

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 *26th* day of *July*, 1993
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(22)

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL
FILE COPY

In re: Investigation into Southern) Docket No. 900960-TL
Bell Telephone and Telegraph)
Company's Non-Contact Sales) Filed: July 26, 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 128th such report is due July 26, 1993. Set forth below is Southern Bell's response to the information requested in the 128th 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.

DOCUMENT NUMBER-DATE

08019 JUL 26 8

SPC RECORDS/REPORTING

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.

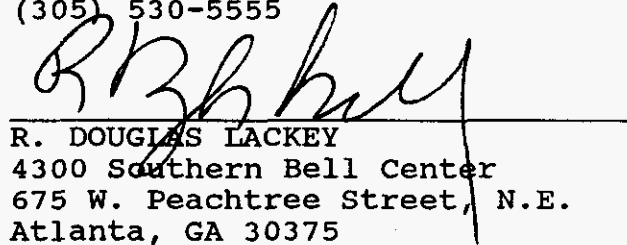
Response: No new information is available.

Respectfully submitted,

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