

REQUEST TO ESTABLISH DOCKET

Date 4-20-93

- 1. Division Name/Staff Name DIVISION OF CONSUMER AFFAIRS / RICHARD DURBIN
- 2. OPR LEGAL (ADAMS)
- 3. OCR COMMUNICATIONS (MONIQUE CHEEN), CONSUMER AFFAIRS (DURBIN)
- 4. Suggested Docket Title COMPLAINT OF MR. THOMAS FERRIOLLO AGAINST SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY REGARDING CHARGES FOR RESIDENTIAL TELEPHONE SERVICE, IN ST. JOHNS COUNTY

5. Suggested Docket Mailing List (attach separate sheet if necessary)

A. Parties (Provide names of regulated companies; provide names and addresses of nonregulated companies)

<u>SOUTHERN BELL</u>	<u>THOMAS R. FERRIOLLO</u>
	<u>P.O. BOX 545</u>
	<u>ST. AUGUSTINE, FL, 32085</u>

B. Interested Persons/Companies (Provide names and complete mailing addresses)

C. This is a generic proceeding and the Interested Persons mailing list should be expanded to include the industries checked below:

- | | |
|---|--|
| <input type="checkbox"/> Investor-Owned Electrics | <input type="checkbox"/> Water Utilities |
| <input type="checkbox"/> Electric Cooperatives | <input type="checkbox"/> Local Exchange Telephone Cos. |
| <input type="checkbox"/> Municipal Electrics | <input type="checkbox"/> Interexchange Telephone Cos. |
| <input type="checkbox"/> Gas Utilities | <input type="checkbox"/> Coin-Operated Telephone Cos. |
| <input type="checkbox"/> Sewer Utilities | <input type="checkbox"/> Shared Tenant Telephone Cos. |

6. Check One:

- Documentation attached.
- Documentation will be provided with recommendation.

INFORMAL CONFERENCE HAS BEEN HELD, SO PARTIES DO NOT NEED TO BE SERVED

DOCUMENT NUMBER DATE
 04444 APR 23 88
 PSC-RECORDS/REPORTING

Name PUTNAM COUNTY NEWS

Company SOUTHERN BELL TELEPHONE & TELEGRAPH

Request No. 35352P

Address THOMAS R. FIRRIOLO

Attn. MARIE MURRAY

By SAS Time 11:11 AM Date 09/28/92

P.O. BOX 512

Consumer's
Telephone # (904)-329-9036 DISCONNECTED

To CO Time fax Date 09/29/92

City/Zip EAST PALATKA 32131 County PUT

Can Be
Reached (904)-329-8940 CHANGED TO 829-6632

Complaint Type ts-44

Account Number _____

Note See PUTNAM.JRD

Has consumer contacted company? Yes No _____ Who _____

Justification S

Closed by SAS Date 11/04/92

Reply Received T

PLEASE INVESTIGATE THE INFORMATION OUTLINED IN THE ATTACHED
CORRESPONDENCE AND PROVIDE ME WITH A DETAILED REPORT BY THE DATE SHOWN
AT YOUR LOWER RIGHT.

*Mr. Hanna said that Mr. Firriolo called on September 30, and he said
that Mrs. Murray from the company had called him about his complaint.
He told Mrs. Murray that he didn't want to discuss the problem with
her, and Mr. Hanna told him that I was investigating the complaint
with Southern Bell.

*I called Mr. Firriolo on September 30 at 1:30 p.m., and I explained
the complaint handling procedures. I suggested that he discuss the
problem with the company in order to resolve the problem, and he said
that he will but prefers to discuss the problem with someone else. He
wasn't sure if she was calling as a result of the complaint with the
Commission because she said that she was calling regarding his letter
to Mr. Tyo. I told him that I will call the company and relay that

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

10/14/92

DUE: _____

information that he will discuss the complaint with company, and he wanted to discuss the complaint with someone other than Mrs. Murray.

*I called. co. (Margarita) on September 30 around 1:40 p.m. and relayed the above info.

*Mr. Firriolo called on October 1 at 8:33 a.m., and he says that the company shut off his fax number 904/329-9036 yesterday, and he says that he didn't receive a call from the co. after he spoke with me yesterday.

*I called co. (Dory) on October 1 at 8:35 a.m. and relayed info. about the disconnection, and I told Dory to make sure that someone gets in contact with him regarding the complaint.

*Mr. Firriolo called on October 1 at 8:50 and wanted to know what the co. said.

*I explained how the complaints are handled and someone should be getting in contact with him.

CONSUMER REQUEST

FLORIDA
PUBLIC
SERVICE
COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

10/14/92
DUE: _____

*He says that he'll be sending me a letter.

*Pat Shield (co.) called on October 1 at 11:30 a.m. She said that Mr. Firriolo has been talking with the public relation and security office people. Co. has explained charges to him previously, and co. has been trying to get specific information regarding his complaint without results. Co. will restore his fax line (located at residence) depending upon the outcome of the complaint, and the check he sent the co. was for his business acct. Also, Mrs. Murray will call him to let him know that the managers are in a meeting today, and she will probably let him know that a James Droste, manager, will probably be the one to call him regarding the complaint. She also said that 329-8907 shown as the residential line on the letter is actually the ring master # off the business line.

*Mr. Firriolo called Oct. 1 at 11:55 a.m. He's going to send me a
END OF THIRD PAGE--SEE WP/PUTNAM.jrd TO ADD ADDITIONAL INFO.

CONSUMER REQUEST

FLORIDA

PUBLIC

SERVICE

COMMISSION



101 EAST GAINES STREET
TALLAHASSEE, FLORIDA 32399

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

10/14/92

DUE: _____

COMPLAINT NO. 35352P
ATTACHMENT PAGE NO. 1

letter, but he wanted to read it to me. I provided above info. regarding the line will be restored, but he needs to put specific info. in letter spelling out problem and what he wants the co. to do to rectify the problem.

See Letter from Mr. Firriolo

Faxed letter to co. on October 2

Mr. Firriolo called on **October 6 at 10:08 a.m.** He says that he hasn't heard from the company, and he wanted to know if I needed another letter. He also wanted to know if a meeting will be set up and what will be his next step if the problem isn't resolved.

I explained that the co. told me that Mrs. Murray was going to call him on Oct. 1 to let him know that a manager was going to call him. I told Mr. Firriolo that I didn't need another letter, and I will call the co. again. If the problem isn't resolved to his satisfaction, he will be advised of the next step. However, I need the opportunity first to try to resolve the problem.

I left a message on Oct. 6 at 10:15 a.m. for the co. (Pat Shields) to give me a call. I also relayed the information to Margarita (co.) regarding Mr. Firriolo's statement that he hasn't heard from the company.

Mr. Firriolo called on **Oct. 6 at 11:35 a.m.** He wanted to know the results of my contact with the company. He says that he's still having some intermittently problems with the service, and the co. has this information on file. He also said that he has the information on a tape.

I told him that I was waiting for the company to return my call, and I told him that I was trying to get specific information from him previously about the service problems and installation problems. I relayed the information to Pat Shields at 11:40.

Mr. Firriolo called again on **Oct. 6 at 11:55 a.m.** He said that a Mr. Keating called him, and the call was disconnected. He says that Mr. Keating gave him authorization to tape the message, and he wanted me to listen to it. He says that Mr. Keating hasn't returned the call. (Mr. Keating had acknowledged receipt of the complaint, and the phone

COMPLAINT NO. 35352P
ATTACHMENT PAGE NO. 2

conversation was disconnected.) Mr. Firriolo says that is one of the problems that he has experienced, and he also referred to other information in his letter. He wants the problem resolved today, and he kept repeating information. He also mentioned that he was going to do a news story about the problem, and he wants to discuss the information with Mr. Hanna and me after lunch.

I told Mr. Firriolo that I will let the company know that the telephone call was disconnected, and I'm trying to resolve the problem. I also told him that I'll let Mr. Hanna review the file. However, he hasn't given Mr. Keating time to return the call. I explained due date for the report. (However, he kept going on and on about the same information.) I told him again that I will call the co. to relay the information about the call being disconnected, and I told him bye.

