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SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY

DOCKET NO. 920260-TL

DIRECT TESTIMONY OF ELTON HOWELL, BUREAU OF SERVICE EVALUATION
ON BEHALF OF THE STAFF OF THE FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF COMMUNICATIONS

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FPSC-RECORDS/REPORTING

DIRECT TESTIMONY OF ELTON HOWELL

1

2

3 Q. Please state your name and business address.

4 A. Elton Howell, 101 East Gaines Street, Tallahassee,
5 Florida 32399-0866.

6 Q. By whom are you employed and in what capacity?

7 A. I am a staff engineer with the Florida Public Service
8 Commission, Bureau of Service Evaluation.

9 Q. Please describe your communications and regulatory
10 experience.

11 A. I joined the commission staff in 1991 after twenty-one
12 years of working as a contract employee and as an hourly
13 employee in various engineering and installation and repair
14 capacities for Pacific Bell, Southern Bell and various
15 General Telephone Companies. I was with GTE for 17 years
16 and held the positions of Senior Project Engineer, Project
17 Engineer and Planning Engineer. I was Senior Project
18 Engineer with Southern Bell for 8 months and spent 5 years
19 with Pacific Tel as Project Engineer and
20 Installer/Repairman. As an engineer and a planner I
21 provided detailed telecommunication construction drawings
22 for outside plant projects as well as developing budgets,
23 designing cable and conduit routes, cable sizing and
24 overall plans for the outside plant (OSP) engineers. In
25 addition, I have designed and engineered fiber spans, T1

1 spans, remote carrier sites, and major cable and conduit
2 facilities. Some of the largest projects I engineered were
3 \$5.5 and \$14 million systems.

4 Q. What are your responsibilities in your present position?

5 A. As a staff engineer in the Bureau of Service Evaluation, I
6 primarily perform service evaluations on the LECs and the
7 IXC's to ensure their quality of service. These evaluations
8 include initiating and analyzing test call data, auditing
9 repair and business office records, making on-site
10 inspections and reporting the results of these tests and
11 inspections.

12 Q. Have you previously testified before this Commission?

13 A. No.

14 Q. What is the purpose of your testimony?

15 A. My testimony will address the problems that were discovered
16 when reviewing Southern Bell Telephone Company (SBT)
17 records for proper rebating of out-of-service (OOS)
18 troubles and Consumer Affairs complaints relating to repair
19 operations.

20 Q. What issues will your testimony address?

21 A. My testimony will directly address issues 301, 302, 306,
22 309 and 401 (b)(c) established in Docket No. 920260-TL.
23 These issues pertain to SBT's reporting and rebating of
24 trouble reports.

25 Q. What analysis was performed in the preparation of your

1 testimony?

2 A. Members of the Bureau of Service Evaluation staff have
3 reviewed 457 trouble reports for August 1990, 438 trouble
4 reports for April 1992 and 289 Consumer Affairs complaints
5 from February 1990 through December 1990. Our purpose was
6 to review SBT's repair and rebate operations to identify
7 any major problems that SBT may have experienced during
8 these time periods.

9 Q. Will you explain exactly what data was reviewed for August
10 1990?

11 A. Staff reviewed a sample of the Detailed Lengthy Extended
12 Trouble History (DLETH) and billing records for customer
13 direct trouble reports that were out-of-service over 24
14 hours for the time period of February - December 1990. The
15 main goal in this review was to determine the accuracy of
16 SBT's out-of-service over 24 hour rebating procedures.

17 Q. How did you determine the sample?

18 A. The Commission's Division of Auditing and Financial
19 Analysis (AFAD) provided a sample of out-of-service trouble
20 reports over 24 hours. The information was extracted from
21 SBT's repair computer data provided to AFAD in SBT's
22 Response to Staff's 1st Set of Production of Documents.
23 This sample is based on a 95% factor for the desired
24 confidence level, a 5% expected error rate and a 2% desired
25 precision, the information provided CMU staff with a

1 statistically valid sample for this time period.

2 Q. What is a DLETH and how does SBT use it?

3 A. A DLETH is a record the company keeps to show the detailed
4 status of a trouble report from the time the trouble is
5 reported until the time the trouble is cleared and closed.
6 The DLETH can also be used to show the accumulated record
7 of the past trouble history for a specific telephone
8 number.

9 Q. Have you analyzed the results of the August 1990 review?

10 A. Yes.

11 Q. Do you agree with the findings in this review?

12 A. Yes.

13 Q. From the information you reviewed, did you find any
14 problems with SBT's repair or rebate operations from the
15 1990 data?

16 A. Yes, I found problems in the August 1990 data.

17 Q. What problems did you find in your review of the August
18 1990 data?

19 A. The staff reviewed 457 DLETHs and customer billing records
20 and found 337 of these troubles that in our opinion should
21 have been eligible for a rebate. However, 117 of these
22 were not rebated. Approximately 35 percent of the August
23 1990 trouble reports that were eligible did not receive a
24 rebate. Exhibit EH-1 shows the results of staff's 1990
25 review.

1 Q. Do you know why SBT failed to give these customers a rebate
2 when they appear to be eligible for a rebate?

3 A. It appears the main reason for this failure to rebate out-
4 of-service trouble reports is due to the fact that the
5 company does not believe it has to rebate trouble reports
6 that are out-of-service over 24 hours when it was
7 determined the trouble is related to the customer premises
8 equipment (CPE).

9 Q. Do you believe SBT is required to rebate these CPE related
10 troubles?

11 A. Yes, it is my opinion that Rule 25-4.070 (1)(b), (3)(a) and
12 (7) and Rule 25-4.110 (2), read in conjunction, requires
13 SBT to rebate troubles that are out-of-service longer than
14 24 hours. If the company identifies the troubles as
15 customer CPE problems, then the company must notify, or
16 attempt to notify, the customer within 24 hours that the
17 problem is related to their CPE, otherwise the customer is
18 due a rebate. If the company does not notify or attempt to
19 notify the customer, the customers would never know the
20 problem was related to their telephone equipment and
21 therefore could be out-of-service indefinitely.

22 Q. Did you identify any other problems with SBT's rebating
23 practices?

24 A. Yes, in addition to failing to rebate troubles closed to
25 CPE codes, exhibit EH-1 shows that the company did not

1 rebate 50 of the 117 (42.7%) of the trouble reports that
2 deserved a rebate even though the trouble was due to SBT's
3 own plant conditions.

4 Q. Will you explain what you mean when you state that SBT did
5 not rebate the customer even though the trouble was due to
6 plant conditions?

7 A. This is a condition where out-of-service trouble reports
8 were due to SBT's own plant or equipment failures. For
9 example, a customer reports an out-of-service condition.
10 SBT dispatches a repair person to determine the cause and
11 location of the trouble report. The repair person
12 determines the cause to be related to SBT's plant. It
13 appears to staff that some of the trouble reports out-of-
14 service over 24 hours and showing the final cause
15 determined to be SBT's plant were not rebated as required
16 by the Commission's rules.

17 Q. Will you explain exactly what data was reviewed for April
18 1992?

19 A. The same type of information was reviewed for April 1992 as
20 was reviewed in August 1990, DLETHs and billing records for
21 customer direct trouble reports that were out-of-service
22 over 24 hours. However, staff broadened its scope to see
23 if there were other areas of concern that needed
24 correcting.

25 Q. What problems did you find in your review of the April 1992

1 data?

2 A. From my review of 438 DLETH's and the billing records
3 associated with those reports, it appears there were six
4 major problems.

5 1. SBT did not rebate most CPE troubles that were out-of-
6 service longer than 24 hours if the trouble was
7 determined to be associated with the customer's CPE
8 even if the company failed to notify or attempt to
9 notify the customer within 24 hours that the trouble
10 was the customers responsibility.

11 2. SBT did not rebate 52 trouble reports for OOS over 24
12 hours even though the problem was with SBT's plant or
13 equipment.

14 3. SBT did not rebate for multiple reports, even though
15 there were outages and the customer was OOS for the
16 full duration of the report's history.

17 4. SBT did not rebate an appropriate amount for some of
18 the troubles which were OOS for several days.

19 5. SBT improperly installed initial service orders that
20 generated out-of-service trouble reports.

21 6. SBT did not accurately identify the true cause of the
22 troubles in the initial trouble reports.

23 In addition, the April 1992 review determined that the
24 percentage of customers not rebated increased by almost 10%
25 over the 1990 review. I am also concerned that the

1 majority of customers that did not receive a rebate was due
2 to plant conditions in 1992, whereas the majority of non-
3 rebated customers in 1990 were CPE related. Based on the
4 data, staff is drawn to conclude that SBT's rebating system
5 has not improved since the August 1990 review.

6 Q. Can you show in a table the breakdown of your findings from
7 your analysis of the April 1992 data?

8 A. Yes, I have demonstrated the results of our study in
9 Exhibit EH-2 of this testimony. The exhibit shows the data
10 captured for the 1992 DLETH review.

11 Q. Was the sampling technique used for April 1992 similar to
12 that which was used for the August 1990 review?

13 A. Yes.

14 Q. Was SBT's failure to rebate CPE trouble reports in the 1992
15 review the same type of failure to rebate CPE that was
16 discovered in the 1990 review?

17 A. Yes. As found in both the 1990 and 1992 audits, SBT
18 generally did not rebate subscribers for outages that were
19 determined to be related to CPE. In the 1992 data, 43.9%
20 of the trouble reports that should have qualified for
21 rebates but did not receive a rebate were CPE related
22 trouble reports. In addition, the 1990 and 1992 review
23 also indicated that SBT has selectively rebated some CPE
24 caused troubles that exceeded the FPSC 24 hour requirement,
25 and this inconsistent form of rebating was also the case as

1 pointed out in the 1990 "Consumer Complaint Audit".
2 Exhibit EH-1 Item 2 and EH-15 Item 10.

3 Q. Does SBT's failure to rebate CPE related trouble reports
4 for the 1990 and 1992 reviews appear to be a statewide
5 problem?

6 A. Yes, as you can see from the Exhibit EH-3 the numbers
7 illustrate a company wide problem. The exhibit is a tally
8 by area code for all trouble reports reviewed, the troubles
9 not rebated, CPE not rebated and SBT plant caused-troubles
10 not rebated for August 1990 and April 1992 review.

11 Q. Will you explain the problem associated with SBT's failure
12 to rebate trouble reports that are out-of-service over 24
13 hours even though the problem was with SBT's plant or
14 equipment.

15 A. SBT does not appear to rebate all trouble reports that are
16 out-of-service for over 24 hours even though the trouble is
17 associated with the company's own plant. Exhibit EH-4 is
18 an illustration of a trouble that falls into this category.

19 Q. Was this problem also discovered in your 1990 review?

20 A. Yes.

21 Q. Will you explain what you mean by your statement that SBT
22 does not rebate for multiple reports?

23 A. It appears that SBT did not rebate on what appears to be
24 repeated reports (i.e. multiple or sequential reports of a
25 continuous out-of-service condition - not to be confused

1 with subsequent reports). Rule 25-4.070 (7) states, "A
2 repeat trouble report is another report involving the same
3 item of plant within thirty days of the initial report."
4 Exhibit EH-4, EH-5, EH-6 and EH-7 demonstrate how
5 subscribers had to call repair repeatedly after SBT had
6 closed out the trouble as repaired. These multiple trouble
7 reports appear to be continuous OOS reports under Rule 25-
8 4.070 (1)(a). In my opinion these troubles, though closed
9 out to different causes by SBT, found the customer still
10 out-of-service and were not identified, analyzed and
11 repaired in an appropriate time frame; and deserved a
12 rebate. SBT has classified these reports as ordinary
13 trouble reports, which basically will either limit the
14 amount of rebate given or exclude the report from a rebate,
15 since each individual trouble report may not have exceeded
16 24 hours. For example, Exhibit EH-4, shows that the
17 customer was out-of-service for 13 days. During this time
18 the customer called in five (5) out-of-service reports.
19 Three times the complaint was "can't call - no dial tone"
20 and once as "can't call out"; the last report was "can't be
21 called". In effect, out-of-service. A repairman was
22 dispatched out four times before the problem was finally
23 solved. I determined from the narrative of the DLETH that
24 the subscriber's service was connected to the wrong cable
25 pair in the central office; when the proper cable pair was

1 properly wired the trouble reports stopped. The company
2 categorized each trouble that was dispatched as a different
3 item of plant; therefore, excluding it from a rebate even
4 though it was a repeat and a continuous out-of-service
5 report. It is my opinion the subscriber deserved a rebate
6 for all thirteen days. I could find no evidence where a
7 rebate was given. Exhibits EH-5, EH-6 and EH-7 show
8 examples of similar reports.

