Public Service Commission 101 East Gaines Street Tallahassee, Fl 32399-0870 Steve Tribble, Director Records Reporting June 27, 1993 Certified Mail

Dear Mr. Tribble:

Your docket #930421-TL is incorrect, particularly, when you stated " at no time did Mr. Firriolo contact Southern Bell and advise them that he had not ordered this service".

December, 1992, I contacted Mr. Stuart, V.P., Reginonal Manager of Southern Bell, the President of Southern Bell, Mrs. Murray and the public services commission that I did not order this service." Mr. Stuart's letter of January 11, 1993, addressess this.

By copies enclosed of Southern Bells June 16, 1993 notice, they stated they will prepare my account for referal to a collection agency, however, June 3, 1993, C. R. W. collection letter was received, C C enclosed.

By numerous letters to Public Service Commission and the last to Chairman Deason, Thomas Beard, I have requested a list of all service calls I made from May, 1992, from Southern Bell, to address these problems at the April 5, 1993 meeting, none were made available.

When the April 5, 1993 meeting was over and most attending left, I returned later to find two managers and the security chief of southern Bell enjoying humorous conversations with the arbitrator. We then continued to address the probelms not recorded for 15 minutes.

Cran PSC-93-0869- Fof-TE

Thank you, Sincerely,

Thomas R. Firriolo

DOCUMENT TOTAL BATE

07042 JUN 30 8

in as hecchiosyner amind

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Complaint of Mr. Thomas

Firriolo against BELLSOUTH

TELECOMMUNICATIONS, INC. d/b/a
SOUTHERN BELL TELEPHONE AND
TELEGRAPH COMPANY regarding
charges for residential
telephone service.

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman THOMAS M. BEARD SUSAN F. CLARK JULIA L. JOHNSON LUIS J. LAUREDO

NOTICE OF PROPOSED AGENCY ACTION ORDER RESOLVING CUSTOMER COMPLAINT

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are adversely affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

On September 8, 1992, Thomas Firriolo, owner of the Putnam County News, filed a complaint against BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company (Southern Bell or the Company). Mr. Firriola alleged that Southern Bell had improperly installed his telephone, improperly interrupted his service, and made errors in his bills.

After discussions with the parties it was determined that there were three points of contention at issue:

- Mr. Firriola asserted that he should not have to pay for the cost of installing the telephone at his first residence;
- 2) Mr. Firriolo asserted that he should not have to pay for the cost of changing his installation at his second residence, since he believed that the Company could not protect him from having his telephone tapped;

DOCUMENT WIMDER-DATE

06215 JUN-98

ORDER NO. PSC-93-0869-FOI-TL DOCKET NO. 930421-TL PAGE 2

> Mr. Firriolo has been receiving bills for telephone service that he asserted he never ordered and had not utilized.

Based on an initial investigation, staff advised Mr. Firriolo that Southern Bell had sufficiently attempted to satisfy his concerns and was due payment. Pursuant to Rule 25-22.032(4), Florida Administrative Code, Mr. Firriolo requested an informal conference which was conducted by staff on April 5, 1993, in St. Augustine. At the conference, items 1 and 2 were settled to the mutual satisfaction of both parties. The one question remaining is whether Mr. Firriolo owes installation and monthly charges on telephone service for (904)826-0888, in the amount of \$57.12.

Mr. Firriolo contends that he never ordered this service. Southern Bell contends that he did order the service and, upon receipt of bills, did not advise the Company that there was a problem.

On April 15, 1993, Southern Bell provided staff with a copy of the computer printout of the completed service order for the telephone service in question.

Southern Bell records indicate that Mr. Firriolo called on November 12, 1992, spoke to a Ms. Helfer, and placed an order for both residential and business service to be installed at 251 State Road 16 in St. Augustine. He was given a connection date of November 20, 1992. Records indicate that on November 17, at 11:44 a.m., Mr. Firriolo called Southern Bell, spoke to Ms. Helfer, and requested that the installation date for the residential service be changed to November 10, 1992. He did not request that any inside wiring be done at either time.

At the informal conference, Beverly Murray, the Assistant Manager of Southern Bell's Business Office, said that she was with Ms. Helfer when she took the order from Mr. Firriolo. She said that Mr. Firriolo clearly ordered two separate services, one business service and one residential service. Ms. Murray said that Ms. Helfer reviewed the rates for both services with Mr. Firriolo, verified the name in which each service would be billed, and discussed with Mr. Firriolo which building would be the business and which would be the residence. The business service was installed on November 20, 1992, and the residential service was connected on November 30, 1992, with telephone number (904)826-0888.

