

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into) DOCKET NO. 910727-TL
SOUTHERN BELL TELEPHONE AND)
TELEGRAPH COMPANY'S compliance)
with Rule 25-4.110(2), F.A.C.,)
Rebates.)
)
)
In re: Petition on behalf of) DOCKET NO. 910163-TL
Citizens of the State of Florida)
to initiate investigation into) ORDER NO. PSC-92-0941-FOF-TL
integrity of SOUTHERN BELL) ISSUED: 9/8/92
TELEPHONE AND TELEGRAPH COMPANY'S)
repair service activities and)
repairs.)
)
_____)

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman
SUSAN F. CLARK
J. TERRY DEASON
BETTY EASLEY
LUIS J. LAUREDO

ORDER MERGING SOUTHERN BELL TELEPHONE AND
TELEGRAPH COMPANY'S REBATE AND REPAIR INVESTIGATIONS

BY THE COMMISSION:

On May 6, 1991, we issued Order No. 24476 which established Docket No. 910163-TL. On June 11, 1991, we issued Order No. 24655 which established Docket No. 910727-TL. Docket No. 910163-TL was opened to investigate the integrity of Southern Bell Telephone and Telegraph Company's (Southern Bell's or the Company's) repair activities. Docket No. 910727-TL was opened to investigate whether Southern Bell provided rebates for service outages that went over 24 hours as required by Rule 25-4.110 (2), Florida Administrative Code. The Rule provides that:

Each company shall make appropriate adjustments or refunds where the subscriber's service is interrupted by other than the subscriber's negligent or willful act, and remains out of order in excess of twenty-four (24) hours after the subscriber notifies the company of the interruption. The refund to the subscriber shall be the pro rata[e] part of the month's charge for the period of days and that portion of the service and facilities rendered useless or inoperative; except that the refund shall not be applicable for the time that the company stands ready to repair the service and the subscriber

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does not provide access to the company for such restoration work. The refund may be accomplished by a credit on a subsequent bill for telephone service.

At our May 7, 1991, Agenda Conference, we considered whether to make the rebate question an issue in Docket No. 910163-TL or to establish a separate investigation. At that time, it appeared that the two issues were totally separate and the rebate issue could be handled better separately.

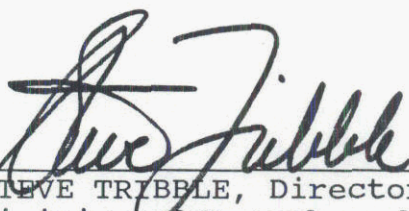
The question to be addressed in Docket No. 910727-TL is whether customers are due rebates. As the investigation has progressed, it has become apparent that in order to answer that question, it is necessary to understand in detail all aspects of the repair computer system (LMOS - Loop Maintenance Operational System) and how it interacts with the rebate computer system (MOOSA - Mechanized Out-of-Service Adjustment System). MOOSA retrieves its information from the data fields of LMOS. The LMOS system is a complex computer system that is the underlying basis for Southern Bell's repair and rebate processes. Due to the intermingled nature of the systems, we now find that it will be more efficient to consolidate Dockets Nos. 910727-TL and 910163-TL. This will eliminate redundant consideration of the highly technical operations of the LMOS system. Moreover, in order to determine the full extent of customers deserving rebates, including those possibly not previously identified due to falsification of records, the Docket No. 910163-TL investigation must be completed. Therefore, Docket No. 910727-TL shall be addressed in conjunction with Docket No. 910163-TL.

Based upon the foregoing, it is

ORDERED by the Florida Public Service Commission that Docket No. 910727-TL and Docket No. 910163-TL are hereby merged. Both Dockets shall remain open. However, the issues in Docket No. 910727-TL shall be addressed in conjunction with Docket No. 910163-TL.

By ORDER of the Florida Public Service Commission, this 8th day of September, 1992.

(S E A L)
CWM



STEVE TRIBBLE, Director
Division of Records and Reporting

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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 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 or sewer 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 Civil Procedure. The notice of appeal must be in the form specified in Rule 9.900 (a), Florida Rules of Appellate Procedure.