9 Q. How many multiple reports were found in the April 1992
10 study?

11 A. Staff found 40 of 132 customers (30%) that deserved a
12 rebate had multiple reports related to their out-of-service
13 troubles. Exhibit EH-8 shows a subscriber had called 26
14 times from April 13 through April 27, 1992 before the
15 trouble was cleared. Exhibits EH-9, EH-10 and EH-11
16 demonstrate how, through the existing system now being used
17 in the Loop Maintenance Operational System (LMOS), the
18 rebate rules were bypassed because of classifying the
19 reported troubles to different causes; meanwhile, the
20 subscriber is out-of-service. Each time they called in a
21 report, LMOS would treat it as an unrelated trouble, not of
22 the same origin or cause, thus not deserving a rebate.

23 Q. Can you explain your statement that SBT did not rebate an
24 appropriate amount for some of the troubles which were out-
25 of-service for several days?

1 A. It appears that SBT rebated some customers a partial amount
2 owed for being out-of-service; that is where one day was
3 rebated but three days should have been rebated. The non-
4 rebating for these reports appears to be due to SBT's
5 classification of these reports as ordinary trouble reports
6 instead of continuous service interruption type reports.
7 See Exhibit EH-12.

8 Q. Why do you think the customer shown in Exhibit EH-12 should
9 have been given a rebate for three days?

10 A. The trouble reports indicated the customer was continuously
11 out-of-service for three days plus three hours. One days
12 rebate was given but three days were due. The reports
13 which were analyzed involved similar out-of-service trouble
14 conditions but were coded by SBT to different causes
15 thereby circumventing what staff believes is a continuous
16 out-of-service report which should have been rebated
17 pursuant to Rule 25-4.070 (1)(b) and (7) and 25-4.110 (2).

18 Q. Will you explain the statement that SBT does not install
19 initial service properly?

20 A. My review indicated 12% of the customers that deserved a
21 rebate but did not receive a rebate were service order
22 related. Exhibits EH-13 and EH-14 show this point.

23 Q. What do you mean by service order related?

24 A. This means that the telephone was not working when the
25 request for telephone service was installed and considered

1 completed by the company; and, can indicate that to
2 establish service SBT needed to make a field visit but
3 failed to do so, or that the service was assigned to a bad
4 plant condition. Exhibit EH-14 shows in the DLETH
5 narrative a defective cable pair was assigned because there
6 were no other cable pairs available.

7 Q. What do you believe to be the main problem associated with
8 your findings in 1992?

9 A. I believe SBT does not accurately identify, analyze and
10 perform proper testing to the satisfactory conclusion that
11 the customer does in fact have good service.

12 Q. What should be done in order eliminate some of the repair
13 problems associated with your findings?

14 A. The company should institute a program that enables it to
15 better ensure that the service is actually working
16 correctly all the way from the customer's premises back to
17 the central office. This program, in my opinion, could
18 help eliminate the main causes of repeat reports, multiple
19 reports, or subsequent reports. See Exhibits EH-4, EH-5,
20 EH-6, EH-7 and EH-12.

21 Q. Do you have any information, other than for CPE related
22 troubles, showing that SBT has failed to provide proper
23 rebates?

24 A. Yes, staff found in its recent audit of the April 1992
25 DLETH's that 30% of the total trouble reports, which were

1 out-of-service over 24 hours, were not properly rebated.
2 Of this total, 43.9% were CPE related reports and 56.1%
3 were from the regulated LEC side of the market; that is,
4 from the central office to the point of demarcation, such
5 as the protector or the network interface. Furthermore,
6 12% of the trouble reports not rebated were service order
7 related. See Exhibits EH-13 and EH-14.

8 Q. What information did you review in your analysis of
9 Consumer Affairs complaints?

10 A. Staff and I reviewed the 289 complaints under TS31 (out-of-
11 service) and TS32 (service affecting), whether classified
12 as justified, somewhat justified or not justified, that
13 were filed with the Commission's Division of Consumer
14 Affairs for the time period of February 1990 through
15 December 1990. The complaints were compared to the DLETHs,
16 the customers matching telephone bills for each telephone
17 number for the same period, and BellSouth's response
18 letters of explanation to the FPSC inquiries regarding
19 these troubles.

20 Q. What problems did you find in your review of the Consumer
21 Affairs complaints?

22 A. Exhibit EH-15 lists staff's findings from the review of the
23 Consumer Affairs Complaints and the DLETH data. There are
24 several areas discussed in this exhibit but the main
25 problems identified are as follows:

- 1 1. Discrepancies between the Consumer Affairs complaints
2 and the DLETH data.
- 3 2. Service Orders not properly installed.
- 4 3. Numerous delayed repair incidences due to heavy
5 workload.
- 6 4. Excessive delay in repairing a cable trouble.
- 7 5. Inaccurate information filed with the Division of
8 Consumer Affairs by SBT.
- 9 Q. Describe the type of discrepancies between the Consumer
10 Affairs complaints and the DLETH data that you referenced
11 above?
- 12 A. Staff analysis revealed that the consumer complaint, the
13 DLETH and the Company answer letter of explanation to the
14 FPSC did not match on 9.9% of the complaints reviewed.
15 When comparing the customer complaint incidence versus the
16 company records, it was found that what the customer
17 reported and what SBT's response letter to the FPSC
18 reported were different. Cases were also found where SBT's
19 response letter to Consumer Affairs did not coincide with
20 the company's repair records. In reviewing the repair
21 records, several multiple reports associated with the
22 customer's trouble were found. Furthermore, the findings
23 in the audit report indicate that in 53.6% of the trouble
24 reports, the company fixed the trouble within the same day
25 after the complaint was filed with the FPSC Consumer

1 Affairs. Staff is concerned that we found instances where
2 the customer complained to the company for several days
3 with no response to their problem before involving the
4 FPSC.

5 Q. Is the problem with the request for service not being
6 properly installed in the Consumer Affairs Complaints the
7 same type of problem identified in SBT's 1992 rebate
8 review?

9 A. Yes. This problem appears to be a condition common to the
10 1990 rebate study, the 1990 consumer complaints study and
11 the 1992 rebate study.

12 Q. Could you explain what you mean when you state numerous
13 reports are delayed due to a heavy workload?

14 A. Yes. This review and the data from the April 1992 study
15 show that on some of the trouble reports SBT stated the
16 trouble was not fixed due to a heavy workload; Exhibit
17 EH-15 lists heavy work load or rain 14.8% of the time as
18 reason for delay to restore service. In some instances SBT
19 attributed this excessive workload to inclement weather.
20 However, there were some instances when the company stated
21 the reason for not completing the repair was due to the
22 workload and did not specify that it was weather related.
23 From this it appears that SBT may have some staffing
24 problems in the repair operations as it relates to repair
25 of cable trouble reports.

1 Q. What do you mean by excessive delay in repairing a cable
2 trouble?

3 A. When SBT dispatches a service technician to repair a case
4 of reported trouble, and the technician discovers that the
5 trouble in the cable, the technician will not fix it
6 because it is outside his/her job description. Instead,
7 the maintenance center is informed that the problem is in
8 the cable. Then the trouble report will be placed back
9 into the dispatch pool until an available cable repairman
10 can respond to the case of trouble. Sometimes, several
11 days transpire before the maintenance center dispatches a
12 cable repairman. Exhibit EH-15, shows that in the 1990
13 study of consumer complaints that almost 13% of the delayed
14 repairs were generated by referring the trouble to the
15 cable technicians for repair. Staff believes the delay of
16 possibly several days is inappropriate. SBT should attempt
17 to get a cable repairman dispatched sooner in order to
18 repair the trouble instead of waiting several days. It
19 appears, that unless it is a major outage, the cable
20 technicians do not normally work on the weekends or late
21 hours.

22 Q. Could you explain what you mean by inaccurate information
23 filed with the Division of Consumer Affairs.

24 A. Yes, in some cases it was apparent the company did not
25 inform the Consumer Affairs' staff that there was a history

1 of trouble related to the specific report filed by the
2 customer. For example, in one case the customer reported
3 to the Commission they had been out-of-service since
4 October 10, and had reported it to the company; see Exhibit
5 EH-16. However, in SBT's response to the FPSC inquiry,
6 none of the customer's prior trouble history was revealed
7 to consumer affairs that would substantiate his/her claim
8 with the Commission. This affected the judgement at the
9 FPSC Division of Consumer Affairs regarding the Justified,
10 Somewhat Justified or not Justified classification of the
11 complaint. The complaint was incorrectly shown as not
12 justified when, in fact, the trouble was found to be in
13 SBT's office equipment. Furthermore, no evidence was
14 provided by SBT that a rebate was given as staff requested
15 through its production of documents request.

16 Q. As a result of your investigation, should Southern Bell be
17 required by the Commission to rebate those customers not
18 properly rebated?

19 A. Yes, if possible. However, if SBT cannot easily identify
20 these types of customers it should be required to refund an
21 amount equal to the estimated amount to be owed for rebates
22 to all its customers.

23 Q. Should Southern Bell be required to file a report with the
24 commission for these rebates? If so, what should be
25 contained in the report?

- 1 A. Yes, Southern Bell should provide evidence that all the
2 missed rebates, beginning in February 1990 to the
3 conclusion of these hearings have been properly rebated.
4 A mechanism needs to be in place to assure the FPSC that
5 all future delayed repair over 24 hours (including CPE) is
6 being properly credited.
- 7 Q. Does this complete your testimony?
- 8 A. Yes it does.

Rebate Findings - August 1990 Data			
ADEQUACY OF REBATES FOR 1990 REVIEW FROM STUDY OF 457 REPAIR TROUBLES		TROUBLES 457	%
1.	TOTAL TROUBLES CONSIDERED QUALIFIED FOR REBATE	337	73.7
2.	TOTAL THAT RECEIVED REBATES (Including 5 CPE)	220	65.3
3.	TOTAL THAT RECEIVED NO REBATES	117	34.7
4.	TOTAL TROUBLES FROM THE 117 NOT REBATED DUE TO CUSTOMER EQUIPMENT (CPE).	67	57.3
5.	TOTAL TROUBLES FROM THE 117 NOT REBATED DUE TO SBT PLANT CONDITION CODES.	50	42.7

Source: Staff workpapers from 1990 rebate audit.

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Rebate Findings - April 1992 Data			
ADEQUACY OF REBATES & REPAIRS - 1992 FROM THE STUDY OF 438 TROUBLE REPORTS		NO. OF TRBLS 438	%
1.	TROUBLES CONSIDERED QUALIFIED FOR REBATE.	296	76.6
2.	TROUBLES WITH NO EVIDENCE OF REBATE.	132	44.6
3.	TROUBLES NOT REBATED WHICH WERE DUE TO SBT EQUIPMENT FAILURES. (52 TROUBLES IDENTIFIED AS DEFECTIVE CABLE).	74	56.1
4.	TROUBLES NOT REBATED WHICH WERE DUE TO CUSTOMER PREMISES EQUIPMENT (CPE).	58	43.9
5.	TROUBLES NOT REBATED WHICH HAD ACCUMULATED MULTIPLE TROUBLE REPORTS.	40	30.3
6.	TROUBLES NOT REBATED WHICH HAD INCOMPLETE INSTALLATION OF SERVICE ORDER.	16	12.1
7.	TROUBLES NOT REBATED WHICH WERE PARTIALLY REBATED.	20	15.2

Source: SBT's Response to Staff's 32nd and 33rd Production of Documents.