I relayed the information to co. (Pat Shields) on Oct. 6 at 12:12 p.m.

Pat Shields (co.) called on Oct. 6 at 2:27 p.m. She says that when Mr. Firriolo asked him to hold on, he never came back on the line. He tried to reach him without results. (She doesn't know if the line was busy or if there was no answer.) He will try to reach him again. **She says also that the customer has claimed wire tapping in the past along with other problems.**

Dick said that a company manager called on Oct. 6 (approx. 3:43 p.m.) while I was on another line, and he said that Mr. Firriolo wanted him to call the Commission to let me know that he will talk with Mrs. Murray.

About the same time or shortly thereafter, Mr. Firriolo called George and said that a service manager had called him regarding service, but the problem is with billing. George said a manager in billing should make a premise visit.

I called co. (Pat Shields) on October 6 at 3:47 p.m. to discuss the recent information. I told her that the PSC is requesting that a manger in billing and a manager in service make a premise visit to discuss and try to resolve Mr. Firriolo's problems today.

10/08--Pat Shields (co.) called at 9:28 a.m. She says that Mrs. Murray called Mr. Firriolo late afternoon on Oct. 6 to schedule a meeting with him and the billing manager,

Mr. James Droste. Mr. Firriolo said that he was too busy during the days working on his 4th edition, and he wanted to meet during the evenings or weekends. However, the company couldn't do that. He agreed to discuss information over the phone with Mrs. Murray, and company believes that he doesn't want to pay for the installation charges. **Mr. Droste was to call Mr. Firriolo by today regarding the bill.**

See Interim Report--further response by October 22

Mr. Firriolo called on Friday, October 9 and said that he was verifying fax number to send Mr. Hanna and me a copy of a letter he was faxing to Southern Bell.

Mr. Firriolo called on Tuesday, October 13, and he said that he was faxing another copy of the letter since Southern Bell told him that the letter that he faxed Friday wasn't clear. He says that it had been typed on a typewriter instead of a computer, and he was going to fax me another copy. He wanted to know if I had received the letter, and I told him that I hadn't received it.

See Interim Report--final report by November 10

See Final Report

Closed by letter

Mr. Firriolo called on November 12 at 1:30 p.m. He says that he received my letter; however, he isn't totally satisfied with the \$36.24 adjustment on telephone number 904/329-8940. He says that the company didn't waive the connection charge, and company had billed him \$20 a month for two hours of calls. He wants those charges adjusted. However, he is satisfied with the \$114.45 adjustment on the other telephone number. He says that he is mailing the company a letter, and he will send me a copy of that letter.

I relayed the above information to co. (Dory) on Nov. 12 at 1:44 p.m.

Copy of Mr. Firriolo's Nov. 9 letter to co. stating he isn't satisfied with Ms. Murray's November 2 letter.

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ATTACHMENT PAGE NO. 4

Copy of Mr. Firriolo's Nov. 18 letter to co. and requesting that the PSC keeps the file open.

I called co. (Dory) on November 19 and explained that I've received a copy of Mr. Firriolo's Nov. 18 letter to Ms. Murray, and I told co. to make sure that the co. responds to information in that letter.

Dory called on November 20 to request a fax copy of Mr. Firriolo's letter--faxed

See Supplemental Report

Letter to Mr. Firriolo

Letter Dated Dec. 24 with attachments from Mr. Firriolo

Information faxed to Co. on Dec. 30

Mr. Hanna said on January 7 that Mr. Firriolo called and said that the company is threatening to disconnect his service.

I relayed the information to company (Pat Shields) on Jan. 7 at 3:28 p.m. I told her to make sure that the company doesn't disconnect any of Mr. Firriolo's services because the case will probably go to an informal conference. I also told her to get a report to us soon regarding the information in his December 24 letter.

Pat Godsil called on Jan. 7 at 3:46 p.m. and left a message with Karla for me to call her.

I returned the call at 4:15 p.m., and Pat (co.) told me that Don Moore, Operation Manager, said that he isn't aware of any collection treatment on the account. However, he will follow up to make sure no action is taken. He also said that the company is trying to get its PR people together to resolve the customer's concerns, but this can't take place until Monday, January.

See Supplemental Report

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George told me on Jan. 13 to send Monique Cheek in Communications a copy of the file--
SENT.

1/20/93 Received copy of December bill for 826-0888 from customer. Spoke to Mr. Firriolo and advised him that I have been assigned the case. I told him about the informal conference procedure. He wants everyone at Southern Bell who has been involved in the problem to be there. I advised him that Southern Bell would send whatever representatives were necessary to resolve the problem. He is faxing another letter.

1/20/93 Received copy of memo from Monique Cheek to Charles Rehwinkle.

1/21/93 Received copy of letter from customer to Michael D. Stewart, SB.

1/26/93 Sent letter to customer advising him that I have been assigned and telling him what to expect. Copy to Monique Cheek.

1/29/93 Mr. Firriolo called after receiveing my letter. I tried to explain to him that the purpose of the informal conference was to help reach a resolution of the problems. He believes that if he can not have everyone he wants at the conference that it will not be fair. He wants the conference held in St. Augustine. I told him I would set it up and contact him. He said he will publish this incident in all three of his papers. I advised him that the proceedings are a matter of public record.

2/1/93 Spoke to Mr. Firriolo about scheduling conference. He said he can meet any time.

2/2/93 Scheduled conference for 2:00 pm Feb. 16 at St. John's County Library. Sent letter to customer.

2/9/93 Mr. Firriolo called and said he had to go into the hospital and asked that we reschedule. I advised him that I would call him after he gets out of the hospital and reschedule the conference.

2/19/93 Tried to call customer. Line busy.

2/22/93 " " " " " "

2/23/93 Pat Godsil of Southern Bell called and said that customer is not paying anything

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ATTACHMENT PAGE NO. 6

on his bill. Tried to call again. Line busy.

2/24/93 Line busy. 1:40PM Left message on machine for Mr. Firriolo to call. Mr. Firriolo called and I told him that the charges on 829-6622 need to be paid. He said for me to just tell him where and when we would meet and he would be there.

3/3/93 Reserved meeting room at St. John's County Public Library for 2:30 PM Monday March 29. Left message on Mr. Firriolo's machine. Sent letter to customer, Southern Bell, and Library confirming date and time.

4/6/93 Informal conference held 4/5/93. In attendance were Mr. Firriolo, and Southern Bell representatives Beverly Murray, Assistant Manager Business Office, Jane Droste, Business Office Manager, Nelson Thurston, Security Manager, Paul Keating, Assistant Manager Installation and Maintenance, Carlos Muniz, Manager Installation and Maintenance, Michael Stewart, Manager Public Relations.

There are three areas of dispute in the case. Mr. Firriolo has complained that the installation of the telephone at Louis Broer Road was poor and resulted in interrupted service. Southern Bell has credited him with 2 weeks service and at the conference agreed to credit the installation charges of \$54.50 even though they claim that they did what he asked them to do.

The second conflict had to do with the placement of the protector at 2114 President Street. Southern Bell has provided a credit for that account. The only remaining question has to do with charges for (904)826-0888. Mr. Firriolo says that he never ordered residential service at that number; Southern Bell says that he did and even called back to change the date of the installation. Mr. Firriolo says that he has tape recordings of the conversations that he had with Ms. Helfer when he placed the order for business service. Southern Bell says that the order for the residential service was placed at the same time. Mr. Firriolo did not bring the tapes with him. I advised him that he could file further information after the conference and that if he had something to support his statement that he did not order service I would consider that. I advised him to get it to me quickly because I would be working on a recommendation to the commission.

Southern Bell stated that Mr. Firriolo had not paid anything on his 829-6622 bill and that it was up to over \$700. I advised Mr. Firriolo that that account was not in dispute and that it would need to be paid or it would be disconnected. Southern Bell also brought up the fact that there are outstanding charges on the 329-9036 account in addition to the unpaid installation charges. I told Mr. Firriolo that those charges had not been part of

COMPLAINT NO. 35352P
ATTACHMENT PAGE NO. 7

the original complaint and that Southern Bell would review that part of the bill with him.
4/15/93 Received copy of Southern Bell's completed service order.
4/19/93 Received two letters from Mr. Firriolo. One addressed to SB/Beverly Murray and the other addressed to me advising me that he is going to file suit against Southern Bell after the case is completed. In the letter to Beverly Murray, he is asking for copies of past due bills.

