

MEMORANDUM

July 29, 1991

TO : DIVISION OF RECORDS AND REPORTING
FROM : DIVISION OF LEGAL SERVICES (ADAMS)
RE : DOCKET NO. 910293-TI

RL

24875

Attached is a FINAL ORDER RESOLVING SHOW CAUSE PROCEEDINGS in the above-referenced docket, which is ready to be issued.

JKA/ttl
Attachment
cc: Division of Communications

910292a.ttl

DOCUMENT NUMBER-DATE

07665 JUL 31 1991

PSC-RECORDS/REPORTING

Case Assignment and Scheduling Record
(Case with Unconventional Time Schedule)

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 910293-T1 Date Docketed: 03/05/91 Title: Initiation of show cause proceedings against INTEGRTEL, INC. for violation of Commission Rules 25-4.11(1) and 25-4.043 regarding responses to consumer complaints.

Company: Integretel, Inc. (T1904)

Official Filing Date: 03/05/91
Last Day to Suspend: 05/04/91 8 Mo. Expiration: _____

Referred to: ADM AFA APP CAF CMU EAG (LEG) RCH WAS
(“()” indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module BS(b)

Warning: This schedule is tentative and subject to revision

Staff Assignments

OPR Staff J Adams

Staff Counsel J Adams

OCRs (CAF) K Brown
() _____
() _____
() _____

Current CASR revision level

Due Dates

1

Previous Current

	Previous	Current
1.*Staff Recommendation	SAME	03/21/91
2.*Agenda - Regular	SAME	04/02/91
3.*Show Cause Order	SAME	04/22/91
4. Staff Recommendation	NONE	06/20/91
5. Agenda - Regular	NONE	07/02/91
6. Standard Order	NONE	07/23/91
7. Close Docket or Revise CASR	NONE	08/20/91
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31.		

Recommended assignments for hearing and/or deciding this case:

- Full Commission X
- Commission Panel _____
- Hearing Examiner _____
- Staff _____

This case (will) (will not) require a hearing, to be held at: (location) _____

Transcript delivery time recommended:

Normal _____ Expedited _____ Daily Copy _____

Completed Date: _____

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

- Prehearing Officer

Commissioners						Hrg. Exam.	Staff
ALL	BR	GT	WN	ES	DS		
X							

Commissioners					ADM
BR	GT	WN	ES	DS	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: mw/wf

Date: 6/05/91

Section 4 - RAR Distributes, after Chairman's approval, as indicated below:

A copy to each of the following:

And a copy to each of the following when checked:

- | | | | |
|---------------------|-------------------------------|---------------------------|------------------------|
| Chairman Beard | Deputy Ex. Director/Technical | Administration Director | Research Director |
| Commissioner Gunter | General Counsel | Audit. & Finance Director | Water & Sewer Director |
| Commissioner Wilson | Appeals Director | Communications Director | Court Reporter |
| Commissioner Easley | Legal Services Director | Consumer Affairs Director | Other |
| Commissioner Deason | Ex. Assist./Comm. Support | Electric & Gas Director | |
| Executive Director | Each Party | | |

State of Florida

Commissioners:
THOMAS M. BEARD, CHAIRMAN
GERALD L. GUNTER
MICHAEL WILSON
BETTY BASLEY
J. TERRY DEASON



STEVE TRIBBLE, Director
Division of Records and Reporting
(904) 488-8371

Public Service Commission

MEMORANDUM

June 7, 1991

To: All Interested Persons
From: Steve Tribble, Director of Records and Reporting
Re: Revised Case Assignment and Scheduling Record

Attached is a time schedule, entitled "Case Assignment and Scheduling Record" (CASR), which has been prepared by Commission staff members and approved by the Chairman. It should be noted that this is a revision of an earlier CASR. Please review the schedule and note the dates designated by the Commission for completion of stages of work in the docket.

Any requests for changes in the schedule must be filed with the Division of Records and Reporting for consideration by the Commissioner assigned to rule on motions and procedural matters in the docket or by the Commission Chairman.

Persons receiving these schedules should be aware that the dates are subject to change and therefore should not rely on them exclusively, but should continue to look to the Commission's official notices and orders for firm dates of hearings and other activities.

ST/tb

Attachment

PSC/RAR36 (Rev 2/91)

Case Assignment and Scheduling Record
(Case with Unconventional Time Schedule)

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 910293-TI Date Docketed: 03/05/91 Title: Initiation of show cause proceedings against INTEGRTEL, INC. for violation of Commission Rules 25-4.111(1) and 25-4.043 regarding responses to consumer complaints.