TROUBLES REVIEWED BY AREA CODE

AUGUST 1990 AUDIT

AREA CODE	TOTAL REPORTS REVIEWED	TOTAL REPORTS NOT REBATED	PERCENT OF REPORTS NOT REBATED	CPE REPORTS NOT REBATED	PLANT REPORTS NOT REBATED
904	211	40	19	17	23
407	149	52	35	33	19
305	97	25	26	17	8
TOTAL	457	117	26	67	50

Source: Staff workpapers from 1990 rebate audit.

APRIL 1992 AUDIT

AREA CODE	TOTAL REPORTS REVIEWED	TOTAL REPORTS NOT REBATED	PERCENT OF REPORTS NOT REBATED	CPE REPORTS NOT REBATED	PLANT REPORTS NOT REBATED
904	214	47	22	18	29
407	88	18	21	10	8
305	136	67	49	30	37
TOTAL	438	132	30	58	74

Source: SBT's Response to Staff's 32nd and 33rd Production of Documents.

7.2M EC 055 TN 308 0765373

BPA 0 LD 04-01-92 HD 04-30-92 PTH 7003

LN
SA
LDT

---HIST---
10 REPORT 8 CLEARED CLOSED TRT PTH SWM RSL T D C

1 04-10-92 237P 0 04-10-92 818P 61W 238 0 900 400 733 100

01 DTN-04-10-92 237P CDM-04-10-92 1200P RBA-150 D/S-N EXC-N
CALLED-NO- CATEGORY-1 VER-PO CVER-
NAR CVC CCO 5368455
NAR A 0
02 DNT-04-10-92 237P EC-150 ST-PBH RTE-00000000 MP-NMP RSL-0
03 DNT-04-10-92 237P EC-299 ST-PBH RTE-00000299 MP-NMP RSL-0
NAR 1024V80
04 DNT-04-10-92 301P EC-618 ST-PDD RTE-00000300 MP-TBT RSL-900
NAR VER71/NDH POSS DNT/PAD TO 8238
05 DNT-04-10-92 306P EC-633 ST-PAD RTE-09982238 MP-NMP RSL-
NAR PRE-ASSIGN REPEAT REPORT
06 DNT-04-10-92 330P EC-238 ST-DPO RTE-09982238 MP-DD RSL-
07 DNT-04-10-92 315P EC-238 ST-CCA RTE-00000238 MP-CRO RSL-
08 DNT-04-10-92 315P EC-238 ST-CLO RTE-00000238 MP-NMP RSL-
NAR VER 801C 100 FOUND CONNECTED TO MWNO,FR IN CD.

2 04-10-92 1138A 0 04-10-92 900A 04-10-92 901A 628 238 0 110 200 520 100

01 DTN-04-10-92 1138A CDM-04-10-92 600P RBA-257 D/S-N EXC-N
CALLED-NO- CATEGORY-1 VER-BO CVER-
NAR CCO AIMP 000000000
02 DNT-04-10-92 1138A EC-257 ST-PBH RTE-00000000 MP-NMP RSL-U
03 DNT-04-10-92 1141A EC-299 ST-PBH RTE-00000299 MP-NMP RSL-0
NAR 1024V80
04 DTR-04-10-92 1142A CDM-04-10-92 600P RBA-439 D/S-N EXC-N
CALLED-NO- CATEGORY-1 VER-NV CVER-
NAR CCO 01441 CLMS OUT GET DBY 810-SUB DOES HAVE DT-CRC 881
NAR A 0 MS./LV N88 5368455
05 DTR-04-10-92 1200P CDM-04-10-92 600P RBA-519 D/S-N EXC-N
CALLED-NO- CATEGORY-6 VER-NV CVER-
NAR CCO 01441 CLMS OUT GET DBY. SUB DOES HVE DT-CRC 881.CAN ONLY DIAL 80 BELL
NAR A 0
NAR A 0 RE/LV N88 5368455
06 DNT-04-10-92 421P EC-678 ST-PDD RTE-00000300 MP-TBT RSL-110
NAR 008 VER 75 CDM NARD DNT
07 DNT-04-10-92 736A EC-238 ST-DPO RTE-09982238 MP-DD RSL-
08 DTR-04-10-92 900A CDM-04-10-92 600P RBA-442 D/S-N EXC-N
CALLED-NO- CATEGORY-6 VER-NV CVER-
NAR C0 08888/ADD 8000PER TOWNS-REPHON DAYS LTD W/0216122000
NAR A 0 RE/LN N88 5368455
09 P 04-10-92 900A EC-238 ST-CCA RTE-00000238 MP-CRO RSL-
10 P 04-10-92 900A EC-238 ST-CLO RTE-00000238 MP-NMP RSL-
NAR VER 801C 100 MWNO 0 0216122 REFRD TO FRIEDA IN 80.

** CONTINUED ON NEXT PAGE ***

3
2

3 04-11-92 1224P 0 04-13-92 210P 04-13-92 220P 629 844 0 140 100 401 600

01 DTM=04-11-92 1224P (LHM=04-11-92) 600P RBA=487 O/B=N EIC=N
 CALLED-NO- - - CATEGORY=1 VER=80 CVER=
 NAR CC NOT REPEAT TRML DOB JK HS 1 BCT DIS W SERV ACPT CH
 NAR A 0 31436 3033368458
 02 DNT=04-11-92 1224P EC=487 ST-PBH RTE=00000000 MP=NMP RSL=0
 03 DNT=04-11-92 1224P EC=299 ST-PBH RTE=00000299 MP=NMP RSL=0
 NAR 1024V80
 04 DNT=04-11-92 317P EC=625 ST-P80 RTE=00000300 M-TBT RSL=140
 NAR DOB VER11 47V T-BATT CBC DSY.R310700.0700.052318T0294
 05 DNT=04-13-92 717A EC=314 ST-DPO RTE=09982314 MP=TD RSL=
 06 DNT=04-13-92 910A EC=314 ST-PWR RTE=00000300 MP=NMP RSL=
 NAR (DNR) MET US SPLICE NO 8000 SPWB
 07 DNT=04-13-92 910A EC=314 ST-PWR RTE=00000300 MP=NMP RSL=
 NAR (DNR) MET US SPLICE NO 8000 SPWB
 08 DNT=04-13-92 929A EC=864 ST-DPO RTE=44984864 MP=TD RSL=
 09 DNT=04-13-92 210P EC=864 ST-CCA RTE=00000864 MP=CWD RSL=
 10 DNT=04-13-92 210P EC=864 ST-CLO RTE=00000864 MP=NMP RSL=
 NAR VER 801600 BMT ONX1434 C948 Y03K1328P128 /CTIME2039

4 04-06-92 1038A 0 04-06-92 233P 04-07-92 632A 620 284 0 130 100 900 600

01 DTM=04-06-92 1038A (LHM=04-06-92) 600P RBA=488 O/B=N EIC=N
 CALLED-NO- - - CATEGORY=1 VER=71 CVER=
 NAR CC NOT CBC SR A/PHB
 NAR A 0 0048958
 02 DNT=04-06-92 1038A EC=488 ST-PBH RTE=00000000 MP=NMP RSL=1
 03 DNT=04-06-92 1038A EC=299 ST-PBH RTE=00000299 MP=NMP RSL=1
 NAR 1024V71
 04 DNT=04-06-92 124P EC=620 ST-P80 RTE=00000300 MP=TBT RSL=130
 NAR DOB RETBT VER93 O/O-SUB SA/R3(0700)86531052519705109001834
 05 DNT=04-06-92 253P EC=267 ST-P80 RTE=00000300 MP=NMP RSL=
 NAR VER 271 AUTO REJECT AT DISPATCH
 06 DNT=04-06-92 253P EC=267 ST-ALD RTE=00000267 MP=NMP RSL=
 NAR VER 271 AUTO REJECT AT DISPATCH
 07 DNT=04-06-92 313P EC=625 ST-P80 RTE=00000300 MP=NMP RSL=
 NAR (DNR) DOB RETBT VER93 O/O R3107008653.05230905.09000834
 08 DNT=04-06-92 331P EC=284 ST-DPO RTE=09982284 MP=TD RSL=
 09 DNT=04-06-92 500P EC=284 ST-CCA RTE=00000284 MP=CWD RSL=
 10 DNT=04-06-92 500P EC=284 ST-CLO RTE=00000284 MP=NMP RSL=
 NAR VER 61C-600 F8

9 04-08-92 844P 0 04-07-92 911C 04-03-92 922A 653 653 0 900 100 700 610

01 DTM=04-07-92 844P (LHM=04-03-92) 500P RBA=391 O/B=N EIC=N
 CALLED-NO- - - CATEGORY=1 VER=99 CVER=
 NAR CC NOT A/P
 NAR A 0 3033368455
 02 DNT=04-07-92 844P EC=391 ST-PBH RTE=00000000 MP=NMP RSL=9
 *** CONTINUED ON NEXT PAGE ***

DATA RE 888 IN 5 065373 LMA 0 LH 04-01-92 IN 04-30-92 PRIN 1005

3	047-04-02-92	444P	EC-299	BT-PBH	RTE-00000299	MP-MMP	RFL-9
1	047-04-03-92	914A	EC-653	BT-TBT	RTE-00000653	MP-TBT	RFL-900
5	047-04-03-92	914A	EC-653	BT-CEA	RTE-00000653	MP-CAD	RFL-
14	047-04-03-92	914A	EC-653	BT-CLD	RTE-00000653	MP-MMP	RFL-

LAST CLIP DATE - 0-

*** END OF DATA ***

ENT 14.79.07 11/06/92 JN47C060 / N888 1294

LN
SA
LOC

NO REPORT E CLEARED CLOSED TBT MPH BMR RBL T D C

1 04-08-92 819P 0 04-09-92 1146A 04-09-92 1149A 663 826 0 100 100 428 320

01 DTR-04-07-92 619P CAT 1 04-04-09-92 1200P RBA-428 O/B-N EXC-N
CALLED-ND- - - - CATEGORY-1 VER-0 CVER-

MAR CC NOT NOT A/PNT CLRD 2 DA NOS CLRD ASAP
MAR A B

02 BNT-04-08-92 819P EC-428 BT-PBH RTE-00000000 MP-MBP RBL-U

03 BNT-04-08-92 821P EC-299 BT-PBH RTE-00000299 MP-MBP RBL-0

MAR 107AV 0T100-079.800-897H

04 BNT-04-08-92 828P EC-465 BT-PBD RTE-00000300 MP-TBT RBL-100

MAR (DWP) R2/0401/TOR-MOT

05 BNT-04-09-92 837A EC-490 BT-DPC RTE-00000000 MP-MBP RBL-

MAR CTTN-4C349 - ATTACHED

06 BNT-04-09-92 813A EC-656 BT-DPD RTE-00911826 MP-MBP RBL-

MAR CTTN-4C349

07 BNT-04-09-92 1146A EC-876 BT-CCA RTE-00000642 MP-CRO RBL-

MAR CTTN-4C349

08 BNT-04-09-92 1146A EC-642 BT-CLD RTE-00000642 MP-MBP RBL-

MAR C320, REPLACED DEF COMM AT 25TH & CAPITOLA /CTTN4C349

2 04-07-92 1122A 2 04-08-92 1230P 04-08-92 138P 0 179 0 0 100 401 300

01 DTR-04-07-92 1122A CAT 1 04-04-08-92 600P RBA-484 O/B-N EXC-N
CALLED-ND- - - - CATEGORY-1 VER-42 CVER-

MAR CC NOT CPC DIVISION FATHER MBRP
MAR I 62244

MAR A B BUR 904000000

02 BNT-04-07-92 1122A EC-484 BT-PBH RTE-00000000 MP-MBP RBL-2

03 BNT-04-07-92 1123A EC-299 BT-PBH RTE-00000299 MP-MBP RBL-2

MAR 107AV42C1-4.0-21T100-299.400-499E32H

04 BNT-04-07-92 1123A EC-299 BT-PBD RTE-00000301 MP-BCR RBL-130

MAR OPEN OUT CABLE

05 BTR-04-07-92 1231P COM-04-07-92 800P RBA-658 O/B-N EXC-N

CALLED-ND- - - - CATEGORY-6 VER-4V CVER-

MAR CC NOT CBC DEP SICK FATHER MBRP/COM COMM 24HRS/655/INC

MAR A B BUR 904000000

06 BTR-04-08-92 819A COM-04-08-92 825A RBA-443 O/B-N EXC-N

CALLED-ND- - - - CATEGORY-6 VER-4V CVER-

MAR CC NOT [REDACTED]