The Putnam County News

P.O. Box 545, St. Augustine, FL 32085

James P. [Signature]

APR 19 2004



Southern Bell

500 North Orange Avenue
Orlando, Florida 32801

April 8, 1993

Florida Public Service Commission
Attn: Dick Durbin
101 East Gaines Street
Tallahassee, Florida 32399-0850

Dear Mr. Durbin:

As confirmation of the request for residential service by Thomas Firriolo, I have enclosed a copy of the completed service order. I was unsure of how familiar you were with our orders so I have provided a description of the various sections of the order.

If I can be of any further assistance, please feel free to contact me at 407-237-3469.

Yours very truly,

Beverly A. Murray

Beverly A. Murray
Assistant Manager



REVENUE ACCOUNTING - BILLING JAXE FORM 5-60-A1-50

CPX904826AM #4 YNN #1
904 826-0888 101921130 STAU 9211121 648921112
NYMVX139B 1FR BB3T3509211201 XSL
ZRTI \$ B 407 237-3034, CYH, 407380 #2
SD 11-30-92 #3
RRSO DYMVX139
IQSN 904 826-0985

---LIST
ILN FIRRIOLO, THOMAS - LISTED NAME
ILA 253 STATE ROAD 16 ADDRESS
ISA 253 STATE ROAD 16, ST AUG
ILOC FLR DOWN - DOWNSTAIRS
IFCTN904 826-0985;0

---DIR
IDDA BA
IDEL A1

---BILL
IBN1 THOMAS FIRRIOLO } BILLING NAME
IBA2 PO BOX 545 } + ADDRESS
IPO ST AUG FL 32085
ICI 10E OBS SM LOC 829-6622
PSVS3299036

ITAR 000,718
ISS 000-00-0000
ICC C
ICIV 1192

---S&E
I1 ASXUP
I1 ALM
I1 1FR /NLC N1/PIC 288/NMC
/PCA B0, 11-12-92/ZLCP V
I1 TTR

---RMS
ACC MR FIRRIOLO
* RMK PER MR FIRRIOLO DELAY TIL
11-30 11-17 1144 BFFMBFD
ZCBR 794-4974

---ASGM
RCSO CYREUMVX139
G1 TN 904 826-0888
FA 253 STATE ROAD 16/LOC FLR DOWN
/RT 5103/RZ 13
ICF 00001-061-73/EXK 904 824/TN
904 826-0888/LPS/DF F21-01
MC 904 824

---STAT
SWC NET
KAML 1
NFE 1

#1 Application DATE 11-12-92
#2 ORIGINAL DUE DATE 11-30-92
#3 SUBSEQUENT DUE DATE 11-30-92
#4 COMPLETION DATE 11-30-92

NO INSIDE WORK
REQUESTED

-UPDATE ISSUED ON 11-17 AT 11:44
by MRS HELFER TO CHANGE DUE DATE
TO 11-30-92 PER MR FIRRIOLO



Southern Bell

500 North Orange Avenue
Orlando, Florida 32801

April 8, 1993

Putnam County News Inc.
Post Office Box 545
St. Augustine, Florida 32085

Dear Mr. Firriolo:

Enclosed is a breakdown of each of your accounts. All payments and adjustments are reflected.

Please review this information and submit payment on all past due charges by April 19, 1993. Payment of these charges by that date will avoid further collection activity.

If you have any questions, please contact me at 407-237-3469 (collect).

Yours very truly,

Beverly Murray
Assistant Manager

cc: Richard Durbin
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

Account 904-829-6622

November 29th bill	\$100.55	
December 29th bill	<u>68.50</u>	
	169.05	
January 29th bill	<u>209.15</u>	
	378.20	
March 1st bill	<u>143.15</u>	
Past Due Balance	521.35	
March 29th bill	<u>184.45</u>	due April 20th
	\$705.80	

Account 904-826-0888

December 10th bill	\$ 62.13
January 10th bill	<u>15.00</u>
	77.13
February 10th bill	<u>15.23</u>
	92.36
March 10th bill	<u>15.46</u>
	\$107.82

Adjustment April 8, 1993 for local service from December 24, 1992 to April 6, 1993 and late payment charges reflected on January, February and March bills.

\$ 50.70
<u>57.12</u>

Account 940-329-9036

July 28th bill	\$125.61
Payment August 25th	<u>125.61</u>
	0.00
August 28th bill	95.10
September 28th bill	<u>17.73</u>
	112.83
October 28th bill	<u>32.87</u>
	145.70
Adjustment late payment charge from September and October bills.	<u>3.12</u>
	142.58
November 28th final bill	<u>5.03</u> cr
	137.55
Adjustment for installation charge of \$79.00 and local service from July 30, 1992 to October 10, 1992	<u>114.45</u>
Past Due Balance	23.10

Account 904-329-8940

July 28th bill	\$290.64
August 28th bill	<u>157.29</u>
	447.93
September 28th bill	<u>127.53</u>
	575.46
Payment September 30th	<u>447.93</u>
	127.53
October 28th bill	<u>206.18</u>
	333.71
November 28th final bill	<u>25.11</u>
	358.82
Adjustment for 2 weeks local service from July 8, 1992 to July 21, 1992.	<u>37.37</u>
	321.45
Adjustment April 8, 1993 for installation charges billed on July 28, 1992 statement for 329-8940. Statement reflects \$86.00 charge for connection of new service.	<u>91.16</u>
Past Due Balance	\$230.29

March 16, 1993

St. John's County Public Library
1960 North Ponce De Leon Boulevard
St. Augustine, FL 32084

Attn: Gail

Dear Gail:

This is to confirm the reservation of a small meeting room on April 5, 1993, from 2:30 until 5:00 PM. I certainly appreciate your assistance.

If you should have any questions, please do not hesitate to contact me.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

March 16, 1993

Mr. Thomas Firriolo
P.O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

This is a follow-up to our conversation regarding your informal conference request concerning your complaint against Southern Bell.

I have made arrangements to hold the conference on April 5, 1993 at 2:30 PM at the St. John's County Public Library, 1960 North Ponce De Leon Boulevard, St. Augustine, FL. I have also been in touch with Southern Bell and confirmed this date. If you should need directions to the library, please call me at 1-800-342-3552.

If you have any written documents in support of your position that have not been provided, please bring them with you. I have enclosed copies of the commission's rules and regulations regarding customer complaints and conferences for your review.

I look forward to meeting you and hope that we can successfully resolve this matter. Please let me know if you have any questions.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

March 4, 1993

Mr. Thomas Firriolo
P.O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

This is a follow-up to our conversation regarding your informal conference request concerning your complaint against Southern Bell.

I have made arrangements to hold the conference on March 29, 1993 at 2:30 PM at the St. John's County Public Library, 1960 North Ponce De Leon Boulevard, St. Augustine, FL. I have also been in touch with Southern Bell and confirmed this date. If you should need directions to the library, please call me at 1-800-342-3552.

If you have any written documents in support of your position that have not been provided, please bring them with you. I have enclosed copies of the commission's rules and regulations regarding customer complaints and conferences for your review.

I look forward to meeting you and hope that we can successfully resolve this matter. Please let me know if you have any questions.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

March 4, 1993

St. John's County Public Library
1960 North Ponce De Leon Boulevard
St. Augustine, FL 32084

Dear Gail:

This is to confirm the reservation of a small meeting room on March 29, 1993, from 2:30 until 5:00 PM. I certainly appreciate your assistance.

If you should have any questions, please do not hesitate to contact me.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

February 25, 1993

Mr. Thomas Firriolo
P.O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

I have been unable to reach you by phone to reschedule your informal conference concerning your complaint with Southern Bell. Please advise me of a time that is convenient for you so that we can get this meeting scheduled.

I also need to advise you that charges for telephone service which are not in dispute do need to be paid in a timely manner. The charges for service at (904)829-6622 are not in dispute so it is necessary for that bill to be paid in order to prevent interruption of service.

