

HARRIS R. ANTHONY
General Counsel-Florida

Southern Bell Telephone and
Telegraph Company
c/o Marshall M. Criser II
Suite 400
150 South Monroe Street
Tallahassee, Florida 32301
Phone (305) 530-5555

ORIGINAL
FILE COPY

September 20, 1993

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

920260-TL

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
(2A)

- ACK
- AFA _____
- APP _____
- CAF _____
- CMB

- CTR HRA:jpb
- ENC Enclosure
- LED 1 cc: Mr. A. M. Lombardo
- LET 6 Mr. R. D. Lackey
- Parties of Record

REC 1 RECEIVED & FILED

WAS _____

OTH _____

EPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
10140 SEP 20 83
FPSC-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 ^{20th} day of *Sept.*, 1993
to:

Robin Norton
Division of Communications
Florida Public Service
Commission
101 East Gaines Street
Tallahassee, FL 32399-0866

Tracy Hatch
Division of Legal Services
Florida Public Svc. Commission
101 East Gaines Street
Tallahassee, FL 32399-0863

Joseph A. McGlothlin
Vicki Gordon Kaufman
McWhirter, Grandoff & Reeves
315 South Calhoun Street
Suite 716
Tallahassee, FL 32301-1838
atty for FIXCA

Patrick K. Wiggins
Wiggins & Villacorta, P.A.
Post Office Drawer 1657
Tallahassee, Florida 32302
atty for Intermedia and Cox

Kenneth A. Hoffman, Esq.
Messer, Vickers, Caparello,
Madsen, Lewis & Metz, PA
Post Office Box 1876
Tallahassee, FL 32302
atty for FPTA

Charles J. Beck
Deputy Public Counsel
Office of the Public Counsel
111 W. Madison Street
Room 812
Tallahassee, FL 32399-1400

Michael J. Henry
MCI Telecommunications Corp.
MCI Center
Three Ravinia Drive
Atlanta, Georgia 30346-2102

Richard D. Melson
Hopping Boyd Green & Sams
Post Office Box 6526
Tallahassee, Florida 32314
atty for MCI

Rick Wright
Regulatory Analyst
Division of Audit and Finance
Florida Public Svc. Commission
101 East Gaines Street
Tallahassee, FL 32399-0865

Laura L. Wilson, Esq.
c/o Florida Cable Television
Association, Inc.
310 North Monroe Street
Post Office Box 10383
Tallahassee, FL 32302
atty for FCTA

Chanthina R. Bryant
Sprint Communications Co.
Limited Partnership
3065 Cumberland Circle
Atlanta, GA 30339

Michael W. Tye
AT&T Communications of the
Southern States, Inc.
106 East College Avenue
Suite 1410
Tallahassee, Florida 32301

Dan B. Hendrickson
Post Office Box 1201
Tallahassee, FL 32302
atty for FCAN

Benjamin H. Dickens, Jr.
Blooston, Mordkofsky,
Jackson & Dickens
2120 L Street, N.W.
Washington, DC 20037
Atty for Fla Ad Hoc

C. Everett Boyd, Jr.
Ervin, Varn, Jacobs, Odom
& Ervin
305 South Gadsen Street
Post Office Drawer 1170
Tallahassee, Florida 32302
atty for Sprint

Florida Pay Telephone
Association, Inc.
c/o Mr. Lance C. Norris
President
Suite 202
8130 Baymeadows Circle, West
Jacksonville, FL 32256

Monte Belote
Florida Consumer Action Network
4100 W. Kennedy Blvd., #128
Tampa, FL 33609

Donald L. Bell, Esq.
104 East Third Avenue
Tallahassee, FL 32303
Atty for AARP

Michael B. Twomey
Gerald B. Curington
Department of Legal Affairs
Room 1603, The Capitol
Tallahassee, FL 32399-1050

Mr. Douglas S. Metcalf
Communications Consultants,
Inc.
631 S. Orlando Ave., Suite 250
P. O. Box 1148
Winter Park, FL 32790-1148

Mr. Cecil O. Simpson, Jr.
General Attorney
Mr. Peter Q. Nyce, Jr.
General Attorney
Regulatory Law Office
Office of the Judge
Advocate General
Department of the Army
901 North Stuart Street
Arlington, VA 22203-1837

Mr. Michael Fannon
Cellular One
2735 Capital Circle, NE
Tallahassee, FL 32308

Floyd R. Self, Esq.
Messer, Vickers, Caparello,
Madsen, Lewis, Goldman & Metz
Post Office Box 1876
Tallahassee, FL 32302-1876
Attys for McCaw Cellular

Angela Green
Division of Legal Services
Florida Public Svc. Commission
101 East Gaines Street
Tallahassee, FL 32399-0863

Stan Greer
Division of Communications
Florida Public Svc. Commission
101 East Gaines Street
Tallahassee, FL 32399-0863

Harris R. Anthony
(22)

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: September 20, 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 136th such report is due September 20, 1993. Set forth below is Southern Bell's response to the information requested in the 136th 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

DOCUMENT NUMBER-DATE

10140 SEP 20 83

FPSC-RECORDS/REPORTING

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,

ATTORNEYS FOR SOUTHERN BELL
TELEPHONE AND TELEGRAPH COMPANY


HARRIS R. ANTHONY (2x)
J. PHILLIP CARVER
c/o Marshall M. Criser III
150 So. Monroe Street
Suite 400
Tallahassee, FL 32301
(305) 530-5555


R. DOUGLAS LACKEY
4300 Southern Bell Center
675 W. Peachtree Street, N.E.
Atlanta, GA 30375
(404) 529-3862