MAR A B [REDACTED] 6306340

07 BNT-04-08-92 1122A EC-179 BT-DPD RTE-09910179 MP-BO RBL-

08 BNT-04-08-92 1230P EC-179 BT-CCA RTE-00000179 MP-CRO RBL-

09 BNT-04-08-92 1230P EC-179 BT-CLD RTE-00000179 MP-MBP RBL-

MAR/VER 80:C/300/C4MB/P2/2/PR/1504/AM/SP/ADD/ONI/ADV/CYTHNC488

LAST CLIP DATE 12-31-89

END OF DATA ***

SENT 13.30.04 11/05/92 347C060 / MBR 0813

SENT 14.33.39 11/06/92 347060 / 1888 1325

DLTN EC 808 TN 904 4343179 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

LN
SA
LJC

---HIST---
NO REPORT 0 CLEARED CLOSED TST RPH BRK RSL Y D C

1 04-26-92 127P 1 04-27-92 355P 04-27-92 458P 601 905 0 110 200 401 600

CAT 1

01 DIR-04-26-92 127P CDM-04-27-92 300P RBA-260 0/8-N EXC-N

CALLED-NO- - - - CATEGORY=1 VER-LU CVER-

NR CCN AIRD

NR A B P842940

NR A B 904388913

02 DNT-04-26-92 127P EC-260 ST-PBH RTE=00000000 MP-NMP RSL-U

03 DNT-04-26-92 130P EC-299 ST-PBH RTE=00000299 MP-NMP RSL-U

NR 116AVLU

04 DNT-04-26-92 133P EC-601 ST-PBH RTE=00000300 MP-TST RSL=110

NR 100V B/C

05 DIR-04-27-92 002A CDM-04-27-92 300P RBA-262 0/8-N EXC-N

CALLED-NO- - - - CATEGORY=6 VER-LU CVER-

NR CC NDT AIRD CCN AIRD

NR A B 904388913

06 DNT-04-27-92 016A EC-213 ST-SPD RTE=07916213 MP-DD RSL-

07 DNT-04-27-92 1016A EC-601 ST-NMP RTE=00000400 MP-NMP RSL-

NR P842940/VER-ND/NO CUT

08 DNT-04-27-92 1016A EC-213 ST-SPD RTE=00000400 MP-NMP RSL-

NR P842940/VER-ND/NO CUT

09 DNT-04-27-92 1059A EC-630 ST-SPD RTE=46916905 MP-DD RSL-

10 DNT-04-27-92 355P EC-905 ST-CCA RTE=00000603 MP-CRD RSL-

11 DNT-04-27-92 355P EC-603 ST-CLD RTE=00000603 MP-NMP RSL-

NR CLEARED DEF PR AND CUT TO POS1-323 /CTTNID453

2 04-25-92 1032A 0 04-25-92 125P 04-25-92 233P 631 182 0 110 100 1230 300

01 DIR-04-25-92 1032A CDM-04-25-92 000P RBA-472 0/8-N EXC-N

CALLED-NO- - - - CATEGORY=1 VER-71 CVER-

NR CC NDT NDT-88Y A/P HND A CALL BRULIER DEAD UNCE

NR A B 4388913

02 DNT-04-25-92 1032A EC-472 ST-PBH RTE=00000000 MP-NMP RSL-I

03 DNT-04-25-92 1033A EC-299 ST-PBH RTE=00000299 MP-NMP RSL-I

NR 116AV71

04 DNT-04-25-92 1040A EC-631 ST-PBH RTE=00000300 MP-TST RSL=110

NR DNT NO NBE ON MEN 88Y M8EN CLD

05 DNT-04-25-92 1152A EC-182 ST-SPD RTE=07916182 MP-DD RSL-

06 DNT-04-25-92 125P EC-182 ST-CCA RTE=00000182 MP-CRD RSL-

07 DNT-04-25-92 125P EC-182 ST-CLD RTE=00000182 MP-NMP RSL-

NR VER 61:C300/ADV NB ALKER/WPRD JKL/WH

LAST CLIP DATE 12-31-89

27

DLN 1 033 IN 309 6349633

DFA 0 LD 04-01-92 ND 04-30-92 DHTN

06 DNT 15-92 1045A EC-340 ST-CCA RTE-00000340 MP-CND RSL=
07 DNT-04-15-92 1045A EC-340 ST-CLO RTE-00000340 MP-NRP RSL=
NRR VER 21:C600/CLP-AP /CTN12303

8 04-12-92 719P 1 04-14-92 200P 04-14-92 200P 680 315 0 120 400 350 100

01 DTR-04-12-92 719P (DP)-04 13 92 800P RBA-309 D/S-N EXC-N
CALLED-NO- - - CATEGORY=1 VER=1R CVER=
NRR (CC) 00Y 000 ALSO REF TO NUS OFC

02 DNT-04-12-92 719P EC-309 ST-PBH RTE-00000000 MP-NRP RSL=
03 DNT-04-12-92 721P EC-299 ST-PBH RTE-00000299 MP-NRP RSL=B
NRR 102AV18 3037500634

04 DNT-04-13-92 638A EC-680 ST-P80 RTE-00000300 MP-T8T RSL-120
NRR (OUR) 008 VER18 NRD 0ND 0BY
05 DNT-04-13-92 113P EC-194 ST-SPO RTE-09982194 MP-DD RSL=
06 DNT-04-13-92 200P EC-194 ST-NAS RTE-00000194 MP-NRP RSL=
NRR ND ACC.2 INTCLPT CRD-CRR BA-

07 DTR-04-13-92 309P DTR-04-14-92 800P RBA-845 D/S-N EXC-N
CALLED-NO- - - CATEGORY=6 VER=6V CVER=
NRR (CC) 00YV ACC=6

08 DNT-04-13-92 313P EC-635 ST-P80 RTE-00000303 MP-NRP RSL=
NRR (OUR)FROM NRS 04-13 NRS 2 INI 7380634
09 DNT-04-14-92 130P EC-315 ST-SPO RTE-09982315 MP-DD RSL=
10 DNT-04-14-92 230P EC-315 ST-CCA RTE-00000315 MP-CRD RSL=
11 DNT-04-14-92 230P EC-315 ST-CLO RTE-00000315 MP-NRP RSL=
NRR VER 27:C100 RVR8D NTR DST TRL

9 04-10-92 143P 0 04-11-92 1030A 04-11-92 1029A 631 181 0 120 400 900 600

01 DTR-04-10-92 143P DTR-04-11-92 100P RBA-536 D/S-N EXC-N
CALLED-NO- - - CATEGORY=1 VER= 6 CVER=
NRR (CC) 0 0 00000000 NUM/CRCL BTTC

02 DNT-04-10-92 143P EC-516 ST-PBH RTE-00000000 MP-NRP RSL-U
03 DNT-04-10-92 143P EC-299 ST-PBH RTE-00000299 MP-NRP RSL=6
NRR 102AV 6 3036347633
04 DNT-04-10-92 214P EC-631 ST-P80 RTE-00000300 MP-T8T RSL-120
NRR 008 VER21 T/SPO-VERY LOUD STATIC A/A CORRENT FLX-ND RCHD

05 DNT-04-11-92 938A EC-191 ST-P80 RTE-00000300 MP-NRP RSL=
NRR VER 61 AUTO REJECT AT DISPATCH
06 DNT-04-11-92 938A EC-191 ST-4LB RTE-00000191 MP-NRP RSL=
NRR VER 61 AUTO REJECT AT DISPATCH

07 DNT-04-11-92 920A EC-650 ST-P80 RTE-00000300 MP-NRP RSL=
NRR (OUR) 008 VERO SUB NRB SPO 0YS STL NRB STATIC
08 DNT-04-11-92 930A EC-181 ST-SPO RTE-09982181 MP-DD RSL=
09 DNT-04-11-92 1030A EC-181 ST-CCA RTE-00000181 MP-CRD RSL=
10 DNT-04-11-92 1030A EC-181 ST-CLO RTE-00000181 MP-NRP RSL=
NRR VER 61:C600/NLT/PR

LAST CLIP DATE - 0-

*** END OF DATA ***

BENT 14.04.46 11/06/92 JN87C060 / NRR 1237

Docket No. 920260-TL
Florida Public Service Commission
EH-7
Page 1 of 2

LN
SA
LOC

NO REPORT 0 CLOSURE CLOSURE TOT NPH BRK RSL T D C

1 04-16-92 611P 0 04-17-92 92BA 04-17-92 930A 0 461 0 0 700 1210 210

01 DTN-04-16-92 611P (IMP-04-17-92 1200P RBA-429 D/B-N ERC-N
CALLED-NO- - - CATEGORY-1 VER-6 CVER-

PHYSICAL DEF. XRG 2-BAAM
NAR A B NS 6347633
02 DNT-04-16-92 611P EC-429 ST-PBN RTE-00000000 MP-NAP RSL-
03 DNT-04-16-92 611P EC-299 ST-PBN RTE-00000299 MP-NAP RSL-
04 DNT-04-16-92 611P EC-299 ST-PBN RTE-00000002 MP-BCR RSL-900
05 DNT-04-16-92 677P EC-633 ST-SPD RTE-07107461 MP-DD RSL-
06 DNT-04-17-92 92BA EC-461 ST-CCR RTE-00000633 MP-CRD RSL-
07 DNT-04-17-92 92BA EC-633 ST-CLO RTE-00000633 MP-NAP RSL-

ROL I W 8AM

2 04-15-92 758P 0 04-16-92 900A 04-16-92 901A 0 178 0 0 100 1210 210

01 DTN-04-15-92 758P (IMP-04-16-92 1200P RBA-422 D/B-N ERC-N
CALLED-NO- - - CATEGORY-1 VER-21 CVER-

NAR CC NOT CAC RCH BRY ALL PHS LET TEL NOT CLAD ADV NARS BAYS NOT DISREFUSE
NAR 0 CON
NAR A B SIG'S 0 SPC R 7580634
02 DNT-04-15-92 232P EC-422 ST-PBN RTE-00000000 MP-NAP RSL-1
03 DNT-04-15-92 234P EC-299 ST-PBN RTE-00000299 MP-NAP RSL-1
NAR 102AV21C07100-299,400-999E33N
04 DNT-04-15-92 234P EC-299 ST-PBN RTE-00000301 MP-BCR RSL-120
NAR AUTO/BCR DUS VER21 BRD N NOT CBC REPORT
05 DNT-04-16-92 658A EC-178 ST-SPD RTE-09982178 MP-DD RSL-
06 DNT-04-16-92 900A EC-178 ST-CCR RTE-00000178 MP-CRD RSL-
07 DNT-04-16-92 900A EC-178 ST-CLO RTE-00000178 MP-NAP RSL-
NAR VER 0:C210 BRD IN IN KIDS WST BORN REPR BRD IN