If you have any questions, please let me know.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

February 2, 1993

St. John's County Public Library
1960 North Ponce De Leon Boulevard
St. Augustine, FL 32084

Dear Gail:

This is to confirm the reservation of a small meeting room on February 16, 1993, from 2:00 until 4:00 PM. I certainly appreciate your assistance.

If you should have any questions, please do not hesitate to contact me.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt

February 2, 1993

Mr. Thomas Firriolo
P.O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

This is a follow-up to our conversation regarding your informal conference request concerning your complaint against Southern Bell.

I have made arrangements to hold the conference on February 16, 1993 at 2:00 PM at the St. John's County Public Library, 1960 North Ponce De Leon Boulevard, St. Augustine, FL. I have also been in touch with Southern Bell and confirmed this date. If you should need directions to the library, please call me at 1-800-342-3552.

If you have any written documents in support of your position that have not been provided, please bring them with you. I have enclosed copies of the commission's rules and regulations regarding customer complaints and conferences for your review.

I look forward to meeting you and hope that we can successfully resolve this matter. Please let me know if you have any questions.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt
cc: Marie Murray, Southern Bell

January 27, 1993

Mr. Thomas R. Firriolo
P.O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

This is in reference to your complaint against Southern Bell Telephone.

Subsequent to your request for a meeting with Southern Bell representatives I was assigned to review your case and determine if a resolution to your problem can be achieved short of holding an informal conference. I am in the process of reviewing all of the documentation that has been provided to me, including all of your communications with the commission.

Once I have thoroughly acquainted myself with all of the issues involved, I will contact you and we can discuss them. It shall be my purpose to help both parties reach a resolution of the problems. Should a resolution not be reached I will schedule an informal conference during which you may personally present your position to me and the company will present its position.

With regard to the conference, the company will assign whomever it considers necessary to present its side of the dispute to me. It is not necessary that all individuals who have been involved in the dispute be in attendance.

I will be in touch with you within the next few days. In the meantime, if you have any questions, please do not hesitate to contact me.

Sincerely,

Dick Durbin
Consumer Affairs Analyst
Division of Consumer Affairs

DD:kt



Southern Bell

Michael D. Stewart
Regional Manager
Corporate and External Affairs

2800 Southern Bell Tower
301 West Bay Street
Jacksonville, Florida 32202-4400
(904) 350-2293
Fax (904) 350-2862

January 11, 1993

The St. Johns County News
Post Office Box 545
St. Augustine, Florida 32085

*St. Johns County News
Post Office Box 545
St. Augustine, Florida 32085*

Dear Mr. Firriolo:

A copy of your letter addressed to the Public Service Commission dated December 24, 1992, was forwarded to my office for resolution.

Since July, Customer Services and Installation has diligently worked with you to address your concerns. Another investigation has been completed on your business account 904-329-8940 and no additional adjustments are warranted.

Regarding the residence number 904-826-0888, this was established per your request at your address.

We value your business and believe during this time that we have done everything within regulated limitations to satisfy your requests. We are sorry we were unable to reach a mutually satisfying conclusion.

Very truly yours,

M. D. Stewart

M.D. Stewart
Regional Manager-C&EA

Fax 904-829-6622

Att Mr Stewart

The St. Johns County News

P.O. Box 545, St. Augustine, FL 32085
(904) 794-4974 Fax: (904) 329-9038

January 20, 1993

704-487-1000

Michael D. Stewart, Regional Manager
Corporate & External Affairs
Southern Bell
301 West Bay Street
Jacksonville, FL 32202-4400

Mr. Stewart

Dear Mr Stewart,

Pursuant to our conversation this morning, receiving a fax of your letter dated January 11, 1993, and the message I left you on the answering machine, I am responding to the questions of your advertising with our newspaper and to your January 11th letter.

Clearly you are incorrect in your statement that since July, Customer Service and installation has diligently worked with me to address my concerns. The record speaks for itself. I just received another bill for a telephone number I do not have, and never did have.

Your involvement is a complete surprise to me because we have talked about advertising and now you have been assigned to resolve the problem, yet your policy is not to advertise with us.

I was clear in my last letter that I would prefer to talk with no one under the rank of Vice President.

At the risk of being redundant, once again, I wish to have all parties concerned since May of 1992, to address these issues and to stop these fictitious bills from coming.

Sincerely,

Thomas R. Filtrio

Thomas R. Filtrio



Account Number: 904-826-0888 101 0569
Bill Date: Jan 10, 1993 STAU
Page 1

Feb 2	\$62.13	\$0.00	\$0.00	\$15.00	\$77.13
-------	---------	--------	--------	---------	---------

Detailed Statement of Charges

**** Please note: A 1.5% Late Payment Charge will apply
**** to an unpaid balance as of Feb 11.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 760-2355.

Helpful Numbers

RightTouch® service 1-800-826-6290 (See Messages For Details)
Billing Questions To Place An Order
Southern Bell 760-2355 760-2355
Outside Florida 1-800-753-2909 1-800-753-2909
Numbers for other companies are listed with their charges.

(continued)▶

***** PLEASE FOLD, TRIM HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

Please make check payable to Southern Bell.

DATE	AMOUNT	AMOUNT	AMOUNT
Feb 2	\$62.13	\$77.13	

904-826-0888 101 0569
Jan 10, 1993
FP 0209 R23 049372

Check here if
correspondence included.

P.O. BOX 901
JACKSONVILLE FL
32294-0001

THOMAS FIRRIOLD
PO BOX 545
ST AUG FL 32085-0545

70478260888101056020930123073000000000000000062130000007713



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: January 13, 1993
TO: Charles Rehwinkel, Commission Suite
FROM: Monique Cheek, Communications Division *MC*
RE: Thomas Firriolo, St. Johns County News Complaint

This memo is in response to our conversation on January 12, 1993 regarding the above complaint.

I spoke with George Hanna regarding Mr. Firriolo's complaint and I will be coordinating with Consumer Affairs on investigating this complaint. After we have investigated this matter, I will report back to you regarding its status.

If you have any questions, call me at 488-1280.

cc: George Hanna, Consumer Affairs ✓
Barbara Bailey, Communications
George Frazee, Southern Bell





Charles J. Rehwinkel

Assistant to Commissioner Deason
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0853
(904) 488-2986

1/6/93

Walter,

Please look into this and give us a report.

Thanks,

Charles

RECEIVED

JAN 6 1993

CMU

The St. Johns County News

P.O. Box 545, St. Augustine, FL 32085
~~(904) 794-4974 Fax (904) 329-9038~~

December 24, 1992

Mr. George Hanna, Director
Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, FL 32399-0850

Dear Mr. Hanna,

I have repeatedly asked your office for a thorough investigation and the opportunity to sit down with all parties concerned to address the improper billing charges, no service, interrupted service, bad service, poor service and now illegal billing by Southern Bell.

You assured me that Southern Bell will address these issues, however, the matter continues to be unresolved and obviously will remain so.

Mrs. Murray is not right. I had Watt saver Service so why was I charged for direct dialing (see page 3 and 5).

Southern Bell is not right, they charge you for service and telephone numbers you don't have, no service, improper installation, bad service, and poor service (see bill and calling card.)

The general manager of Southern Bell is not right by not allowing the opportunity to bring ineffective management to his attention.

The security division of Southern Bell is not right by their inability to investigate their own.

The Public Service Commission is not right by denying the opportunity to thoroughly investigate these bills and charges and resolve this matter in a timely manner.

My problem with Southern Bell goes back to May of 1992, the record speaks for itself.

Certainly and clearly I have been as patient as one can be under these circumstances.

For seven months I have spent many, many hours talking to representatives, their supervisors in departments of billing, installation, customer service, security, management and general management of Southern Bell. I have written letters and even requested their permission to tape record our telephone conversations, it is all so incredible. None-the-less, I will no longer confer with any member of Southern Bell under the rank of Vice President.

If this matter is not resolved promptly, I will seek remedies in the courts of Florida to stop this improper billing and the abuse that goes with it. This outrageous behavior needs to be addressed.

