

State of Florida

Commissioners:  
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LUIS J. LAUREDO



DIVISION OF LEGAL SERVICES  
NOREEN S. DAVIS  
DIRECTOR  
(904) 487-2740

# Public Service Commission

## MEMORANDUM

November 19, 1992

TO: ALL PARTIES OF RECORD  
FROM: JEAN R. WILSON, DIVISION OF LEGAL SERVICES *JRW*  
TRACY HATCH, DIVISION OF LEGAL SERVICES *TH*  
RE: DOCKET NOS. 910163-TL AND 910727-TL (CONSOLIDATED)

Attached is the preliminary list of issues agreed upon by the parties during the Issues Identification Meeting held on November 4, 1992.

JRW/cmd  
Attachment

cc: Division of Records and Reporting  
Division of Communications (O'Pry)  
Division of Research and Regulatory Review (Vinson)

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIN \_\_\_\_\_
- OPC \_\_\_\_\_
- RCH \_\_\_\_\_
- SEC 1
- WAS \_\_\_\_\_
- OTH 1 ea CRT

DOCUMENT NUMBER-DATE  
13667 NOV 20 1992  
PSC-RECORDS/REPORTING

**PRELIMINARY LIST OF ISSUES RESULTING FROM  
NOVEMBER 4, 1992 ISSUE IDENTIFICATION MEETING  
IN DOCKET NOS. 910163-TL AND 910727-TL (CONSOLIDATED)**

1. Did any of Southern Bell Telephone and Telegraph Company's employees misreport or otherwise miscode trouble reports?
  - a. If so, how?
  - b. How widespread were such activities?
  - c. Did Southern Bell take timely action to stop the practices?
2. Has Southern Bell Telephone and Telegraph Company violated any Commission Rules or Florida Statutes in regard to its repair and rebate operations? If so, what?
3. Did Southern Bell Telephone and Telegraph Company's management encourage behavior that led to any violations of Commission Rules or Florida Statutes in regard to its repair and rebate operations? If so, how?
4. Has Southern Bell Telephone and Telegraph Company filed any inaccurate Commission Forms PSC/CMU 28 (12/86) or Schedules 2, 11, 17 and 18?
  - a. If so, how?
  - b. Has Southern Bell filed corrected Quarterly Reports?
  - c. If not, what actions should the Commission take?
5. Did Southern Bell Telephone and Telegraph Company have sufficient controls in place to detect or prevent any possible repair and rebate falsification from occurring? If not, where and how were the controls insufficient?
6. Should the Commission require Southern Bell Telephone and Telegraph Company to develop additional procedures and systems to prevent inappropriate activities, if any, from occurring? If so, what?
7. Under what circumstances have rebates been improperly denied to Southern Bell Telephone and Telegraph Company's customers, if any?
8. Has Southern Bell Telephone and Telegraph Company refunded the appropriate amounts due pursuant to Rule 25-4.070 (1) (b)? If not, what action should the Commission take?
9. Did Soutehrn Bell's settlement with the Office of Statewide Prosecutor sufficiently compensate potentially affected subscribers so that no additional compensation for subscribers is warranted?

DOCUMENT NUMBER-DATE

13667 NOV 20 1992

FPC-RECORDS/REPORTING

PRELIMINARY LIST OF ISSUES  
DOCKET NOS. 910163-TL AND 910727-TL

10. Were customers denied rebates due to mismanagement, if any, by Southern Bell Telephone and Telegraph Company?
11. Should Southern Bell Telephone and Telegraph Company be prospectively required to rebate out-of-service over 24 hours reports for the full period of the outage under Rule 25-4.110 (2) by rounding up each pro rata portion of a 24 hour period to equal one full day?
12. Should Southern Bell be required to file a report with the Commission for rebates given to customers due to these investigation dockets? If so, what should be contained in the report?
13. Should the Commission modify Southern Bell Telephone and Telegraph Company's reporting requirements, document retention policy or make any other changes?
14. Should the Commission penalize Southern Bell Telephone and Telegraph Company for mismanagement, if any, or violations, if any, of Commission Rules and Florida Statutes? If so, how?

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into the integrity ) DOCKET NO. 910163-TL  
of SOUTHERN BELL TELEPHONE )  
AND TELEGRAPH COMPANY'S )  
repair service activities and reports. )  
\_\_\_\_\_ )

In re: Investigation into SOUTHERN ) DOCKET NO. 910727-TL  
BELL TELEPHONE AND TELEGRAPH ) (CONSOLIDATED)  
COMPANY'S compliance with ) FILED: 11/19/92  
Rule 25-4.110(2), F.A.C., Rebates. )  
\_\_\_\_\_ )

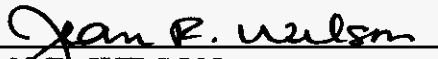
**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that the attached PRELIMINARY LIST OF ISSUES has been furnished by U.S. Mail this 19th day of November, 1992 to the following:

Harris R. Anthony, Esquire  
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Telegraph Company  
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