Company: Integretel, Inc. (TI904)

Official Filing Date: 03/05/91
Last Day to Suspend: 05/04/91 8 Mo. Expiration: _____

Referred to: ADM AFA APP CAF CMU EAG (LEG) RCH WAS
(“()” indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module BB(b)

Warning: This schedule is tentative and subject to revision

Staff Assignments

OPR Staff J Adams

Staff Counsel J Adams

OCRs (CAF) K Brown
() _____
() _____
() _____

Current CASR revision level

Due Dates

0

Previous Current

1.*Staff Recommendation	NONE	03/21/91
2.*Agenda - Regular	NONE	04/02/91
3. Show Cause Order	NONE	04/22/91
4. Close Docket or Revise CASR	NONE	05/28/91
5. _____		
6. _____		
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28. _____		
29. _____		
30. _____		
31. _____		

Recommended assignments for hearing and/or deciding this case:

- Full Commission X
- Commission Panel _____
- Hearing Examiner _____
- Staff _____

This case (will) (will not) require a hearing, to be held at: (location)

Transcript delivery time recommended:

Normal ___ Expedited ___ Daily Copy ___

Completed Date: _____

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	BR	GT	WN	ES	DS		
X							

- Prehearing Officer

Commissioners					ADM
BR	GT	WN	ES	DS	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: J.B. [Signature]

Date: 4/1/91

Section 4 - RAR Distributes, after Chairman's approval, as indicated below:

A copy to each of the following:

And a copy to each of the following when checked:

- | | | | |
|---------------------|-------------------------------|---------------------------|------------------------|
| Chairman Beard | Deputy Ex. Director/Technical | Administration Director | Research Director |
| Commissioner Gunter | General Counsel | Audit. & Finance Director | Water & Sewer Director |
| Commissioner Wilson | Appeals Director | Communications Director | Court Reporter |
| Commissioner Easley | Legal Services Director | Consumer Affairs Director | Other |
| Commissioner Deason | Ex. Assist./Comm. Support | Electric & Gas Director | |
| Executive Director | Each Party | | |

Commissioners:
THOMAS M. BEARD, CHAIRMAN
GERALD L. GUNTER
MICHAEL WILSON
BETTY EASLEY
J. TERRY DEASON

State of Florida



STEVE TRIBBLE, Director
Division of Records and Reporting
(904) 488-8371

Public Service Commission

MEMORANDUM

April 3, 1991

To: All Interested Persons
From: Steve Tribble, Director of Records and Reporting
Re: Original Case Assignment and Scheduling Record

Attached is a time schedule, entitled "Case Assignment and Scheduling Record" (CASR), which has been prepared by Commission staff members and approved by the Chairman. Please review the schedule and note the dates designated by the Commission for completion of stages of work in the docket.

Any requests for changes in the schedule must be filed with the Director of Records and Reporting for consideration by the Commissioner assigned to rule on motions and procedural matters in the docket or by the Commission Chairman.

Persons receiving these schedules should be aware that the dates are subject to change and therefore should not rely on them exclusively but should continue to look to the Commission's official notices and orders for firm dates of hearings and other activities.

ST/tb

Attachment

PSC/RAR35 (Rev 2/91)

Case Assignment and Scheduling Record
(Case with Unconventional Time Schedule)

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 910293-TI Date Dkt'd 3/5/91
 Company _____
 Ofcl. Date/Filing: (Tent.) _____ (Final) _____
 Time Constraint/Remarks _____

Docket Title Initiation of show cause proceedings against INTEGRATEL, INC. for violation of Commission Rules 25-4.111(1) and 25-4.043 regarding responses to consumer complaints.

Referred (Check appropriate to: blocks, circle DPR) AFA CAF CHU APP EAG **LEG** RCH WAS Other

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Program /Module _____

Related Dockets _____

Staff Assignments

OPR Staff _____

Staff Counsel _____

OCRs () _____
 () _____
 () _____
 () _____

Recommended assignments for hearing and/or deciding this case:

- Full Commission
- Commission Panel
- Hearing Examiner
- Staff

This case (will) (will not) require a hearing, to be held at: (location) _____

Transcript delivery time recommended:

Normal
 Expedited
 Daily Copy

Completed _____, 199 _____

Initials: OPR _____
 Staff _____
 Counsel _____

Time Schedule

Warning: This schedule is tentative and subject to revision

Enter date of this schedule _____>
 Enter scheduler's initials _____>
 If to be PAA, check here _____>
 After 2nd Revision enter number here