Once again, I am requesting a complete investigation and the opportunity to have all parties concerned present to address these issues as soon as possible. Thank you.

Sincerely,


Thomas R. Firriolo

cc: Thomas M. Beard, Chairman
Betty Easley
J. Terry Deason
Susan F. Clark
Luis J. Lauredo

Mr. Joe Lacher, President
Southern Bell



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

January 13, 1983

MEMORANDUM TO: Shirley Stokes
FROM: Pat Godsil
RE: Putnam County News
(Also St. Johns County News)
2114 President Street
St. Augustine, Florida
904-329-9036

CASE NO. 35352-P SUPPLEMENTAL INQUIRY

Our records indicate that the only collection activity we have taken with this customer is letters sent in an attempt to collect for unpaid final bills. At no time was the customer threatened that his current service would be disconnected. However, further collection attempts have been temporarily discontinued.

The attached letter was sent to the customer in response to his letter dated December 24.

Attachment

01. 13. 93 10:10 AM
01. 11. 93 05:05 PM

*STATE APPEALS - S. B.

P02
P05



Southern Bell

2600 Southern Bell Tower
301 West Bay Street
Jacksonville, Florida 32202-4400
(904) 350-2293
Fax: (904) 350-2293

Michael D. Stewart
Regional Manager
Corporate and External Affairs

January 11, 1993

The St. Johns County News
Post Office Box 543
St. Augustine, Florida 32085

Dear Mr. Firriolo:

A copy of your letter addressed to the Public Service Commission dated December 24, 1992, was forwarded to my office for resolution.

Since July, customer services and installation has diligently worked with you to address your concerns. Another investigation has been completed on your business account 904-329-8960 and no additional adjustments are warranted. 8940

Regarding the residence number 904-826-0888, this was established per your request at your address. 0888

We value your business and believe during this time that we have done everything within regulated limitations to satisfy your requests. We are sorry we were unable to reach a mutually satisfying conclusion.

Very truly yours,

M.D. Stewart
Regional Manager-C&EA

STATE OF FLORIDA



copy

10

PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
FLETCHER BUILDING
TALLAHASSEE, FLORIDA 32399-0864

FACSIMILE TRANSMITTAL COVER SHEET

PRIORITY TO TRANSMIT: _____

DATE: December 30, 1992 TIME SUBMITTED: ____:____.m. ____ NOT TO EXCEED 2 HOURS
____ NOT TO EXCEED 30 MIN.

TO: MARIE MURRAY

OFFICE/BUSINESS: SOUTHERN BELL TELEPHONE COMPANY

FACSIMILE SPEED NO.: 19 (IF AVAILABLE) OR FAX NO.: (____) ____

TELEPHONE NO.: (____) _____

FROM: CONSUMER AFFAIRS/Shirley Stokes

OFFICE/DIVISION: _____

FACSIMILE NO.: (904) 487-0509 TELEPHONE NO.: (904) 488-7238

COMMENTS: RE: Putnam County News, 35352P--Mr Firriolo is disputing same charges, and he also include a bill for telephone number 904/826-0888. He said that is not his bill. Please investigate & send another report immediately. Thanks.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5

IF PROBLEMS ARE EXPERIENCED WITH THIS TRANSMISSION, PLEASE CALL:
ALONZO WILLIAMS AT: SUNCOM 278-4733 OR (904) 488-4733

December 24, 1992

Mr. George Hanna, Director
Public Service Commission
Fletcher Building
101 East Gaines Street
Tallahassee, FL 32399-0850

Dear Mr. Hanna,

I have repeatedly asked your office for a thorough investigation and the opportunity to sit down with all parties concerned to address the improper billing charges, no service, interrupted service, bad service, poor service and now illegal billing by Southern Bell.

You assured me that Southern Bell will address these issues, however, the matter continues to be unresolved and obviously will remain so.

Mrs. Murray is not right. I had Wart Saver Service so why was I charged for direct dialing (see page 4 and 5).

Southern Bell is not right. they charge you for service and telephone numbers you don't have, no service, improper installation, bad service, and poor service (see bill and calling card.)

The general manager of Southern Bell is not right by not allowing the opportunity to bring inef. time management to his attention.

The security division of Southern Bell is not right by their inability to investigate their own.

The Public Service Commission is not right by denying the opportunity to thoroughly investigate these bills and charges and resolve this matter in a timely manner.

My problem with Southern Bell goes back to May of 1992, the record speaks for itself.

Certainly and obviously I have been a participant in this and be aware these circumstances.

X

F 31

12

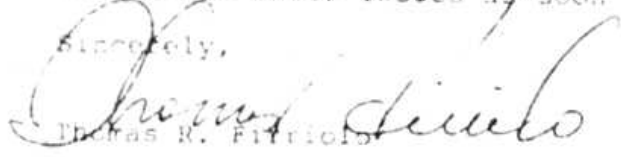
For seven months I have spent many, many hours talking to representatives, their supervisors in departments of billing, installation, customer service, security, management and general management of Southern Bell. I have written letters and even requested their permission to tape record our telephone conversations, it is all so incredible. Nonetheless, I will no longer confer with any member of Southern Bell under the rank of Vice President.

If this matter is not resolved properly, I will seek remedies in the courts of Florida to stop this improper billing and the abuse that goes with it. This outrageous behavior needs to be addressed.

Once again, I am requesting a complete investigation and the opportunity to have all parties concerned present to address these issues as soon as possible. Thank you.



Sincerely,



Thomas R. Filtrio

- Mr. Thomas M. Beard, Chairman
- Betty Easley
- J. Terry Deason
- Susan F. Clark
- Eric J. Laurodo
- Mr. Joe Lacher, President
- Southern Bell

X



Southern Bell
A BELL TELEPHONE COMPANY

Account Number: 904-826-0888 101 0569
Bill Date: Dec 10, 1992 S1AU
Page 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	LESS PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
JAN 11	\$0.00	\$0.00	\$0.00	\$62.13	\$62.13

Detailed Statement of Charges

**** Please Note: See Welcome Message following the Southern Bell Current Charges.

**** Please Note: A 1.5% Late Payment Charge will apply to any unpaid balance as of Jan 11.



Helpful Numbers

Customer Service: 1-800-826-4220 (See Message for Details)
Billing Questions: 780-2455
To Place An Order: 780-2455
Southern Bell: 780-2455
Message Forward: 1-800-753-2909
1-800-753-2909
Numbers for other companies are listed with their charges.

(continued) ▶

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT *****
Please make check payable to Southern Bell.

CURRENT CHARGES DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
JAN 11	\$0.00	\$62.13	

904-826-0888 101 0569
Dec 10, 1992
EP 0202 R23 049008

Check here if correspondence included.

P.O. BOX 90
JACKSONVILLE
32294-0091



THOMAS FERRIULO
PO BOX 505

2385-0545

904-826-088810105

0000000000213

as you can see this is not my telephone number yet I'm being charged



Southern Bell
A BELL COMPANY

Account Number: 904-329-8940 317 0563
 Bill Date: Nov 28, 1992 P16A
 Page 5

Direct Dialed Calls (continued)

TOTAL CHARGE FOR DIRECT DIALED CALLS 9.79

4 charges included as Bell Saver Service Plan calls
 Optional Services

1. Watchdog - Summary

2 CALLS FOR 17.2 MINUTES \$ 2.70

\$1.54 MINIMUM SETTLEMENT AMOUNT
 EXCEEDED BY \$1.54

Subtotal

AMOUNT	TOTAL
	00

State of Florida

Commissioners:
THOMAS M. BEARD, CHAIRMAN
BETTY EASLEY
J. TERRY DEASON
SUSAN E. CLARK
LUIS J. LAUREDO



DIVISION OF CONSUMER AFFAIRS
GEORGE HANNA
DIRECTOR
(904) 488-7238
TOLL FREE 1-800-342-3552

Public Service Commission

December 9, 1992

Mr. Thomas R. Firriolo
Putnam County News
P.O. Box 512
East Palatka, FL 32131

Dear Mr. Firriolo:

This is a follow-up to your complaint against Southern Bell Telephone Company.

I've attached a copy of the company's November 16 letter to you explaining how the Wattsaver service is billed, and it appears that no further adjustments are required on the business account for telephone number 329-8940.

