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May 24, 1993

920260-TL

Mr. Steve C. Tribble  
Director, Division of Records & Reporting  
Florida Public Service Commission  
101 East Gaines Street  
Tallahassee, Florida 32301

Re: Docket No. (900960-TL)

Dear Mr. Tribble:

Enclosed for filing in the above-referenced docket, please find an original and fifteen copies of Southern Bell Telephone and Telegraph Company's Report in Response to Order No. 24041 in Docket No. 900960-TL.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service.

Sincerely,

*Harris R. Anthony*  
Harris R. Anthony (ms)

- ACK
- AFA \_\_\_\_\_
- ADP \_\_\_\_\_
- CAF \_\_\_\_\_
- CT \_\_\_\_\_
- CTP \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG 1
- LIN 6
- CRD \_\_\_\_\_
- WV 1
- SE 1
- WV 1
- Dir \_\_\_\_\_

HRA:jpb  
Enclosure

cc: Mr. A. M. Lombardo  
Mr. R. D. Lackey  
Parties of Record



DOCUMENT NUMBER-DATE  
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REC-RECORDS & REPORTING

**CERTIFICATE OF SERVICE**

**Docket No. 920260-TL**

**Docket No. 900960-TL**

**Docket No. 910163-TL**

**Docket No. 910727-TL**

I HEREBY CERTIFY that a copy of the foregoing has been  
furnished by United States Mail this *24<sup>th</sup>* day of *May*, 1993  
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Harris R. Anthony  
(P2)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation into Southern ) Docket No. 900960-TL  
Bell Telephone and Telegraph )  
Company's Non-Contact Sales ) Filed: May 24, 1993  
Practices )  
\_\_\_\_\_ )

**SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY'S  
REPORT IN RESPONSE TO ORDER NO. 24041**

COMES NOW Southern Bell Telephone and Telegraph Company ("Southern Bell" or "Company"), and files this Report in Response to Order No. 24041 of the Florida Public Service Commission (the "Commission").

In its Order No. 24041, dated January 28, 1991, the Commission required Southern Bell to provide a weekly report reflecting certain information related to Southern Bell's investigation into its non-contact sales practices. The 119th such report is due May 24, 1993. Set forth below is Southern Bell's response to the information requested in the 119th report.

1. Request: The number and amount of refunds made to customers broken down by: the amount of the refund per customer; customer location (exchange); services removed/refunded; and duration of period for which refund was required.

Response: Southern Bell has made additional refunds to various customers. It is currently in the process of determining the number and amount of refunds as required by the order. This information will be provided to the Commission as soon as it is available.

2. Request: The number and level of all employees involved in any disciplinary actions taken by the Company.


Response: No new information is available.

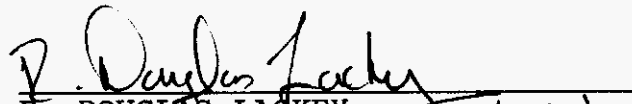
3. Request: Copies of all internal and external correspondence dealing with Southern Bell's non-contact sales practices investigation.

Response: No new information is available.

Respectfully submitted,

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