ORDER NO. PSC-93-0869-FOF-TL DOCKET NO. 930421-TL PAGE 5

In the absence of such a petition, this order shall become effective on the day subsequent to the above date as provided by Rule 25-22.029(6), Florida Administrative Code.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this order becomes final and effective on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater 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 of the effective date of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

DOCKET NO. 930421-TL AUGUST 19, 1993

ATTACHMENT B

Public Service Commission 101 East Gaines Street Tallahassee, Fl 32399-0870 Steve Tribble, Director Records Reporting June 27, 1993 Certified Mail

Dear Mr. Tribble:

Your docket \$930421-TL is incorrect, particularly, when you stated " at no time did Mr. Firriolo contact Southern Bell and advise them that he had not ordered this service".

December, 1992, I contacted Mr. Stuart, V.P., Reginonal Manager of Southern Bell, the President of Southern Bell, Mrs. Murray and the public services commission that I did not order this service. "Mr. Stuart's letter of January 11, 1993, addressess this.

By copies enclosed of Southern Bells June 16, 1993 notice, they stated they will prepare my account for referal to a collection agency, however, June 3, 1993, C. R. W. collection letter was received, C C enclosed.

By numerous letters to Public Service Commission and the last to Chairman Deason, Thomas Beard, I have requested a list of all service calls I made from May, 1992, from Southern Bell, to address these problems at the April 5, 1993 meeting, none were made available.

When the April 5, 1993 meeting was over and most attending left, I returned later to find two managers and the security chief of southern Bell enjoying humorous conversations with the arbitrator. We then continued to address the probelms not recorded for 15 minutes.

Chlar PSC - 93 - 0869- Fof-TE

Thank you, Sincerely,

Thomas R. Firriolo

90gtmE41-111 751-0ME 107042 CS130品

Southern Bell
P.O. Box 210039
Columbia Sc 29221
FORWARDING AND ADDRESS CORRECTION REQUESTED

06/03/93

1-803-731-7430



TOTAL DUE:

61.46

558-100-662494-90

RE: Southern Bell

Thomas Firriolo Po Box 545 St Aug Fl 32085-0545

Our client has advised us that your account is delinquent. The purpose of this notice is to advise you of the possible damage to your personal credit reputation should you allow your delinquency to continue and your account remains unpaid.

Once delinquency occurs, our client can enter all relevant data concerning your account into the TRW Credit Data Base as well as other national credit reporting bureaus. Under the provisions of the Fair Credit Reporting Act, the delinquency may then be reported to any credit grantor who requests a credit report on you for as long as the next seven years. You should be aware of the fact that virtually all major grantors of credit use credit bureau reports before approving such items as home loans, car loans, credit cards or other forms of personal credit.

We urge you to take action immediately to avoid creating a negative credit history. Call us today at 1-803-731-7430 to make arrangements to clear your outstanding balance.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If so notified in writing, we will provide you with verification of the debt or a copy of the judgement against you, if a judgement exists, and the name and address of the original creditor, if different from the current creditor.

If payment has been mailed, please disregard this notice. This is an attempt to collect a debt, and any information obtained will be used for that purpose.

CRW FINANICIAL, INC.

9048260888101 Thomas Firriolo 558-I00-662494-90 06/03/93

TOTAL DUE:

61.46



CRW Financial, Inc. P.O. Box 210039 Columbia Sc 29221

200 RMS039



904-829-6622-631 Jun 16, 1993-056-23-0

INQUIRIES CALL 780-2200

FINAL NOTICE

Your payment of \$812.80 for former telephone service is long overdue. We have reminded you of this delinquent account and offered you an opportunity to establish a payment plan with us.

We must now insist that you make immediate payment in full. If this is not possible, we are making a final offer to arrange a satisfactory payment plan.

We would prefer to settle this matter directly with you, but if you fail to make immediate payment or payment arrangements, we will prepare your account for refernal to our collection agency with instructions to take whitever action is necessary to secure payment of your account.

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

TOTAL AMOUNT DUE	AMOUNT	F	Account	Number:		829-6622 16, 1993	
812.80				TN	FXX	056	013600
012.00						В	

Please make check payable to Southern Bell.

PUTNUM COUNTY NEWS
INC
P.O. BOX 901 PO BOX 545
JACKSONVILLE, FL ST AUG FL 32085
32294-0001

90498296622631056999991223306400000000000008128000000081280