Thank you for giving me an opportunity to review your concerns.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS

Attachment



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

November 23, 1992

MEMORANDUM TO: Shirley Stokes

FROM: Pat Godsil

RE: Putnam County News
2114 President Street
Palatka, Florida
904-329-9036



CASE NO. 35352-P (SUPPLEMENTAL INQUIRY)

On 11-12-92 the customer called to speak with Ms. Murray. The customer was advised that Ms. Murray was speaking with another customer and a call back was offered. The customer refused a call back saying he would call back.

Later that day the customer called and spoke with Ms. Murray. He requested new service be connected in St. Augustine. The order was issued. (Records show the customer had his residence, 904-329-9036, disconnected on 11-2. He also changed his business line, 904-329-8940, to a remote call forwarding line going to an answering service.)

On 11-13 and 11-16 Ms. Murray left word for the customer to call to acknowledge the recent inquiry. On 11-16 Ms. Murray sent the attached letter addressing his latest concerns.

On 11-16 the customer left a message for Ms. Murray advising he could not be reached that day or the next and would wait to receive her letter.

On 11-10-92 Ms. Murray received a copy of the customer's letter dated 11-18. Ms. Murray has sent letters on two separate occasions and has had numerous conversations with the customer regarding the charges referred to in his letter. The charges have been sustained and no additional adjustments are due. Ms. Murray has previously attempted to arrange a face to face meeting with the customer (at his request), however, his schedule would not allow him time to meet with Southern Bell. No further action is planned.

Attachment

17

November 16, 1992

Putnam County News
P. O. Box 545
St. Augustine, FL 32085

Dear Mr. Firriolo:

This letter is in response to your most recent inquiry to the Public Service Commission.

The adjustment amounts reflected in my letter of November 7, 1992, are correct. The charges for connection of business service on Louis Broer Road will remain as reflected on your July statement. No further adjustments are warranted.

You also questioned the \$20.40 monthly charge for 2 hours of calling. This charge is for Wattsaver service. Under the Wattsaver plan you pay a fixed minimum monthly amount to receive an initial block of time. Once this amount has been satisfied additional usage charges are billed at the appropriate rate (peak or off peak). By subscribing to Wattsaver you reduced the Southern Bell toll charges reflected on your October 28 statement by approximately \$30.33.

If you have any further questions on Wattsaver or your account, you may contact me at 407-237-3469 (collect).

Yours very truly,

Beverly Murray
Assistant Manager - Customer Service

BM:tb

The Putnam County News

P.O. Box 545, St. Augustine, FL 32086
(904) 794-4974 Fax (904) 329-9036

November 16, 1992

Robert L. Watten
Southeast Bell
10000 W. Alameda
Orlando, FL 32837

Dear Mr. Watten:

As a consumer being redundant, the reasons listed below
concerning my long investigation of improper installation,
poor service, bad service and poor service which lasted approx
three weeks of service unsatisfactory.

When the line was laid across the road for quite some
time, I was dealing with management, so no calls to repair
service were made to me. Example, the last two days of my
agreement on my line I dealt with you so no calls were
made by me to repair. However, repair did not interfere
with my service termination I had a problem.

As you see, not any no representation, authorized to
remove of the Watten but get you charged me with all these
calls, rather than the \$1.00 rate for two weeks of less
service service.

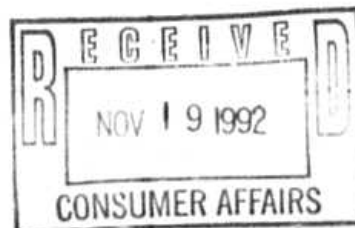
It is outrageous. You charged for installation when
the installation was the problem of no service, let alone
bad service.

I am requesting the Public Service Commission not close
out this file until we all get together, examine the records
and address the issues.

Sincerely,

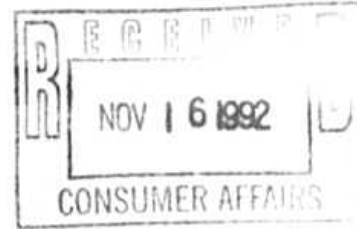
Franklin B. Smith

Franklin B. Smith
10000 W. Alameda



**The St. Johns
County News**

P.O. Box 545, St. Augustine, FL 32085
(904) 794-4974 Fax: (904) 329-9036



November 9, 1992

Beverly Murray, Assistant Manager
Southern BELL
500 North Orange Avenue
Orlando, FL 32801

Dear Ms. Murray,

I am in receipt of your November 2, 1992 letter which I find unsatisfactory.

Sincerely,


Thomas R. Firriolo

cc: Public Service Commission

State of Florida

Commissioners:
THOMAS M. BEARD, CHAIRMAN
BETTY EASLEY
J. TERRY DEASON
NUNAN F. CLARK
LUIS J. LAUREDO



DIVISION OF CONSUMER AFFAIRS
GEORGE HANNA
DIRECTOR
(904) 488-7238
TOLL FREE 1-800-342-3552

20

Public Service Commission

November 4, 1992

Mr. Thomas R. Firriolo
Putnam County News
P.O. Box 512
East Palatka, FL 32131

Dear Mr. Firriolo:

This is a follow-up to your complaint against Southern Bell Telephone Company.

I've received a copy of the company's November 2 letter to you explaining that your account was credited \$36.24 for telephone number 904/329-8940 for the service problems that you experienced on Louis Broer Road, and a credited of \$114.45 was applied on telephone number 904/329-9036 due to the network interface location problem.

Thank you for bringing the problems to my attention. Should you have any questions or need further assistance, please let me know.

Sincerely,

Shirley A. Stokes
Consumer Affairs Analyst
Division of Consumer Affairs

SAS:kt



Southern Bell

Special Assistance Bureau
666 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

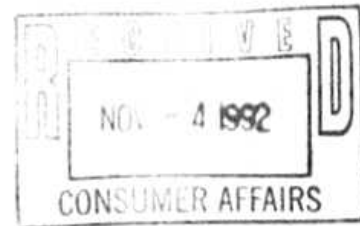
November 3, 1992

MEMORANDUM TO: Shirley Stokes

FROM: Pat Godsil

RE: Putnam County News
P. O. Box 512
Palatka, Florida
904-329-9036

CASE NO. 35352-P



This is in final response to our interim dated 10-16-92.

On 10-27-92 Mrs. Murray spoke with the customer regarding the billing problems he referred to in earlier conversations. The customer advised no one was bothering his line now but he felt he needed to move to St. John County and stay incognito in Putnam County for a while. He requested Mrs. Murray change his business line, 329-8940 to a remote call forwarding line and to disconnect his residence line, 329-9036. Mrs. Murray agreed to make the changes.

The customer then said he felt that all monthly and installation charges should be adjusted for him business account for the period of time he was located at Louis Broer Road. The customer felt this should be adjusted because of the service problems he had experienced (line fading, voices on the line, trouble with the answering machine) due to possible tapping. Mrs. Murray agreed to review the service problems experienced at the location and make the appropriate adjustment.

Mrs. Murray also agreed to adjust both the local service and installation charges on the customer's residence account. Local service would be adjusted from 7-30 to 10-10-92. This was a compromise adjustment due to the customer's concern over security and the location of his network interface. The attached letter was sent to the customer advising him of the amounts adjusted.

Attachment



Southern Bell

500 North Orange Avenue
Orlando, Florida 32801

November 2, 1992

Putnam County News, Inc.
Post Office Box 512
Palatka, Florida 32131

Dear Mr. Firriolo:

We have reviewed the situations you have encountered on telephone number 329-8940 and will credit your account \$36.24. This adjustment represents service located at 1110 Louis Broer Road. We are adjusting 14 full days of service although only sporadic problems were experienced.

In regards to telephone number 329-9036, we will credit the account \$114.45 due to the location of the network interface. This amount represents local service from July 30 to October 10 as well as installation charges.

Should you need any further assistance please contact me (collect) at 407-237-3469.