3 04-14-92 846P 0 04-15-92 1030A 04-15-92 1036A 645 340 0 120 100 437 600

01 DTN-04-14-92 846P (IMP-04-15-92 1200P RBA-471 D/B-N ERC-N
CALLED-NO- - - CATEGORY-1 VER-18 CVER-

NAR CC NOT CAC JUST STATIC
NAR A B
02 DNT-04-14-92 846P EC-471 ST-PBN RTE-00000000 MP-NAP RSL-
03 DNT-04-14-92 847P EC-299 ST-PBN RTE-00000299 MP-NAP RSL-8
NAR 102AV18
04 DNT-04-15-92 716A EC-645 ST-PBN RTE-00000300 MP-TBT RSL-120
NAR OOB VER18 100BRD BRY 104N CALLED R(210330.0900 8315.181
05 DNT-04-15-92 820A EC-340 ST-SPD RTE-09982340 MP-DD RSL-
*** CONTINUED ON NEXT PAGE ***

BLETH EC 035 14(90) 2710121 SPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

LN [REDACTED]
DA [REDACTED]
LOC [REDACTED]

---HIST---
NO REPORT B CLEARED CLOSED TST RPH RMR RSL T D C

1 04-25-92 637P 10 04-27-92 800A 04-27-92 908A 601 254 0 110 200 370 300

CAT 1

01 STR-04-25-92 637P EC-257 ST-PBN RTE-00000000 MP-NMP RRL-U
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR CDD AIRD [REDACTED] 9042659939
NMR A B

02 STR-04-25-92 637P EC-257 ST-PBN RTE-00000000 MP-NMP RRL-U
03 STR-04-25-92 630P EC-299 ST-PBN RTE-00000299 MP-NMP RSL-U

NMR 119ANLU
04 STR-04-25-92 702P CDM-04-27-92 300P RBA-262 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR CC NOT AIRD CDD AIRD [REDACTED] 9042659939

05 STR-04-25-92 800P CDM-04-27-92 1200P RBA-348 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-NV CVER-

NMR CC NOT CDC DEV-ALL PMS-REPEAT TRBL**

06 STR-04-25-92 911P CDM-04-27-92 1200P RBA-259 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR TRM AIRD CC NOT CDC DEV-ALL PMS-REPEAT TRBL**

07 STR-04-26-92 712A EC-401 ST-PBN RTE-00000.00 MP-1ST RSL-110
NMR 10VRI100V V B/C/R-0465/1201/

08 STR-04-26-92 1043A CDM-04-27-92 1200P RBA-262 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR CDD AIRD TRM AIRD CC NOT CDC DEV-ALL PMS-REPEAT TRBL**

09 STR-04-26-92 1038A CDM-04-27-92 1200P RBA-474 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-NV CVER-

NMR CC NOT CDC BORI-NRSP [REDACTED]

NMR A B REGIST SP4 [REDACTED] 9042659939

10 STR-04-26-92 830P CDM-04-27-92 1200P RBA-260 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR CDD AIRD CC NOT CDC BORI-NRSP [REDACTED]

NMR **S
NMR A B REGIST SP4 [REDACTED] 9042659939

11 STR-04-26-92 830P CDM-04-27-92 1100A RBA-291 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-NV CVER-

NMR CC NOT
NMR A B SPC CDM [REDACTED] 9042659939

12 STR-04-26-92 830P CDM-04-27-92 1100A RBA-257 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-LU CVER-

NMR CDC [REDACTED]
NMR A B SPC CDM [REDACTED] 9042659939

13 STR-04-26-92 903P CDM-04-27-92 1100A RBA-291 0/5-N EXC-N
CALLED-NO- - - CATEGORY#0 VER-NV CVER-

A 13 TO 4-27

Related 1-day \$1.74 4.25.93

CUSTOMER-
CALLED 6 TIMES
PHONE SERVICE RESTORED

31

SLETH: EC 838 TH 904 2710121 DPA 0 LD 04-01-92 ND 04-30-92 PTRR 1005

14 DTR-04-26-92 914P COM-04-27-92 1100A RBA-445 D/S-N ERC-N
CALLED-ND- - - CATEGORY=0 VER-NV CVER-
NRN CC [REDACTED]
NRN [REDACTED]
NRN [REDACTED]
15 DNT-04-27-92 800A EC-234 ST-PRD RTE-09916234 MP-PRD RSL-
16 DNT-04-27-92 800A EC-234 ST-CCA RTE-00000234 MP-PRD RSL-
17 DNT-04-27-92 800A EC-234 ST-CLD RTE-00000234 MP-PRD RSL-
NRN VER :CC 300 DEF CARBONS

2 04-24-92 219P 3 04-24-92 1130A 04-25-92 1233P 678 228 0 900 700 1201 210

01 DTR-04-24-92 219P COM-04-25-92 1130A RBA-428 D/S-N ERC-N
CALLED-ND- - - CATEGORY=0 VER-CC CVER-
NRN PRYS ? [REDACTED]
NRN A [REDACTED]
02 DNT-04-24-92 219P EC-628 ST-PSH RTE-00000000 MP-PRD RSL-C
03 DNT-04-24-92 222P EC-299 ST-PSH RTE-00000299 MP-PRD RSL-C
NRN 119AVDC
04 DNT-04-24-92 222P EC-628 ST-PDD RTE-00000010 MP-TST RSL-900
NRN (OVR)BLK TO 228
05 DNT-04-24-92 224P EC-628 ST-800 RTE-09916228 MP-PRD RSL-
NRN (OVR)BLK TO 228
06 DNT-04-24-92 942P EC-228 ST-SPD RTE-09916228 MP-PRD RSL-
07 DTR-04-24-92 1018P COM-04-25-92 300P RBA-351 D/S-N ERC-N
CALLED-ND- - - CATEGORY=0 VER-NV CVER-

NRN CC NOT NET ... V [REDACTED] ... VERY SICK ...
NRN A [REDACTED] 9040000000
08 DTR-04-24-92 1029P COM-04-25-92 300P RBA-259 D/S-N ERC-N
CALLED-ND- - - CATEGORY=0 VER-LU CVER-
NRN CCD AIRD CC NOT NET ... [REDACTED] ... AT ...
NRN A [REDACTED]
09 DTR-04-24-92 1032P COM-04-25-92 300P RBA-259 D/S-N ERC-N
CALLED-ND- - - CATEGORY=0 VER-LU CVER-
NRN CC NOT AIRD CCD AIRD CC NOT [REDACTED]

NRN A [REDACTED] 9040000000
10 DNT-04-25-92 1130A EC-228 ST-CCA RTE-00000228 MP-PRD RSL-
11 DNT-04-25-92 1130A EC-228 ST-CLD RTE-00000228 MP-PRD RSL-
NRN VER 41:CC210 L
LUD SMT + N GET RPL!

3 04-23-92 602P 3 04-24-92 1143A 04-24-92 104P 631 228 0 120 400 465 500
LN - PARIS, PHILLIP L CAT 1

01 DTR-04-23-92 602P COM-04-24-92 400P RBA-262 D/S-N ERC-N
CALLED-ND- - - CATEGORY=1 VER-LU CVER-
NRN CDC AIRD
NRN A [REDACTED] 9042659939
02 DNT-04-23-92 602P EC-262 ST-PSH RTE-00000000 MP-PRD RSL-U
03 DNT-04-23-92 604P EC-299 ST-PSH RTE-00000299 MP-PRD RSL-U
NRN 119AVLU

11 1144
04 DTR-04-23-92 911P COM-04-24-92 400P RBA-261 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
MAP CDD AIRD CDD AIRD CDD AIRD
*** CONTINUED C. RT PAGE 440

DLRTH EC 855 TN 904 2710121 SPA 0 LD 04-01-92 HP 04-30-92 PRTR 2005

MAR 0 0 9042659939
03 LTR-04-23-92 826P COM-04-24-92 400P RBA-261 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
MAR CDD AIRD CDD AIRD CDD AIRD
MAR 0 0 9042659939
04 DTR-04-23-92 831P COM-04-24-92 1200P RBA-323 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
[REDACTED]

MAR A 0 **151 AM DTG** 9042659939
07 DNT-04-24-92 742A EC-631 BT-PBD RTE=00000300 MP-TST RSL-120
MAR (DVR) 1:33 R 890 BBT WREN CLD NOT ON BPP/R-4/0371/0990/0
08 DNT-04-24-92 814A EC-633 BT-PAD RTE=09916228 MP-NAP RSL-
MAR PAD 228 [REDACTED]
09 DNT-04-24-92 937A EC-228 BT-DPO RTE=09916228 MP-DD RSL-
10 DNT-04-24-92 1143A EC-228 BT-CCA RTE=00000228 MP-CRO RSL-
11 DNT-04-24-92 1143A EC-228 BT-CLD RTE=00000228 MP-NAP RSL-
MAR VER 0C:0C500 FOR BUT C9908 CH UNIT ADV SUB DEFSET /CTTNR761

4 04-22-92 907P 0 04-23-92 354P 643 254 0 130 200 900 800

01 DTR-04-22-92 907P COM-04-23-92 400P RBA-262 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
MAR CDD AIRD
MAR A 0 9042659939
02 DNT-04-22-92 908P EC-262 BT-PBH RTE=00000000 MP-NAP RSL-U
03 DNT-04-22-92 907P EC-299 BT-PBH RTE=00000299 MP-NAP RSL-U
MAR 119AVLU
04 DNT-04-23-92 743A EC-643 BT-PBD RTE=00000300 MP-TST RSL-130
MAR (DVR)H/OPN
05 DNT-04-23-92 142P EC-234 BT-DPO RTE=09916234 MP-DD RSL-
06 DNT-04-23-92 243P EC-234 BT-CCA RTE=00000234 MP-CRO RSL-
07 DNT-04-23-92 243P EC-234 BT-CLD RTE=00000234 MP-NAP RSL-
MAR VER 0:CC 600 TOR FOR

5 04-15-92 837P 1 04-16-92 1100A 04-16-92 1217P 693 259 0 130 200 900 606

01 DTR-04-15-92 857P CAT 1 COM-04-16-92 400P RBA-258 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
MAR CDD AIRD
MAR A 0 9042659939
02 DNT-04-15-92 837P EC-258 BT-PBH RTE=00000000 MP-NAP RSL-U
03 DNT-04-15-92 837P EC-299 BT-PBH RTE=00000299 MP-NAP RSL-U
MAR 119AVLU
04 DTR-04-15-92 900P COM-04-16-92 1200P RBA-331 D/B-N ERC-N
CALLED-NO- - - CATEGORY# VER-LU CVER-
[REDACTED] ***
05 DNT-04-16-92 716A EC-693 BT-PBD RTE=00000300 MP-TST RSL-130
MAR (DVR)H-OPN

04 DNT-04-14-92 054A EC-259 BT-DPO RTE-09916259 MP-000 RSL-4
 07 DNT-04-14-92 1100A EC-259 BT-CCA RTE-00000259 MP-CND RSL-4
 08 DNT-04-14-92 1100A EC-259 BT-CLO RTE-00000259 MP-000 RSL-4
 *** CONTINUED NEXT PAGE ***

