

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against Sprint Communications Company, Limited Partnership d/b/a Sprint for apparent violation of Rule 25-22.032(5)(a), F.A.C., Customer Complaints.

DOCKET NO. 010197-TI  
ORDER NO. PSC-01-1283-AS-TI  
ISSUED: June 12, 2001

The following Commissioners participated in the disposition of this matter:

E. LEON JACOBS, JR., Chairman  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI

ORDER APPROVING SETTLEMENT

BY THE COMMISSION:

BACKGROUND

On June 27, 1986, Sprint Communications Company, Limited Partnership d/b/a Sprint (Sprint), obtained Florida Public Service Commission Interexchange (IXC) Telecommunications Certificate No. 83. On January 29, 2001, Sprint reported intrastate operating revenue of \$64,265,477.00 on its Regulatory Assessment Fee Return for the period July 1, 2000 through December 31, 2000.

On February 9, 2001, we opened this docket to initiate show cause proceedings against Sprint for apparent violation of Rule 25-22.032(5)(a), Florida Administrative Code, Customer Complaints. On April 23, 2001, our staff received a report from Sprint with the results of the company's investigation concerning the consumer complaints related to Docket No. 010197-TI. Pertinent excerpts from Sprint's report are attached to this Order and incorporated herein as Attachment A. On May 2, 2001, we received a letter from Sprint proposing a \$12,000 settlement offer to resolve the case

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FPSC-RECORDS/REPORTING

which is attached hereto and incorporated by reference herein as Attachment B.

We are vested with jurisdiction over this matter pursuant to Sections 364.183, 364.285 and 364.337, Florida Statutes.

#### SETTLEMENT

The Division of Consumer Affairs (CAF) notified the Division of Competitive Services that it was experiencing difficulty in obtaining responses to consumer complaints from telecommunications companies. Sprint was identified as one of the telecommunications companies that had failed to respond to some consumer complaints. A docket was opened on February 9, 2001, to initiate show cause proceedings against Sprint for its apparent violation of Rule 25-22.032(5)(a), Florida Administrative Code, Customer Complaints.

Sprint met with our staff on April 20, 2001, to review the consumer complaint cases associated with the show cause proceeding. Sprint provided to us a report on the results of its investigation concerning the consumer complaints related to this docket. We conclude that there are eight situations where Sprint had failed to respond to CAF's inquiries.

To ensure future compliance, Sprint has offered to:

- Establish a single point of contact for processing letter of agency (LOA) and audio verification requests to ensure a timely follow-up and feedback to the Commission.
- Ensure audio and paper LOA's are provided in a timely manner.
- Reinforce process guidelines with all employees for filing interim reports with the Commission.
- Review past due reports from the Commission to ensure inquiries are being handled in accordance with guidelines.

Additionally, we received a settlement letter from Sprint on May 2, 2001. In the letter, Sprint proposes the following to resolve this docket:

- A voluntary contribution of \$12,000 to be paid to the State of Florida General Revenue Fund.
- Institute administrative and process changes to enhance the processing of responses to Commission inquiries (previously noted above as outlined in Attachment A).

Sprint has responded to each of the eight complaints in question. We find that the settlement amount of \$1,500 per complaint is consistent with our previous approval of the settlement offered in Order No. PSC-00-2089-AS-TI, issued November 2, 2000, in Docket No. 000399-TI, Initiation of Show Cause Proceedings Against AT&T Communications of the Southern States, Inc. d/b/a Connect N' Save and d/b/a Lucky Dog Phone Co. and d/b/a ACC Business for Apparent Violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.

Based on the foregoing, we accept Sprint's settlement proposal of a \$12,000 voluntary contribution and assurance that the company will implement measures to ensure future compliance. The voluntary contribution shall be received by us within ten business days of the issuance date of this Order and shall include the docket number and company name. We shall forward the contribution to the Office of the Comptroller for deposit in the State of Florida General Revenue Fund.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Sprint Communications Company, Limited Partnership d/b/a Sprint's settlement offer of a \$12,000 voluntary contribution and assurance that the company will implement measures to ensure future compliance is hereby accepted. It is further

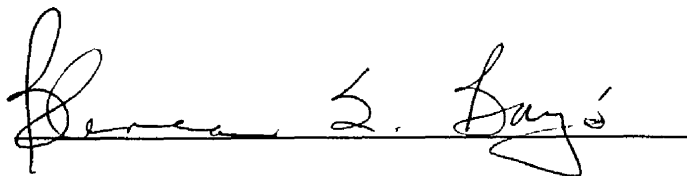
ORDERED that the voluntary contribution shall be received by us within ten business days of the issuance date of this Order and shall include the docket number and company name. It is further

ORDERED that the voluntary contribution shall be forwarded to the Office of the Comptroller for deposit in the State of Florida General Revenue Fund. It is further

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ORDERED that this docket shall remain open pending remittance of the \$12,000 voluntary contribution. Upon our staff's verification of receipt of the voluntary contribution, this docket shall be closed administratively.