Original	1st Revision	2nd Revision

Due Dates

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
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17. _____
18. _____
19. _____
20. _____
21. _____
22. _____

Original	1st Revision	2nd Revision

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

- as Prehearing Officer

Commissioners						Hrg. Exam.	Staff
ALL	WN	GT	MS	BR	ES		

Commissioners					ADM
WN	GT	MS	BR	ES	

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
 Date: _____

Section 4 - RAR Distributes, after Chairman's approval, as indicated below:

A copy to each of the following:

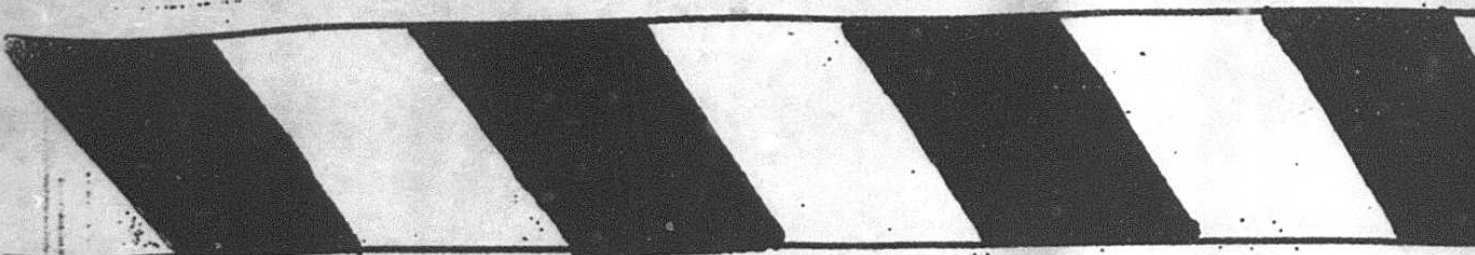
And a copy to each of the following when checked:

Chairman Wilson
 Commissioner Gunter
 Commissioner Messersmith
 Commissioner Beard
 Commissioner Easley
 Executive Director

Deputy Executive Director/Technical
 General Counsel
 Appeals Director
 Legal Services Director
 Executive Assistant/Commission Support
 Each Party

- Auditing & Financial Analysis Director
- Communications Director
- Consumer Affairs Director
- Electric & Gas Director

- Research Director
- Water & Sewer Director
- Court Reporter
- Other _____



STATE OF FLORIDA
DEPARTMENT OF STATE
DIVISION OF LIBRARY AND
INFORMATION SERVICES

PUBLIC SERVICE COMMISSION

DOC # 910293-TI

Name: Mailing List / Correspondence File

Beginning: _____ Ending: _____
3/5/91

CASR TO ✓

910293-TI

3/5/91-----

Integretel, Inc.

Attn: Jim Hudson

17 W. █ 22nd St., Suite 220

Oakbrook, IL. 60181

Certified
4/26/91

3/21/91-----

ST-----

Integretel, Inc.

Paul Sexton, Esq.

211 S Gadsden Street

Tallahassee, Fl. 32301-1809

Date 7, 31, 91

Number of Originals 2

Copies Per Original 39

Requested By L. Conway

Item Presented

Agenda For (Date)

Order No. 24875

In Docket No. 910293

-TI

Notice of

For (Date)

In Docket No.

Other

Special Handling Instructions

Distribution/Mailing

Number

Distributed/Mailed To

Number

Distribution/Mailed To

37

Commission Offices

02

Docket Mailing List

Note: Items must be mailed and/or returned within one working day after issue unless specified here:

Print Shop Verification

Job Number 12

Verified By [Signature]

Date and Time Completed 8-1

Job Checked For Correctness and Quality (Initial) [Initials]

Mall Room Verification

Date Mailed 8/1/91

Verified By J. Brandt Robinson

PAUL SEXTON
ATTORNEY AT LAW

211 SOUTH GADSDEN STREET
TALLAHASSEE, FLORIDA 32301-1809

TELEPHONE (904) 222-9445

TELECOPIER (904) 681-9017

June 27, 1991

RECEIVED

JUN 29 1991

The Honorable Thomas M. Beard
Chairman
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

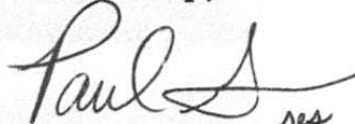
FLORIDA PUBLIC SERVICE COMM.
Commissioner Beard

Re: Item Number 18 - July 2, 1991 Agenda Conference

Dear Chairman Beard:

On behalf of Integretel, Inc., I am requesting that item number 18 on the Commission's July 2nd Agenda Conference be deferred to the next available Commission Agenda Conference. This item is very important to Integretel, who wishes to make a presentation to the Commission at an Agenda Conference before Commission action is taken on the Staff Recommendation. Unfortunately, an Integretel representative will be unavailable to speak to the Commission on July 2nd.