DLETH EC 525 TN 904 2710121 SPA 0 LD 04-01-92 MO 04-30-92 PATH 1005
 NNR VER CC:600 FOR 019 ALL TSTB RTER ADV NRS

6 04-14-92 727P 2 04-10-92 1153A 04-15-92 1258P 604 251 0 120 100 371 300

01 DTR-04-14-92 727P CDM-04-15-92 800P NNA-445 0/8-N EXC-N
 CALLED-NO- - - CATEGORY=1 VER=53 CVER=
 NNR CC NOT AP=CONTIN TRML= 2839939
 NNR A B LV NRS
 02 DNT-04-14-92 727P EC-445 BT-PBN RTE-00000000 MP-NRP RSL-3
 03 DNT-04-14-92 727P EC-299 BT-PBN RTE-00000299 MP-NRP RSL-3
 NNR 119WV33100-826.828-999
 04 DTR-04-14-92 1030P CDM-04-15-92 800P NNA-261 0/8-N EXC-N
 CALLED-NO- - - CATEGORY=8 VER=LU CVER=
 NNR CC NOT AIND CC - NOT AP=CONTIN TRML= 9047832508
 NNR A B LV NRS
 05 DTR-04-14-92 1030P CDM-04-15-92 1200P NNA-358 0/8-N EXC-N
 CALLED-NO- - - CATEGORY=8 VER=VV CVER=
 NNR CC NOT - - - - - 9047832508
 NNR A B LV NRS
 06 DNT-04-15-92 713A EC-604 BT-PBO RTE-00000300 MP-TST RSL-120
 NNR 100 V R 88
 07 DNT-04-15-92 902A EC-608 BT-PBO RTE-09916251 MP-NRP RSL-
 08 DNT-04-15-92 1002A EC-251 BT-DPO RTE-09916251 MP-00 RSL-
 09 DNT-04-15-92 1153A EC-251 BT-CCA RTE-00000251 MP-CND RSL-
 10 DNT-04-15-92 1153A EC-251 BT-CLO RTE-00000251 MP-NRP RSL-
 NNR VER P3:CC309 DEF NBN PRUT REFS

7 04-13-92 927P 0 04-14-92 415P 04-14-92 528P 604 228 0 120 200 1230 210

01 DTR-04-13-92 927P CDM-04-14-92 500P NNA-262 0/8-N EXC-N
 CALLED-NO- - - CATEGORY=4 VER=LB CVER=
 NNR CDD AIND 0000000000
 NNR A B
 02 DNT-04-13-92 927P EC-262 BT-PBN RTE-00000000 MP-NRP RSL-4J
 03 DNT-04-13-92 930P EC-299 BT-PBN RTE-00000299 MP-NRP RSL-U
 NNR 119WVLU
 04 DNT-04-14-92 746A EC-604 BT-PBO RTE-00000300 MP-TST RSL-120
 NNR 100 V R 88
 05 DNT-04-14-92 137P EC-228 BT-PBO RTE-00000300 MP-NRP RSL-
 NNR VER 271 AUTO REJECT AT DISPATCH
 06 DNT-04-14-92 137P EC-228 BT-FLB RTE-00000228 MP-NRP RSL-
 NNR VER 271 AUTO REJECT AT DISPATCH
 07 DNT-04-14-92 221P EC-627 BT-PBO RTE-00000300 MP-NRP RSL-
 NNR (OUR)
 08 DNT-04-14-92 302P EC-228 BT-DPO RTE-09916228 MP-00 RSL-
 09 DNT-04-14-92 415P EC-228 BT-CCA RTE-00000228 MP-CND RSL-
 10 DNT-04-14-92 415P EC-228 BT-CLO RTE-00000228 MP-NRP RSL-
 NNR VER 27:CC210

*** CONTINUED ON NEXT PAGE ***

BLETH EC 535 TN 904 2710121 BPA 0 LD 04-01-92 MD 04-30-92 PTRR 2005

01 BTR-04-13-92 639A CDN-04-13-92 1200P RBA-329 0/5-N ERC-N
 CALLED-NO- - - CATEGORY#1 VER-21 CVER-
 MAR CC NET [REDACTED]
 MAR A B L/M 26377.39
 02 DNT-04-13-92 639A EC-329 ST-PWA RTE-00000000 MP-NMP RSL-1
 03 DNT-04-13-92 639A EC-299 ST-PWA RTE-00000299 MP-NMP RSL-1
 MAR 119W21C1-4.6-21T100-299.400-826.820-999E12M
 04 DNT-04-13-92 639A EC-299 ST-PWA RTE-00000301 MP-SCR RSL-120
 MAR SPND. NET CSC
 05 DNT-04-13-92 840A EC-234 ST-CPD RTE-09916234 MP-DD RSL-
 06 DNT-04-13-92 1040A EC-234 ST-NAB RTE-00000234 MP-NMP RSL-
 MAR TR 14 D 1 IN
 07 BTR-04-13-92 118P CDN-04-13-92 600P RBA-493 0/5-N ERC-N
 CALLED-NO- - - CATEGORY#1 VER-40V CVER-
 MAR CC NET / [REDACTED]
 MAR A B [REDACTED]
 08 DNT-04-13-92 140P EC-626 ST-PWA RTE-00000000 MP-TST RSL-120
 MAR (SPRING) ACC ON 4-13/8
 09 DNT-04-13-92 143P EC-626 ST-PWA RTE-09916260 MP-DD RSL-
 10 DNT-04-13-92 345P EC-260 ST-CCA RTE-00000260 MP-DRD RSL-
 11 DNT-04-13-92 345P EC-260 ST-CLO RTE-00000260 MP-NMP RSL-
 MAR VER 43:503 REPRD OFW IN

04-13-92 8:55 04-13-92 9:32A 04-03-92 9:32A 0 0 0 0 0 0 0 0

CREATED BY WITH TRANSACTION
 01 DNT-04-03-92 932A EC-000 ST-CLO RTE-00000000 MP-0 RSL-000
 MAR FROM DENIAL/REGIONAL PROCEDURE - REB - 04-02-92
 LAST CLIP DATE 12-31-89

SOUTHERN BELL

ACCOUNT NUMBER: 904-271-0121 736 0567
BILL DATE: MAY 1, 1992 LTNM
PAGE 1

CURRENT CHARGES DUE BEFORE MAY 23	PREVIOUS BALANCE	PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
	\$135.24	\$104.15	90.00	\$28.20	\$59.29

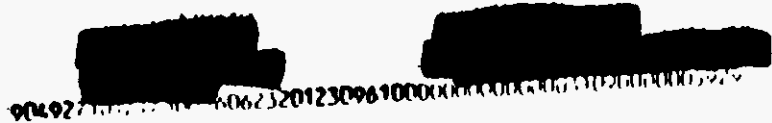
PLEASE NOTE: A 1.5% LATE PAYMENT CHARGE WILL APPLY TO ANY UNPAID BALANCE AS OF JUN 2.

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 780-2355.

RIGHT TOUCH SERVICE 1-800-826-6200 (SEE MESSAGES FOR DETAILS)
SOUTHERN BELL BILLING QUESTIONS TO PLACE AN ORDER
780-2355 780-2355

PLEASE FOLD TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL

CURRENT CHARGES DUE BEFORE MAY 23	PAST DUE	NEW	AMOUNT	ACCOUNT NUMBER: 904-271-0121 736 0567 MAY 1, 1992
	\$31.09	\$59.29		0623 R23 P



SOUTHERN BELL

ACCOUNT NUMBER: 904-271-0121 736 0567
BILL DATE: MAY 1, 1992 LTNM
PAGE 2

	AMOUNT	TOTAL
MONTHLY SERVICE CHARGES		
1. LATE PAYMENT CHARGE (1.5% OF UNPAID BALANCE)	.47	
2. MONTHLY SERVICE - MAY 1 THRU MAY 31	22.55	
(ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.)		
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS	3.50	
4. MAINTENANCE PLAN(S)	2.50	
5. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF BAY COUNTY	.46	
SUBTOTAL.		29.48
OTHER CHARGES AND CREDITS		
MAY 1 92 SO FLORIDA REFUND		
6. 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION	.48-	
APR 25 92 SO 7765331C		
7. CREDIT FOR INTERRUPTION OF SERVICE FROM APR 25 92 THRU APR 26 92 (\$26.00/mo)	1.74-	
SUBTOTAL.		2.22-
TAXES		
FEDERAL TAX	.72	
FLORIDA GROSS RECEIPTS SURCHARGE	.22	
SUBTOTAL		28.20

SENT 14.34.02 11/06/92 JN47C060 / N888 1329

BLETH EC 800 TR 904 9322294 BPR 0 LB 04-01-92 MD 04-30-92 PRTR 1000

LN
BA
LOC

NO REPORT B CLEARED CLOSER TST MPH BMR RSL T D C

1 04-28-92 906A 04-28-92 1120A 04-28-92 1231P 0 374 0 0 300 401 300
 CAT 1
 01 DTN-04-28-92 906A CDR-04-28-92 200P RBA-481 0/S-N EXC-N
 CALLED-NO- CATEGORY=1 VER=17 EVER-
 NMR TRAN WITH SERIAL AND CDD-CDD HAS 1 PHN. *DISB WITH CORR+SPEC CORR+*
 NMR I 2558
 NMR A B PR 9049329201
 02 DNT-04-28-92 906A EC-481 ST-PBN RTE=00000000 MP-NMP RSL-7
 03 DNT-04-28-92 906A EC-299 ST-PBN RTE=00000299 MP-NMP RSL-7
 NMR 116AV17C1-4.6-21T300-399.500-826.828-99VE32H
 04 DNT-04-28-92 906A EC-299 ST-PDO RTE=00000301 MP-BCR RSL=100
 NMR MERT ON BRIDGE
 05 DNT-04-28-92 1017A EC-324 ST-OPD RTE=09916324 MP-DD RSL=
 06 DNT-04-28-92 1120A EC-324 ST-CCA RTE=00000324 MP-CRD RSL=
 07 DNT-04-28-92 1120A EC-324 ST-CLO RTE=00000324 MP-NMP RSL=
 VER 0:C300/CUT 7 308 TO 7 553 /CTTINB576

2 04-27-92 927A 04-27-92 600P 04-27-92 047A 629 067 0 110 100 415 420
 01 DTN-04-27-92 927A CDR-04-27-92 500P RBA-388 0/S-N EXC-N
 CALLED-NO- CATEGORY=1 VER=17 EVER-
 NMR CL MIT 04/22 NMR MI-LOW VOL CDD R SHORT IN 6 SERIAL-ON PROG 8 INTERFAC
 NMR (SERIAL HAS MP)
 NMR I 9329201
 02 DNT-04-24-92 927A EC-388 ST-PBN RTE=00000000 MP-NMP RSL-7
 03 DNT-04-24-92 927A EC-299 ST-PBN RTE=00000299 MP-NMP RSL-7
 NMR 116A0SERVING N
 04 DNT-04-24-92 1240P EC-401 ST-PDO RTE=00000300 MP-TST RSL=110
 NMR IDVICARRS CHRP INSIDE/MD TLR-8/08A
 05 DNT-04-24-92 224P EC-629 ST-OPD RTE=09916157 MP-DD RSL=
 06 DNT-04-24-92 345P EC-157 ST-PDI RTE=00000157 MP-NMP RSL=
 NMR DEF REG UNIT CD ADV MR DICKWITZ
 07 DNT-04-24-92 356P EC-632 ST-ALD RTE=00000450 MP-NMP RSL=
 NMR REFER TO SCC-DEF.REG.UNIT CD PER 157
 08 DNT-04-24-92 400P EC-632 ST-RSC RTE=31700000 MP-NMP RSL=000
 NMR BAR TO SCC-DEF.REG.UNIT IN CD PER 157(NEEED)
 09 DNT-04-24-92 400P EC-632 ST-PS RTE=11600011 MP-NMP RSL=000
 NMR BAR TO SCC-DEF.REG.UNIT IN CD PER 157(NEEED)
 10 DNT-04-24-92 410P EC-903 ST-PI RTE=00000933 MP-DI RSL=
 NMR DISP. TO FIDDER THTS
 11 DNT-04-24-92 500P EC-933 ST-CRR RTE=00000903 MP-CRI RSL=
 12 DNT-04-24-92 516P EC-903 ST-RCC RTE=11600011 MP-NMP RSL=000
 NMR SHORT OUTSIDE ON CP. ON IN CD-PER MAC
 13 DNT-04-24-92 516P EC-903 ST-PS RTE=31700000 MP-NMP RSL=000

MAN REPORT OUTSIDE ON CP. ON IN LO-PER MAC
14 DNT-04-24-92 519P EC-429 ST-PDP RTE=00000400 MP=7BT RSL=110
MAN (MAN) NOT INT N CA PER FR
*** CONTINUED ON PAGE ***