Yours very truly,

Beverly Murray
Assistant Manager-Customer Services



Southern Bell

Special Assistance Bureau
666 NW 79th Avenue
Room 604
Miami, Florida 33126
(305) 263-4816
1-800-321-4327

October 16, 1992

MEMORANDUM TO: Shirley Stokes

FROM: Pat Shields

RE: Putnam County News
P. O. Box 512
Palatka, Fl
904-329-9036



CASE NO. 35352- P

This is in further response to an interim report dated 10-12-92.

On 10-7, Mrs. Murray left a message on the customer's recorder that her manager would not return to the office until 10-9, and she would call him at that time.

Mrs. Murray attempted to call the customer on 10-9, to advise that her manager would not return until 10-13.

On 10-10, Mrs. Murray spoke with the customer and again offered to assist with the issues in question. The customer agreed to speak with Mrs. Murray, but wanted her to call him back late in the afternoon on 10-13.

On 10-13, Mrs. Murray spoke with the customer who advised he had prepared a letter and would FAX it to her. He requested that she review the letter as it would outline his billing questions and call him back on 10-14.

The letter was received, but rather than outlining billing problems the letter referred to alleged corruption in local law enforcement. (Due to the sensitivity of the matters discussed in the letter we are not forwarding a copy with this report.)

On 10-14, Mrs. Murray again called the customer, who said he had an appointment to interview 3 candidates and did not have time to talk. Mrs. Murray advised that she understood his busy schedule and would extend the resolution until 10-30. The customer agreed to call Mrs. Murray when he had time.

84

2

Mrs. Murray sent a letter to the customer confirming the conversation.

A final report will be provided by 11-10.

Attachment



Southern Bell

400 North Orange Avenue
Orlando, Florida 32801

October 15, 1992

Putnam County News Inc.
P. O. Box 512
Palatka, FL 32131

Dear Mr. Firriolo:

This will confirm our conversation of October 14 regarding your appeal to the Public Service Commission. Considering the deadlines you are currently under, I will await your reply by October 30, 1992. I am hopeful that any and all matters can be resolved by that time.

I can be reached at 407-237-3469 (call collect).

Yours very truly,

Beverly Murray
Assistant Manager,
Customer Service

BM:tb



Southern Bell

Special Assistance Bureau
688 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1-800-321-4327

October 12, 1992

MEMORANDUM TO: Shirley Stokes

FROM: Pat Shields

RE: Putnam County News
P. O. Box 512
Palatka, Fl
904 -329-9036

CASE NO. 35352-P

Our investigation reveals that on 7-8-92, business service was installed for Putnam County News at 110 Louis Broer Rd., E. Palatka, Fl. Since the customer felt his line was being tapped, he requested the protector be placed behind a chain link fence which was kept locked.

Our buried service wire contractor was then notified to bury this customer's wire. After two unsuccessful attempts were made to gain access to bury the wire, the contractor referred the account to our assistant manager. We then contacted the customer and arranged access to bury the wire. When the contractor returned to the premise, however, The customer denied him permission to bury the wire and requested aerial service.

On 7-29, a technician was dispatched and placed an aerial service wire.

On 7-21, the customer called the business office to obtain information about a Remote Call Forwarding (RCF) line. The customer said that he had heard voices on the line and believed the line was being tapped. The customer said he had previously referred the problem to Southern Bell Security. The customer wanted to discuss the problem with an assistant manager and a call back was taken.

The manager spoke with the customer on 7-22, who said he felt his line was being tapped by local government official/law enforcement, because his paper was preparing to expose information on issues involving these local politicians/law enforcement officers. The customer said that a Southern Bell security manager was already aware of the problem.

A BELL SOUTH Company

10.12.92 04:28 PM *STATE APPEALS-S.B. P01

27

2

The customer then requested information on a RCF line with Memorycall service. The customer said he felt this type of service would enable him to get messages without having a line at his physical location. The benefits and disadvantages of RCF vs. a regular business line were discussed and the customer was given the cost of both. The customer said he needed to think about it and would call back the following day.

On 7-23, the customer called and advised he had decided to move his service to a different location. This new address would serve as both his place of business and his residence and the customer said he felt this would provide more security, since he would be there 24 hours a day. We agreed to place the order to move both the residence and business lines to the new location. The customer said he was not sure of the date he wanted to move since the building was having remodeling done. The customer said he would call back the next day to confirm the date.

On 7-24, the customer confirmed the request to move the business service, 904-329-8940 and the residence 904-329-9036, to 2114 President St., Palatka, FL. The installation date was set for 7-27. The cost to move both lines along with the monthly rate of each was confirmed with the customer.

The customer then advised that he was receiving beeps and sonar-like ringing sounds on the lines and requested this information be given to the security office. The customer said he felt that Southern Bell should absorb the cost of the move, since they could not locate the source of the wire tap.

It was explained that Southern Bell had been investigating his complaint, but found no evidence of a wire tap. The customer was also advised that if he determines a move would be in his best interest, Southern Bell would do everything possible to accommodate his request. However, we advised there are charges involved to connect his lines and Southern Bell would be correct in billing for the services rendered.

In addition the customer was advised that normally requests for wire tapping are handled thru local law enforcement, but if he felt that was not an alternative, perhaps the customer might want to deal with their equivalent in another county or on a State level. The customer said he felt sure that security would find the problem and handle it and then he may report the situation to the FBI if it continued.

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On 7-24, The matter was referred to our security manager who advised the customer's lines were being checked twice a day and there was no evidence of any tampering of any kind.

On 7-27, the customer called and said he was having problems with his new landlord and that his contract had been cancelled and requested the orders to move the service be canceled. The customer said he would call back when he was ready to move.

On 7-28, the customer spoke with our assistant manager and requested the order be placed to move the service to President St. The orders were issued with a 7-30, due date. The customer advised that the protector on his house was in poor condition and should be replaced. In addition the customer requested the box be moved to a location more secure so no one could tap into the line. The manager advised that we would attempt to satisfy his request if possible, but that the box may not be able to be placed in a different location.

On 7-30, the service was moved to the new location. The customer called to advise that the protector had not been placed to his satisfaction. It was agreed that a foreman would visit the customer and further discuss the matter.

A foreman visited the customer and explained that the protector could not be placed on the opposite side of the house as he was requesting, because it had to be bonded to power. The foreman agreed to raise the existing protector because of the customer's concern for security, but advised the customer that to accommodate this request we would need to replace one of the existing inside wire

After completion of the outside work, the foreman attempted to access the inside wiring, but the customer closed the door and said he had to leave. The foreman again explained that he needed to change the inside wiring to move the protector. The customer said do what you have to do and left. The protector was left at the existing level.

On 7-31, the customer called the assistant manager and said that the foreman left without moving the box to the other side of the house. The customer said that the service was not connected to his satisfaction since the box is still in the carport area and could be readily accessed by anyone. It was agreed to have the foreman call the customer back.

The customer called our manager and said he felt someone was tapping his line. He said that each time he calls the business office he has a problem with his line; busy signals on answering machine, line dead, fading. The customer was upset and said that nothing was wrong at his end and that evidently the local law enforcement in Putnam County has a contact within Southern Bell. The manager said she did not agree with that statement and that Southern Bell employees operate under high standards of ethics. The customer said that if they can get to the President of the United States, they could get to Southern Bell. The customer was assured that Southern Bell was doing everything necessary to determine if a wire tap situation existed. The customer then said he trusted the telephone company and knew he was in good hands.

On 8-6, the customer called to request a specific representative call back to explain the bill. The representative called back and left a message on the customer's answering machine. On 8-7, we called the customer who said he was too busy with the newspaper to talk and to call back on 8-10. The customer also requested that the assistant manager be advised that our foreman had said he could not help him, since our security office was involved.

The customer called repair on 8-7, and said he was not able to answer his line. The foreman spoke with the customer and explained that in order to make the line ring in a different location in the house, the inside wiring needed to be rearranged and there would be a charge for this. The customer declined to have this work done.

The assistant manager and the foreman discussed the matter and it was determined that the line had been checked and rechecked and no trouble was found. It was determined that Southern Bell would raise the protector, if the customer could arrange a time for access.

