

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Cancellation by Florida) DOCKET NO. 950239-TC
Public Service Commission of Pay) ORDER NO. PSC-95-0940-AS-TC
Telephone Certificate No. 3462) ISSUED: August 3, 1995
issued to Custom Communications)
Inc. for violation of Rule 25-)
4.043, F.A.C., Response to)
Commission Staff Inquiries.)
_____)

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman
J. TERRY DEASON
JOE GARCIA
JULIA L. JOHNSON
DIANE K. KIESLING

FINAL ORDER APPROVING SETTLEMENT PROPOSAL

BY THE COMMISSION:

By Order No. PSC-95-0467-FOF-TC, issued April 12, 1995, we proposed to cancel Pay Telephone Certificate Number 3462, issued to Custom Communications, Inc. (CCI or the company) for violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. On April 29, 1995, CCI filed a timely protest to the Order.

The company stated that it believed by corresponding with Consumer Affairs, in a timely manner, that it did not need to respond to the inquiries made by the staff of the Division of Communications. Further, the company communicated its desire to cooperate and take immediate corrective action. CCI subsequently proposed the following settlement:

1. The company will establish procedures for responding to all Commission staff inquiries within 15 days as required by Rule 25-4.043, Florida Administrative Code. To that end, the company states that it will open all mail received from the Florida Public Service Commission immediately upon receipt, and respond in writing within 5-7 days. If the company cannot respond within 5-7 days, it will call Commission staff and request an

DOCUMENT NUMBER-DATE

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FPSO-RECORDS/REPORTING

extension of time. The company will return Commission calls the same or next day and address all questions and concerns.

2. CCI will continue its current procedures for responding to customer inquiries. These procedures are: checking its answering machine daily, returning customer telephone calls without delay, and processing refunds immediately;
3. Payment of a \$250.00 fine, which the company has already remitted, to the Commission.

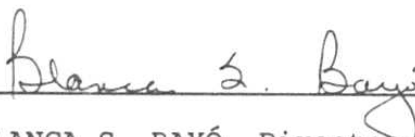
Upon consideration, we believe the terms of the settlement proposal are appropriate.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Custom Communications, Inc.'s settlement proposal, as set forth in the body of this Order, is hereby approved. It is further

ORDERED that this docket is hereby closed.

By ORDER of the Florida Public Service Commission, this 3rd day of August, 1995.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

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ORDER NO. PSC-95-0940-AS-TC
DOCKET NO. 950239-TC
PAGE 3

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.