Sincerely,


Paul Sexton *ses*

cc: D. James Hudson
John Adams Esquire

*I recommend against deferral.
It's a slow course.*

State of Florida

Commissioners:
THOMAS M. BEARD, CHAIRMAN
MICHAEL WILSON
BETTY HASLEY
J. TERRY DEASON



STEVE TRIBBLE, Director
Division of Records and Reporting
(904) 488-8371

Public Service Commission

JUNE 20, 1991

TO: All Interested Persons
FROM: Steve Tribble, Director of Records and Reporting
RE: Notice of Commission Conference

Attached is an excerpt of the Agenda for the Commission's regular conference, which is scheduled to begin at 9:30 a.m. on July 2, 1991 in Room 106 of the Fletcher Building, 101 East Gaines Street, Tallahassee. The attached excerpt summarizes the issues to be decided in a docket in which you have expressed an interest. As a party of record or interested person in this docket, you may wish to obtain a copy of the Commission staff's recommendation. To do so, call the Records Section of this office at (904) 488-8371.

Also, as a party of record or interested person, you may wish to attend the conference and address the Commission regarding the docket. If this is your intent, you will need to sign the appearance register, which is located on a table at the back of the hearing room near the double doors. (If you fail to sign the register, you may miss the opportunity to speak before the Commissioners vote on the docket.) The Chairman will then announce each item as it is taken up and ask for your comments at the appropriate time. Any comments you wish to make should be limited to approximately five minutes.

If you have any questions regarding this information, please feel free to call me.

ST:ds
Attachment

RECORDS AND REPORTING
REQUISITION FOR
PHOTOCOPYING AND MAILING

DATE 4/26/91

NUMBER OF ORIGINALS 4/257

COPIES PER ORIGINAL 38

REQUESTED BY J. Camarero

ITEM PRESENTED

AGENDA FOR (Date) _____	<input checked="" type="checkbox"/> ORDER NO. <u>24441</u>	IN DOCKET NO. <u>910293-16</u>
NOTICE OF _____	FOR (Date) _____	IN DOCKET NO. _____
OTHER _____		

SPECIAL HANDLING INSTRUCTIONS

DISTRIBUTION/MAILING

NUMBER	DISTRIBUTED/MAILED TO	NUMBER	DISTRIBUTION/MAILED TO
<u>37</u>	<u>COMMISSION OFFICES</u>	_____	_____
<u>01</u>	<u>DOCKET MAILING LIST</u>	_____	_____
<u>01</u>	<u>Certified 4/26/91</u>	_____	_____

NOTE: Items must be mailed and/or returned within one working day after issue unless specified here: _____

PRINT SHOP VERIFICATION

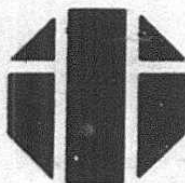
JOB NUMBER 257 VERIFIED BY AJ
DATE AND TIME COMPLETED 4/26 11:46 JOB CHECKED FOR CORRECTNESS AND QUALITY (INITIAL) _____

MAIL ROOM VERIFICATION

DATE MAILED 4/26 91 VERIFIED BY [Signature]

INTEGRETEL

Oakbrook Terrace Atrium
17 W 220 22nd Street
Suite 220
Oakbrook Terrace, Illinois 60181



Phone: (708) 530-3350
Fax: (708) 530-4116

910293-TC

April 9, 1991

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS DIVISION
101 EAST GAINES STREET
TALLAHASSEE, FL 32399-0850



RE: END USER COMPLAINTS

Dear Sirs:

This letter is to inform the Commission and it's staff that IntegreTel has made progress in improving our systems and procedures for handling end user complaints.

We have two individuals who are dedicated to resolving all end user Commission complaints in a timely fashion. This includes advising the Commission in writing of the status and/or outcome.

You may contact either Teresa Sikita or Steve Mostowski by calling our toll free number 1-800-444-1642. You may also write to them at the address listed above. For proper and quicker handling, all correspondence should be directed to them.

We are attempting to ensure that all complaints have been handled and that none are outstanding. Please advise either Teresa or Steve if you have any outstanding complaints. We will give those items top priority.

Again, we wish to thank you for your understanding during this time. Should you have any questions or comments, do not hesitate to contact us.

