Florida 32399 Date: 04/24/2007 850-413-6100 Svc Address: Time: 09:45 Via: PHONE Utility Information County . Prelim Type: IMPROPER BILLS Company Code: TX868 PO: Company: City/Zip: 🗬 Attn. Stan Efferding733659T 10.00 Disputed Amt: Account Number: # Response Needed From Company? Y Caller's Name: 3 Supmontl Rpt Req'd: / / Date Due: 05/15/2007 Cartified Letter Seat: / / Mailing Address: Fax: 61,253-475-6328 Certified Letter Rec'd: / / Interim Report Received: / / City/Zip: Closed by: SDM Reply Received: 05/04/2007 Date: 05/29/2007 Can Be Reached: Reply Received Timely/Late: T Closeout Type: GI-25 Informal Conf.: N E-Tracking Number: Apparent Rule Violation: N

	_	 					
Request	No.	Name	Name and Address of the Owner, where the Owner, which is	Business	Name		
		 			•	 	_

PAGE NO-

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

VCI COMPANY CONFIDENTIAL \$52-6

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.		Name	Business Name	
PAGE NO:	9			

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 an all 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 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 discretize needs to be sure that his payment arrives in VCI's office by the due date or a late fee will be charged.
- 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.
- c Customer was billed \$33.91 on 228/07.
- 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)
- 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 the Shonna McCray

5/29/07 This inquiry closed. Shonna McCray

Request No.		Name	Business	Name	
PAGE NO:	10				

GE MO:

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

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

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

VCI COMPANY CONFIDENTIAL

\$5a-D

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

Request No	· • • • • • • • • • • • • • • • • • • •	Name	Business	Name	
PAGE NO:	13				

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

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.
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 - 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 Christina Dempsey

VCI COMPANY
CONFIDENTIAL
ST2-E

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		Name	
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PAGE NO:

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