

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into  
telephone exchange boundary  
issues in Sarasota County.

DOCKET NO. 010787-TL  
ORDER NO. PSC-01-2326-PAA-TL  
ISSUED: November 29, 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

NOTICE OF PROPOSED AGENCY ACTION  
ORDER CLOSING DOCKET

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

At the May 23, 2001, 941 area code service hearing in Sarasota, Florida, Ms. Janet Rowe Dugan, a Verizon Florida, Inc. (Verizon) customer, testified regarding the relief plan that the Commission should adopt. Ms. Dugan also raised the following concerns about Verizon services: (1) Stoneybrook Golf and Country Club (SGCC) resident customers, including Ms. Dugan, are not listed in the Sarasota directory or Sarasota directory assistance, even though they have a Sarasota postal address; (2) SGCC resident customers' telephone numbers are sometimes disconnected because customer bills are sent to wrong addresses; and (3) SGCC resident customers were advised by Verizon that they live in Osprey, not in Sarasota. This docket was opened to investigate these concerns.

On June 16, 2001, our staff conducted a conference call with Ms. Dugan and Verizon representatives to discuss the issues.

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Verizon responded to the questions raised by staff during the conference call by letter dated September 13, 2001, in which the company stated that SGCC resident customers are served from Verizon's Venice exchange, but are located within the postal boundary of the adjacent Sarasota exchange. Because they live at the edge of the Sarasota telephone exchange boundary, these customers are entitled to a free multi-book or "fringe" listing for their primary listing.

In its September 13, 2001, letter, Verizon also made the following commitments:

- (1) Verizon would review every customer's account listed in the SGCC directory provided by Ms. Dugan, which is approximately 850 customers;
- (2) Verizon would ensure that customers with a published telephone number would receive a multi-book listing at no charge effective with the 2002 publication of the Sarasota directory;
- (3) Verizon would update Directory Assistance for Sarasota, which is accomplished via the listings orders;
- (4) Verizon would issue credits to customers that have been paying for an additional listing to appear in the Sarasota directory;
- (5) Verizon would provide staff a spreadsheet listing each customer, the action taken, and the credit given;
- (6) Verizon, at staff's request, would send a notification letter to each affected customer by October 15, 2001;
- (7) Verizon would provide a Venice phone book to SGCC customers. In addition, Verizon has offered the affected customers the opportunity to obtain a

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Sarasota phone book by calling Verizon's directory distribution center at (800) 888-8448 to receive a free copy.

Further, Verizon stated that it would provide updated status reports to staff, and would notify the customers via mail by October 15, 2001.

On October 15 and 19, 2001, Verizon provided status reports that addressed all of Ms. Dugan's concerns. These reports stated that out of 850 customers, only 16 were paying for an additional listing to appear in the Sarasota phone book. Verizon provided a list of these 16 customers, including their telephone numbers, along with the credits that will be issued within two to three billing cycles. Verizon will credit a total of \$533.69, with an average adjustment of \$33.35 per customer.

The reports also indicated that Verizon erroneously issued a service order (C5777075) to change the listed community name from Sarasota to Osprey. Verizon stated that the company updated both the basic category and the listing category, and these updates will be reflected in the 2002 phone book. In addition, on October 18, 2001, Verizon issued a new service order (C6182429) to mark these accounts so that it is reflected that the customers requested Sarasota to appear as the listed community.

Verizon also mailed notification letters to customers within the October 15, 2001, time frame. Verizon reviewed 850 customers' records and agreed to include them in the Sarasota 2002 phone book edition. Staff verified some of the customer information in the SCGG area by calling Sarasota directory assistance. All customer accounts that were tested by our staff were listed as residing in the Sarasota area.

In addition, our staff contacted three of the sixteen customers who were erroneously billed for an additional listing, and each stated that they received a letter and credit from Verizon. These customers were pleased to learn that they do not have to pay an additional fee to appear in the Sarasota phone book. After being contacted by our staff, Ms. Dugan indicated that her concerns had been resolved.

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Because there appear to be no remaining issues concerning the Stoneybrook area, we find that this docket shall be closed.

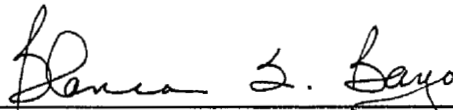
Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the concerns raised by Ms. Janet Rowe Dugan appear to have been resolved. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this docket shall be closed.

By ORDER of the Florida Public Service Commission this 29th day of November, 2001.



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BLANCA S. BAYÓ, Director  
Division of the Commission Clerk  
and Administrative Services

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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 that is available under Section 120.57, 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 will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on December 20, 2001.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.