By ORDER of the Florida Public Service Commission this 12th Day of June, 2001.

A handwritten signature in black ink, appearing to read "Blanca S. Bayó", written over a horizontal line.

BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), 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.

ATTACHMENT A  
**ORIGINAL**



Harvey L. Spears, Jr.  
Docket Manager

Southern Operations  
Box 2214  
Tallahassee, FL 32316  
Voice 850 599 1401  
Fax 850 878 0777

April 20, 2001


Ray Kennedy  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Show Cause - Sprint Communications Company  
Docket 010197-T1

Dear Mr. Kennedy:

Attached are the results of our investigation concerning the customer inquiries related to Docket 010197-T1 with reference to responses not being provided in a timely manner.

Sincerely,

  
Harvey Spears, Jr.  
Docket Manager-Regulatory

APP  
CAF  
CMP  
COM  
CTR  
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FPSC-REGULATORY REPORTING

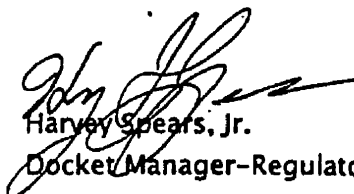
ATTACHMENT A

CATS # 352016T Timmothy Burke - Complaint was issued by the FPSC 12/22/00 with a response due date of 1/17/01. On January 2, 2001 the attached detailed report was e-mailed to the FPSC at [pscreply@psc.state.fl.us](mailto:pscreply@psc.state.fl.us).

CATS # 353274T Joy Rock - Complaint was issued by the FPSC 1/2/01 with a response due date of 1/24/01. On January 9, 2001 the attached detailed report was e-mailed to the FPSC at [pscreply@psc.state.fl.us](mailto:pscreply@psc.state.fl.us).

It is Sprint's desire to provide the information requested by the FPSC and in accordance with the guidelines established for processing customer inquiries. Moreover, to ensure this commitment is met on a consistent basis the following action has been taken:

- The ES center has established a single point of contact for processing requests for LOA's and audio verifications, which will ensure timely follow-up and feedback to the FPSC.
- Sprint's Slamming Action Center (SAC) has communicated with third party verification vendors to ensure the audio's and paper LOA's are provided in a timely manner and obtained commitments to streamline the processes where possible in an effort to reduce the turn around time.
- The process guidelines associated with filing interim reports with the FPSC have been reinforced with all employees.
- The past due reports received from the FPSC are being thoroughly reviewed and reconciled with the ES center's records to ensure customer inquiries are handled in accordance with the process guidelines (interim and final reports) established by the FPSC. If corrective action is necessary, it will be immediate.

  
Harvey Spears, Jr.  
Docket Manager-Regulatory

ATTACHMENT B

ORIGINAL



Harvey L. Spears, Jr.  
Docket Manager  
Florida

Regulatory Affairs  
Box 2214  
Tallahassee, FL 32316  
Mailstop FTLD100107  
Voice 850 399 1401  
Fax 850 878 0777

April 27, 2001

Ray Kennedy  
Bureau of Service Quality  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Proposed Show Cause – Sprint Communications Company  
Docket 010197-TI, F.A.C., Response to Commission Staff Inquiries

Dear Mr. Kennedy:

Thank you for meeting with Sprint April 20, 2001 to review the records associated with the proposed show cause proceeding. As a result of our review, it appears there are eight (8) situations where there were opportunities for improvement in the area of Responses to Commission Inquires.

Please be assured that Sprint has instituted administrative and process changes to enhance the processing of responses to Commission inquiries. These changes are reflected in our April 20, 2001 detailed report to the Commission Staff.

Without conceding willfulness or intent required for imposition of a fine in this matter, and despite the fact that the events referenced in the proposed show cause were infrequent, in the interest of compromise and settlement, Sprint offers a voluntary payment of \$12,000 to be paid to the State of Florida General Revenue Fund.

The Commission's concern and attention to this matter has been recognized and communicated with the responsible parties and we respectfully request the Commission's acceptance of the above offer to close this proceeding.

Sincerely,

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
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Harvey Spears, Jr.  
Docket Manager-Regulatory

cc: Ben Poag

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