LETH EC 035 TN 904 9325294 DPA 0 LD 04-01-92 HD 04-30-92 PTRR 7005

10 DNT-04-25-92 159P EC-001 ST-DPO RTE=46916867 MP=ED RSL=
16 DNT-04-25-92 600P EC-067 ST-CCA RTE=00000405 MP=CRO RSL=
17 DNT-04-25-92 600P EC-405 ST-CLO RTE=00000405 MP=NMP RSL=
MAN C420 NO1BT IN CABLE/REPAIRED /C11NIB433

3 04-10-92 1027A 0 04-21-92 1152A 04-21-92 106P 0 187 0 0 898 197 570
LN - CAT 4

01 DTR-04-10-92 1027A CDR-04-20-92 500P RSR-007 0/8-N EXC-N
CALLED-NO- - - CATEGORY-4 VER- CVER-

MAN 809 TYV08379

MAN PLS GO TO BUS UNREPAIRED SPEC FOR AC 9049329201

02 DNT-04-10-92 1027A EC-007 ST-PDS RTE=00000100 MP=NMP RSL=
03 DNT-04-21-92 932A EC-060 ST-PAD RTE=49916187 MP=NMP RSL=
04 DNT-04-21-92 1030A EC-187 ST-DPO RTE=49916187 MP=DD RSL=
05 DNT-04-21-92 1152A EC-187 ST-CCA RTE=00000187 MP=CRO RSL=
06 DNT-04-21-92 1152A EC-187 ST-CLO RTE=00000187 MP=NMP RSL=
MAN C570/ADV/KR/DUCHNITZ/CDN/ASN/IN/TER/REUBED/ASN

Service Order

4 04-10-92 1123A 0 04-17-92 419P 04-17-92 519P 0 0 0 0 898 198 130

01 DTR-04-10-92 1123A CDR-04-17-92 500P RSR-007 0/8-N EXC-N
CALLED-NO- - - CATEGORY-4 VER- CVER-

MAN 809 TYV08379

MAN /ZDIE 9049329201

02 DNT-04-10-92 1123A EC-007 ST-PDS RTE=00000100 MP=NMP RSL=
03 DNT-04-17-92 331P EC-324 ST-DPO RTE=49916324 MP=ED RSL=
04 DNT-04-17-92 419P EC-324 ST-CMA RTE=00000324 MP=NMP RSL=
05 DNT-04-17-92 419P EC-324 ST-CLO RTE=00000324 MP=NMP RSL=
MAN 1130/CANT LOC NA CT 8/NOT ADV

LAST CLIP DATE 12-31-89

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SOUTHERN BELL

ACCOUNT NUMBER: 904-932-5294 348 0569
BILL DATE: MAY 10, 1992 GB
PAGE 2

MONTHLY SERVICE CHARGES

- 1. MONTHLY SERVICE - MAY 10 THRU JUN 9 (ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.) 20.20
- 2. FCC CHARGE FOR INTERSTATE TOLL ACCESS 3.50
- 3. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF SANTA ROSA COUNTY .50
- 4. DIRECTORY ASSISTANCE (DA) USAGE
 - 3 CALL(S) TO LOCAL DA AT NO CHARGE
 - 3 CALL(S) TO LOCAL DA AT \$.25 EACH

AMOUNT TOTAL
20.20
3.50
.50
.75
24.95

OTHER CHARGES AND CREDITS

- 5. MAY 10 92 SO FLORIDA REFUND 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION .50-
- 6. CREDIT FOR INTEREST ON DEPOSIT OF \$75.00 FROM OCT 28 91 THRU MAY 13 92 AT 8.00% 3.25-
- 7. APR 17 92 SO FY006579 CREDIT FOR SERVICE PREVIOUSLY BILLED AT OLD ADDRESS FROM APR 18 92 THRU MAY 9 92 (\$25.15/MO) 18.44-
- 8. CHARGE FOR REMOVING MFDX MULTI FEATURE DISCOUNT PLAN CREDIT FOR THREE FEATURES (\$1.50/MO) 1.10
- 9. APR 21 92 SO TY006579 CHARGE FOR SERVICE AT NEW ADDRESS FROM APR 22 92 THRU MAY 9 92
- 10. ESX CUSTOM CALLING - CALL WAITING (\$3.50/MO) 2.10
- NSO TOUCHSTAR SVC - REPEAT DIALING (\$4.00/MO) 2.40
- 11. NSS TOUCHSTAR SVC - CALL RETURN (\$4.00/MO) 2.40
- 12. TTR TOUCHSTONE (\$1.00/MO) .60
- 13. TFR RESIDENTIAL LINE (\$9.15/MO) 5.49

SOUTHERN BELL

ACCOUNT NUMBER: 904-932-5294 348 0569
BILL DATE: MAY 10, 1992 GB
PAGE 3

OTHER CHARGES AND CREDITS (CONTINUED)

- 14. PLAN FCC CHARGE FOR NETWORK ACCESS (\$3.50/MO) 2.10
- 15. CREDIT FOR ADDING MFDX MULTI FEATURE DISCOUNT PLAN CREDIT FOR THREE FEATURES (\$1.50/MO) .90-
- 16. YOUR LONG DISTANCE COMPANY IS [REDACTED]
- 17. IF YOUR LONG DISTANCE COMPANY(S) IS INCORRECT CALL YOUR BUSINESS OFFICE OR CONTACT THIS STATEMENT AND MAIL IT WITH YOUR PAYMENT
- 18. ONE-TIME CHARGE FOR ORDER PROCESSING 25.00
- 19. CENTRAL OFFICE LINE CONNECTION 19.50
- 20. CREDIT EXTENDED UNDER YOUR INSTALLMENT PAYMENT PLAN A 44.50-
- 21. INSTALLMENT PAYMENT NUMBER 1 OF 4 FOR CHARGES OF \$44.50 ON APR 21 92 FOR PLAN A 15.00
- 22. APR 24 92 SO ZY00711C CREDIT FOR INTERRUPTION OF SERVICE FROM APR 24 92 THRU APR 92 (\$23.85/MO) 2.37-

AMOUNT TOTAL
2.10
.90
25.00
19.50
44.50
15.00
2.37
5.73

DIRECT DIALED CALLS

- | DATE | PLACE CALLED | NUMBER CALLED | RATE | TIME | MIN |
|------------|--------------|-----------------|------|-------|-----|
| 23. APR 18 | MILTON | FL 904 623-1119 | AM | 051AM | 9 |
| 24. MAY 8 | MILTON | FL 904 626-7170 | AE | 714PM | 2 |

AMOUNT TOTAL .46
.21
.67

INSURE A TICKET 10
E 0910 A JB 7
E 0910 A JB 3

39

LN [REDACTED]

DA [REDACTED]

LOC [REDACTED]

---HIST---
NO REPORT S CLEARED CLOSED YBT RPH BRK RBL T D C

1 04-21-92 328P 0 04-22-92 043A 04-22-92 903A 0 347 0 0 400 370 300

LN [REDACTED]

01 DTR-04-21-92 357P LHM-04-22-92 600P RBA-333 0/8-N ERC-N

CALLER-NO- - - CATEGORY-1 VER-25 CVER-

NAR CBC BRCA 1998-1800

NAR A B [REDACTED] 9043259401

02 DNT-04-21-92 357P EC-333 BT-PBM RTE=00000000 MP-NMP RBL-

03 DNT-04-21-92 357P EC-299 BT-PBM RTE=00000299 MP-NMP RBL-5

NAR 122W25C1-4.8-211100-299.400-499E32W

04 DNT-04-21-92 357P EC-299 BT-PDO RTE=00000301 MP-SCR RBL-110

NAR **008** EC 090 / CHECK CORR

05 DNT-04-21-92 402P EC-347 BT-DPO RTE=09122347 MP-DO RBL-

06 DNT-04-22-92 043A EC-347 BT-CCA RTE=00000347 MP-CNO RTE-

07 DNT-04-22-92 043A EC-347 BT-CLO RTE=00000347 MP-NMP RBL-

NAR VER 0:C300/NA/RPL PROT/TRIM TREES

2 04-11-92 937P 1 04-13-92 1000A 04-13-92 1000A 612 353 0 100 400 1210 210

LN [REDACTED]

01 DTR-04-11-92 937P CDM-04-13-92 600P RBA-260 0/8-N ERC-N

CALLER-NO- - - CATEGORY-1 VER-LU CVER-

NAR CBC AIRD

NAR A B 0000000000

02 DNT-04-11-92 937P EC-260 BT-PBM RTE=00000000 MP-NMP RBL-U

03 DNT-04-11-92 937P EC-299 BT-PBM RTE=00000299 MP-NMP RBL-U

NAR 122AVLUM

04 DNT-04-12-92 1157A EC-612 BT-TBT RTE=00000612 MP-TBT RBL-100

05 DTR-04-12-92 1157A CDM-04-13-92 901A RBA-612 0/8-N ERC-N

CALLER-NO- - - CATEGORY-1 VER-WV CVER-

NAR CBC AIRD

NAR A B 0000000000

06 DNT-04-12-92 1157A EC-612 BT-PDO RTE=00000300 MP-NMP RBL-

NAR (QVR)JEN DNT R1/1230

07 DNT-04-13-92 549A EC-631 BT-BDO RTE=09122353 MP-NMP RBL-

NAR (QVR)JEN DNT R1/1230

08 DNT-04-13-92 007A EC-353 BT-DPO RTE=09122353 MP-DO RBL-

09 DNT-04-13-92 1000A EC-353 BT-CCA RTE=00000353 MP-CNO RBL-

10 DNT-04-13-92 1000A EC-353 BT-CLO RTE=00000353 MP-NMP RBL-

NAR VER 22:C210/BET TBL ADV

LAST CLIP DATE - 0-

END OF DATA ***

BT: 14.04.29 11/05/92 JN47C040 / NBB 0909

LN [REDACTED]

BA [REDACTED]