On 8-12, we spoke with the customer and went over all the charges appearing on the July bill. The customer said that he felt it was unfair to pay installation charges to move his service since he had reported problems with the lines. The customer was advised that the charges were correct for the work that was done. At this time we offered to check for any reported outages and make any appropriate adjustments. The customer refused a local service adjustment. (repair records do not substantiate any outages).

On 9-28, Ms. Beverly Murray, Assistant Manager, called the customer to acknowledge the appeal. The customer refused to discuss the matter over the telephone and requested all communication be done in writing and hung up.

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On 9-29, Ms. Murray sent the attached letter to the customer.

On 10-3, Ms. Murray contacted Mr. Paul Keating, Assistant Manager-Installation/Repair, and requested he contact the customer regarding the installation problems.

On 10-6, Mr. Keating called the customer, but was cut off during the conversation. He attempted to call the customer back, but the line was busy. He later spoke with the customer and offered to resolve any installation problems the customer wanted to discuss. The customer said he only had questions on the billing on the account and he would be willing to speak with Ms. Murray on the phone.

On 10-6, Ms. Murray received the request from the commission requesting that a premise visit be made to the customer to discuss his concerns. Ms. Murray called the customer and attempted to set up a visit by herself and Mr. Keating to resolve any billing or installation problems. The customer said he was in the middle of printing his 4th edition of the paper and would be too busy for the next 10 days to 2 weeks to set time aside to meet.

Ms. Murray then offered to try to resolve these issues over the telephone, but the customer said he had an appointment. Ms. Murray offered to call back at a more convenient time, but the customer then brought up various issues and would not allow Ms. Murray to attempt a resolution before switching to another subject.

The customer said he had previously requested that she call him, but she had not met the commitment. Ms. Murray explained that the representative he spoke with on 8-12, had met that commitment.

The customer then said that the protector had not been moved as of yet to the opposite side of the house. Ms. Murray explained that this could not be done for safety reasons as there was no power on that side of the house. The customer then said he had an appointment and had to leave. Ms. Murray again offered to visit the customer or call back later to discuss these issues in more detail. The customer told Ms. Murray to go over all the details of the past conversation, itemize them and adjust the account accordingly.

Ms. Murray advised the bill was correct and she could not adjust all of his past billing. The customer said that he would continue down his current path and deal with someone higher. Ms. Murray offered to refer the account to her manager and have her call back by 10-8.

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A further report will be provided by 10-22. ~~+~~

Attachment.

10.02.92 04:48 PM

P02

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Southern Bell

500 North Orange Avenue
Orlando, Florida 32801

September 29, 1992

Putnam County News Inc.
P. O. Box 512
Palatka, FL 32131

Re: 904-329-8940

Dear Mr. Firriolo:

Confirming our conversation of September 28, 1992, all issues regarding your telephone service will be addressed by letter. Normally we do conduct business over the telephone to expedite handling of concerns or problems. Since your satisfaction is of the utmost importance to us, however, we will be glad to honor your request.

Please forward your correspondence to me at the address below:

Southern Bell
500 N. Orange Ave.
Room 368
Orlando, FL 32801

Yours very truly,

Beverly Murray
Assistant Manager-
Customer Service

BH:tb

Putnam County News

P.O. Box 512 • East Palatka, Florida 32131

Thomas Ramond Firriolo
Publisher

Business 329-8940
Fax 329-9036
Residence 329-8907

October 1, 1992

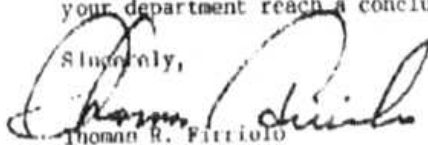
Shirley A. Stokes, Analyst
Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0850

Dear Ms. Stokes,

Thank you for your September 29th letter and prompt attention to my phone call to you yesterday regarding/discussing problem with Southern Bell and this morning, informing you of the disconnected phone service.

I appreciate it if you will get back in touch with me at the conclusion of your investigation. However, if you do not have all the facts, how could your department reach a conclusion?

Sincerely,



Thomas R. Firriolo

Per your request:

July 8th - phone installation
July 9th - Channel 4 TV comes live to building for interview, which clearly shows telephone line cables draped over the building, laid on top of the road with cars running over the lines (3) and lay there for nearly two weeks.

I only had service for a few days ^{after} None-the-less, I was charged for no service, poor service, interrupted service and bad service.

Installation followed at another location. During the course of this installation, I was assured by management of the Orland office who confirmed with management in the Palatka office that this installation would satisfy me. However, Orlando management was in conflict/dispute with the management of the Palatka office. In short, I'm sandbagged between their feud which aint right.

Meanwhile, I'm left with unsatisfactory installation, poor service, no

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and interrupted service. None-the-less, I was charged for this service.

There is more to this list, however, in the interest of time, please see that service is restored, and that this is brought to the attention of the senior staff of Southern Bell, that customers should not be part of management's disputes, subject to cross-fire, forced to pay a bill, when clearly the record speaks for itself.

Upon your request, I will supply you with ~~an~~ ~~itemized~~ list of complaints.

D. J. ...
...

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September 29, 1992

Mr. Thomas R. Firriolo
Putnam County News
P.O. Box 512
East Palatka, Florida 32131

Dear Mr. Firriolo:

Thank you for your recent letter concerning Southern Bell Telephone Company.

We will look into the matter you outlined and get back in touch with you at the conclusion of our investigation.

Sincerely,

Shirley A. Stokes
Consumer Complaint Analyst
Division of Consumer Affairs

SAS:kt

att. George Hoover

35352P

Putnam County News

P.O. Box 612 • East Palatka, Florida 32131

Thomas Ramond Firriolo
Publisher

Business 329-8940
Fax 329-9036
Residence 329-8907

September 25, 1992

Mr. Ron Tyo, General Manager
Southern Bell Telephone Company
500 N. Orange Avenue
Orlando, Fl. 32801

Dear Mr. Tyo,

We have spoken a few times, many calls to Mrs. Murray's machine via AT&T, Mrs. Murray, Mrs. Kinsey and others.

Calls and questions about my phone bill and service continue to be unanswered, which leaves me no choice other than to contact the Florida Commission requesting a complete investigation.

Your service is not good, your staff does not follow through with customer service/satisfaction and my bill continues to mount with mistake after mistake charging me for your mistakes.

Installation was on July 8, 1992, which was not installed properly, service was interrupted, no service followed by bad service and incorrect billing.

If your customers don't pay their bill, service could be interrupted. Please find enclosed my check for the telephone bill marked under protest. I am requesting your appearance, a list of all telephone calls made to your company, service representatives and supervisors I spoke with and the records. Thank you for your cooperation.

Sincerely,
Thomas R. Firriolo
Thomas R. Firriolo



904-329-9036-331
Sep 21, 1992 056 26 3

SERVICE INTERRUPTION NOTICE

INQUIRIES CALL:
788-2200

Your telephone service may be interrupted unless payment of your regulated charges is received by the "Pay By" date shown on the left side of this notice. The amount of regulated charges may be obtained by calling the "Inquiry" number shown on this notice. Your service will

---9
CT

780-2200

TOTAL AMOUNT

NOW DUE:
\$95.10

PLEASE PAY BY:
09-28-92

be interrupted for failure to pay unregulated charges such as
charges for maintenance plans, directory advertising or charges
associated with 900 or 776 calls. However, further steps may be taken
by Southern Bell and the provider of the service to collect unregulated
charges not paid by the due date.

If your telephone service is interrupted, a restoration of service
charge will apply and a new or additional deposit may also be requested.

We value you as a customer and hope that you can help us avoid this
action by sending your payment today. If you have paid your bill since
this notice was prepared, please accept our thanks and disregard this
notice.

(Additional notice may not be given before discontinuing service if a
check is dishonored.)

***** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****

TOTAL AMOUNT DUE	AMOUNT PAID
95.10	

Account Number: 904-329-9036 331 0563
Sep 21, 1992
TN 0928 096 005455
H

Please make check payable to Southern Bell.

P.O. BOX 901
JACKSONVILLE, FL
32294-0001

THOMAS R FERRIOLO
PO BOX 512
E PALATKA FL 32131

9049329903633105609282012604600000000000000094430000009510

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