

Eric Fryson

From: Stephen Athanson [SATHANSON@tracfone.com]
Sent: Wednesday, March 14, 2012 12:49 PM
To: Filings@psc.state.fl.us
Cc: Janet Morejon
Subject: Docket No. 110303-OT - Survey Questions Response
Attachments: Response to FPSC 11 0303-OT.pdf

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Docket No. 110303-OT

Filed on Behalf of: TracFone Wireless Inc.

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Attached Document Description: TracFone response to survey questions regarding Rule 25-22.032 F.A.C.

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01491 MAR 14 2012
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March 14, 2012

VIA ELECTRONIC FILING

Judy Harlow
c/o Ann Cole
Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Industry survey for legislative review of agency rules in effect on or before November 16, 2010 Docket No. 11 0303-0T

Dear Ms. Harlow:

We are in receipt of the above captioned survey with regard to Rule 25-22.032, Florida Administrative Code (F.A.C.). After review of our history of complaint response in the state of Florida, we have discovered only a small number of complaints referred to us by the Florida Public Service Commission, and none that have been escalated through the process described in the Rule. Therefore, we have no actual experience in the Rule's complaint resolution process. At this stage we cannot offer any informed opinion on the costs, benefits, or other impact of the Rule on our business. In addition, given the limited FPSC jurisdiction over wireless carriers, it is not clear that TracFone Wireless is subject to the Rule in question. Please contact me if you have any questions about this submission. I can be reached at (305) 715-3613 or sathanson@tracfone.com.

Sincerely,



Stephen Athanson
Regulatory Counsel

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