Sincerely,

D. James Hudson
Vice President
Regulatory Affairs

RECEIVED
APR 17 1991

FPSC-RECORDS / REPORTING

Florida Public Service Commission
RECEIVED
APR 17 1991
LEGAL DIVISION

RECEIVED
APR 12 1991

FPSC-RECORDS/REPORTING

M E M O R A N D U M

April 12, 1991

TO: Steve Tribble, Director, Division of Records and Reporting
FROM: Gerald L. Gunter, Commissioner *B*
RE: Ex Parte Communication Regarding Docket No. 910293-TI,
Initiation of Show Cause Proceedings Against INTEGRETTEL,
Inc. for Violation of Commission Rules 25-4.111(1) and 25-
4.043 Regarding Responses to Consumer Inquiries

On April 8, 1991, I received an ex parte communication from Mr. D. James Hudson representing Integretel, Inc. regarding the above-referenced Docket. Attached to this memorandum is a copy of Mr. Hudson's letter.

Since Mr. Hudson's letter addresses matters at issue before the Commission, I believe it is necessary to place this memorandum and attachment on the record of the proceeding pursuant to section 350.042, Florida Statutes. Please give notice of this communication to all parties to the docket and inform them that they have ten days from receipt of the notice to file a response.

GLG/s

attachment

STATE OF FLORIDA
Public Service Commission



MICHAEL M. WILSON
COMMISSIONER

101 EAST GAINES STREET
TALLAHASSEE, FL 32399-8153
(904) 488-7001

MEMORANDUM

RECEIVED
APR 11 1991

FPSC-RECORDS / REPORTING

TO: Steve Tribble
Director, Division of Records and Reporting

FROM: George Okalidis G-O.
Executive Assistant to Chairman Wilson

DATE: 4/10/91

910293-TL

Chairman Wilson has not seen the attached correspondence. Please place this correspondence, along with my memorandum, in the appropriate docket file.

Please give notice of this communication to all parties to the docket and inform them they have ten days from receipt of the notice to file a response.

GO:cm

Commissioners:
THOMAS M. BEARD, CHAIRMAN
GERALD L. GUNTER
MICHAEL WILSON
BETTY EASLEY
J. TERRY DEASON

State of Florida



STEVE TRIBBLE, Director
Division of Records and Reporting
(904) 488-8371

Public Service Commission

March 22, 1991

TO: All Interested Persons
FROM: Steve Tribble, Director of Records and Reporting
RE: Notice of Commission Conference

Attached is an excerpt of the Agenda for the Commission's regular conference, which is scheduled to begin at 9:30 a.m. on April 2, 1991 in Room 106 of the Fletcher Building, 101 East Gaines Street, Tallahassee. The attached excerpt summarizes the issues to be decided in a docket in which you have expressed an interest. As a party of record or interested person in this docket, you may wish to obtain a copy of the Commission staff's recommendation. To do so, call the Records Section of this office at (904) 488-8371.

Also, as a party of record or interested person, you may wish to attend the conference and address the Commission regarding the docket. If this is your intent, you will need to sign the appearance register, which is located on a table at the back of the hearing room near the double doors. (If you fail to sign the register, you may miss the opportunity to speak before the Commissioners vote on the docket.) The Chairman will then announce each item as it is taken up and ask for your comments at the appropriate time. Any comments you wish to make should be limited to approximately five minutes.

If you have any questions regarding this information, please feel free to call me.

ST:ds
Attachment

PSC/RAR 34 (Rev 1/91)

PAUL SEXTON

ATTORNEY AT LAW

211 SOUTH GADSDEN STREET
TALLAHASSEE, FLORIDA 32301-1809

TELEPHONE (904) 222-9445

TELECOPIER (904) 681-9017

March 20, 1991

RECEIVED
MAR 20 1991

FPSC-RECORDS / REPORTING

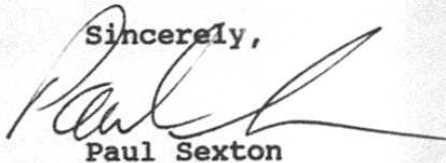
Mr. Steve Tribble
Director
Division of Records & Reporting
101 East Gaines Street
Tallahassee, Florida 32399

Re: Docket No. 910293-TI - Initiation of Show Cause Proceedings Against Integretel, Inc., for Violation of Commission Rules 25-4.111(1) and 25-4.043 Regarding Responses to Consumer Complaints.

Dear Mr. Tribble:

Please place the name and address of our office in the noticing address file for the above Docket. This office represents Integretel, Inc.

Sincerely,



Paul Sexton

PS:ss

cc: D. James Hudson

add
ST