NO REPORT B CLEARED CLOSED TEST RPH SWM RSL 1 D C

1 04-23-92 824P 0 04-23-92 300P 04-30-92 410P 683 846 0 100 100 464 300

LN [REDACTED] CAT 1

01 DTR=04-23-92 524P CDM=04-24-92 300P RBA=889 O/P=N ETC=N

CALLER=NO- - - CATEGORY=1 VER=11 CVER=

NAR CC NOT 0 CDC A/P UNIT HAS OLD SETS/BETS ON/REPAI RPT/DOES FOR 3 DAYS

NAR A 0100P 0 0500P [REDACTED] 7454489

02 DNT=04-23-92 524P EC-109 ST-PBH RTE=00000000 MP=NAP RSL-1

03 DNT=04-23-92 523P EC-299 ST-PBH RTE=00000299 MP=NAP RSL-1

NAR 107AVTIN

04 DNT=04-23-92 842P EC-683 ST-P00 RTE=00000300 MP=TEST RSL-100

NAR (QWR) SYSTEM TIMEOUT/BET BUSY IN

05 DNT=04-24-92 332P EC-175 ST-DPO RTE=89910175 MP=DD RSL-

06 DNT=04-24-92 444P EC-175 ST-PWR RTE=00000300 MP=NAP RSL-

NAR (QWR)TWBL)SLC

07 DNT=04-24-92 444P EC-175 ST-PDF RTE=00000300 MP=NAP RSL-

NAR (QWR)TWBL)SLC

08 DNT=04-25-92 724A EC-846 ST-DPO RTE=46914846 MP=DD RSL-

09 DNT=04-25-92 300P EC-846 ST-CCA RTE=00000846 MP=CRD RSL-

10 DNT=04-25-92 300P EC-846 ST-CLD RTE=00000846 MP=NAP RSL-

NAR DEF CHNL UNIT REPLCD /ET118F33R

2 04-22-92 236P 0 04-22-92 255P 04-22-92 301P 637 637 0 900 100 1210 210

LN [REDACTED] CAT 1

01 DTR=04-22-92 236P CDM=04-23-92 600P RBA=454 O/S=N ETC=N

CALLER=NO- - - CATEGORY=1 VER=11 CVER=

NAR CC NOT 0NDT A/P [REDACTED] 7454489

02 DNT=04-22-92 236P EC-454 ST-PBH RTE=00000000 MP=NAP RSL-

03 DNT=04-22-92 236P EC-299 ST-PBH RTE=00000299 MP=NAP RSL-3

NAR 107AVB3N

04 DNT=04-22-92 349P EC-637 ST-TEST RTE=00000637 MP=TEST RSL=900

05 DNT=04-22-92 255P EC-637 ST-CCA RTE=00000637 MP=CRD RSL-

06 DNT=04-22-92 255P EC-637 ST-CLD RTE=00000637 MP=NAP RSL-

NAR ADVD NS BARRIER SWCH TO TEST SETS ON LINE

LAST CLIP DATE 12-31-89

I

*** END OF DATA ***

NY 13.55.03 11/05/92 JN47C060 / N889 0848

LN
SA
LDC

NO REPORT 0 CLEARED CLOSED TST RPT DML RSL T R. C

1 04-26-92 1240P 2 04-27-92 1240P 04-28-92 120A 661 904 0 110 100 425 410

01 DTR-04-26-92 1240P EC=661 ST=PSB RTE=00000000 D/B=N EXC=N
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NMR CC NOT AIRD
NMR A B 0000000000
02 DNT-04-26-92 1240P EC=262 ST=PSB RTE=00000000 MP=NMP RSL-U
03 DNT-04-26-92 1240P EC=299 ST=PSB RTE=00000299 MP=NMP RSL-U
NMR 107AVLUT100-899.800-899N
04 DNT-04-27-92 743A EC=661 ST=PSB RTE=00000300 MP=TSB RSL=110
NMR HND DNT T/R WITH NDN NIT R1/0423/300/4/23/92 NT TP CST
05 DNT-04-27-92 931A EC=196 ST=SPD RTE=09910196 MP=ED RSL=
06 DNT-04-27-92 1110A EC=196 ST=SPD RTE=00000300 MP=NMP RSL=

07 DNT-04-27-92 1110A EC=196 ST=SPD RTE=00000300 MP=NMP RSL=
08 DNT-04-27-92 1240P EC=690 ST=PSB RTE=46914904 MP=NMP RSL=
NMR AB/MRS-ITC

09 DTR-04-27-92 421P COM-04-27-92 600P RBA=239 D/B=N ETC=N
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NMR CC NOT AIRD CC NOT AIRD
NMR A B 0000000000

10 DTR-04-27-92 430P COM-04-27-92 600P RBA=304 D/B=N ETC=N
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NMR CC NOT AIRD CC NOT AIRD
NMR A B LV NMR 9042899182

11 DNT-04-27-92 815P EC=904 ST=SPD RTE=46914904 MP=ED RSL=
12 DNT-04-27-92 836P EC=904 ST=CCA RTE=00000904 MP=CRO RSL=
13 DNT-04-27-92 836P EC=904 ST=CLO RTE=00000904 MP=NMP RSL=
NMR VER 8:LIGHTNING /CTTN#E891

2 04-24-92 332P 1 04-25-92 332P 04-25-92 332P 0 904 0 0 200 425 300

01 DTR-04-24-92 332P COM-04-25-92 600P RBA=262 D/B=N EXC=N
CALLED-NO= - - CATEGORY=1 VER=23 CVER=
NMR CC AIRD
NMR A B 0000000000

02 DNT-04-24-92 332P EC=262 ST=PSB RTE=00000000 MP=NMP RSL-U
03 DNT-04-24-92 332P EC=299 ST=PSB RTE=00000299 MP=NMP RSL-J
NMR 107AVZ3C1-4.8-21T100-299.800-499.800-799E32N

04 DNT-04-24-92 332P EC=299 ST=PSB RTE=00000301 MP=BCR RSL=900
NMR SMING RING BRD
05 DTR-04-24-92 332P COM-04-25-92 600P RBA=403 D/B=N EXC=N
CALLED-NO= - - CATEGORY=6 VER=NV CVER=

NMR CC NOT A/P 2899182
NMR A B
06 DNT-04-25-92 911A EC=363 ST=SPD RTE=09910363 MP=ED RSL=
*** CONTINUED ON NEXT PAGE ***

42

ALERT EC 808 TN) 897718 DPA 8 LN 04-01-92 TO 04-30-92 PRTN 2009

07 ENT-04-25-92 1017A EC-363 ST-NWR RTE-00000301 MP-NAP RFL-
 NWR (OWN) OWN IN AERIAL PR NO SPARES ADVISE
 08 ENT-04-25-92 1017A EC-363 ST-PDP RTE-00000301 MP-NAP RFL-
 NWR (OWN) OWN IN AERIAL PR NO SPARES ADVISE
 09 ENT-04-25-92 1029A EC-690 ST-PAD RTE-46914904 MP-NAP RFL-
 NWR AD/NWR-INC
 10 ENT-04-25-92 100P EC-904 ST-SPD RTE-46914904 MP-ED RFL-
 11 ENT-04-25-92 332P EC-904 ST-OCA RTE-00000904 MP-CRD RFL-
 12 ENT-04-25-92 332P EC-904 ST-CLO RTE-00000904 MP-NAP RFL-
 NWR VER 0:RAD INS /CTTNE640
 LAST CLIP DATE - 0-

43

... END OF DATA ...
 JENT 13.47.52 11/05/92* JN47C060 / NBB 0797

SOUTHERN BELL

1-800-222-0300

1-800-222-0300

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

CURRENT CHARGES DUE BEFORE JUN 2

PAST DUE \$100.20

NEW \$197.17

AMOUNT

904-289-7718 452 0560
MAY 11, 1992

XXX R28



90407897718451056999920126070XXXXXXXXXXXXXXXXXXXXXXX19217

SOUTHERN BELL

ACCOUNT NUMBER: 904-289-7718 452 0560
BILL DATE: MAY 11, 1992
PAGE 2

MONTHLY SERVICE CHARGES

	AMOUNT	TOTAL
1. LATE PAYMENT CHARGE (1.5% OF UNPAID BALANCE)	1.50	
2. MONTHLY SERVICE-MAY 11 THRU JUN 10 (ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.)	14.35	
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS	3.50	
4. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF DUVAL COUNTY	.31	
5. DIRECTORY ASSISTANCE (DA) USAGE 3 CALL(S) TO LOCAL DA AT NO CHARGE 8 CALL(S) TO LOCAL DA AT \$2.25 EACH	2.00	
	SUBTOTAL	21.66

OTHER CHARGES AND CREDITS

6. MAY 11 92 SO FLORIDA REFUND 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION	.53-	
7. INSTALLMENT PAYMENT NUMBER 3 OF 3 FOR CHARGES OF \$44.50 ON MAR 6 92 FOR PLAN A	14.75	
8. APR 26 92 SO 2YDM251C CREDIT FOR INTERRUPTION OF SERVICE FROM APR 26 92 THRU APR 26 92 (\$17.00/MO)	.60-	
	SUBTOTAL	13.62

DIRECT DIALED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN	AMOUNT	INSOLC	TICKET ID
9. APR 27	JACKSONVIL	FL 904 249-6444	KE	603PM	1	.13	8 BR10 K JB	8
						SUBTOTAL		.13

CALLING CARD CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN	AMOUNT	INSOLC	TICKET ID
10. APR 26	LOCAL CALL TO FR MARVIL	FL 904 771-7878	KDC	716PM	1	1.00		
11. APR 26	LOCAL CALL TO FR MARVIL	FL 904 289-9045	KDC	742PM	16	1.00		
						SUBTOTAL		2.00

... 6 02 ...

SOUTHERN BELL

ACCOUNT NUMBER: 904-289-7718 452 0560
BILL DATE: MAY 11, 1992
PAGE 3

CALLING CARD CALLS (CONTINUED)

AMOUNT TOTAL

LOC
NO REPORT 8 CLEARED CLOSED TST RPH BRK RSL T D C

1 04-27-92 04-27-92 1230P 04-27-92 128P 624 365 0 100 100 900 600
CAT 1
01 DTN=04-27-92 1106A CDR=04-27-92 600P RBA=414 D/S-N EXC=N
CALLED-NO- - - CATEGORY=1 VER=EO CVER=
NRR CC NOT ALPHAS 08 CCO CXC
NRR A 0
02 DNT=04-27-92 849A EC=414 ST-PBN RTE=00000000 MP=AMP RSL=0
03 DNT=04-27-92 830A EC=299 ST-PBN RTE=00000299 MP=AMP RSL=0
NRR 1823RVED
04 DNT=04-27-92 901A EC=624 ST-PBD RTE=00000300 MP-TST RSL=100
NRR 008/TESTING 80MM./CRC DA/ NO CBR
05 DNT=04-27-92 1106A EC=365 ST-DPO RTE=09982365 MP=DD RSL=
06 DNT=04-27-92 1230P EC=365 ST-CCA RTE=00000365 MP=CRD RSL=
07 DNT=04-27-92 1230P EC=365 ST-CLO RTE=00000365 MP=AMP RSL=
NRR VER :C800 FOR

2 04-23-92 04-23-92 300P 04-23-92 315P 0 241 0 0 100 437 100
01 DTN=04-23-92 310P CDR=04-23-92 300P RBA=442 D/S-N EXC=N
CALLED-NO- - - CATEGORY=1 VER=41 CVER=
NRR CC NOT OPEN 80 NBB PREMISE VISIT/NOT CES ACES AFTN 2P
NRR A 0200P 8
02 DNT=04-23-92 233P EC=442 ST-PBN RTE=00000000 MP=AMP RSL=1
03 DNT=04-23-92 233P EC=299 ST-PBN RTE=00000299 MP=AMP RSL=1
NRR 1823RVED 041100-299.400-499E13N
04 DNT=04-23-92 233P EC=299 ST-PBD RTE=00000301 MP=SCR RSL=130
NRR AUTO/SCR 008 VER41 0/0 1002
05 DNT=04-23-92 1200P EC=237 ST-PBD RTE=00000301 MP=AMP RSL=
06 DNT=04-23-92 152P EC=241 ST-DPO RTE=09982241 MP=DD RSL=
07 DNT=04-23-92 300P EC=241 ST-CCA RTE=00000241 MP=CRD RSL=
08 DNT=04-23-92 300P EC=241 ST-CLO RTE=00000241 MP=AMP RSL=
NRR VER 27:C100 IJ ON NWS AER PR AER PR 187878P7 /CITN30977

3 04-21-92 04-21-92 1130A 04-21-92 1141A 616 616 0 900 100 700 600
01 DTN=04-21-92 129P CDR=04-21-92 200P RBA=458 D/S-N EXC=N
CALLED-NO- - - CATEGORY=1 VER=0 CVER=
NRR CC NOT 80NT A/P-NEW SERV YESTY-4NTS 80PE1 OUT 80AP
NRR A 8
02 DNT=04-21-92 129P EC=458 ST-PBN RTE=00000000 MP=AMP RSL=
03 DNT=04-21-92 130P EC=299 ST-PBN RTE=00000299 MP=AMP RSL=0
NRR 1823RVED 810
04 DNT=04-21-92 130P EC=299 ST-PBT RTE=00000100 MP=SCR RSL=900
NRR 80RVORS-INVESTIGATE 18P/80CS
05 DNT=04-21-92 134P EC=678 ST-TBA RTE=00000678 MP-TST RSL=900
*** CONTINUED ON NEXT PAGE ***

NR TESTS OK SUB HAS TO PUT JACKS IN
WRONG

LOOKS LIKE A REAL TRAINING PROBLEM!!!
(FOR REPAIR & INSTALLATION!)

SERVICE ORDER RELATED

AT x-Box

> 70 1/2 HRS FROM CLOSE OF SERVICE ORDER

> 24 .50 Rebate given on 4-22

SHLD GET MIN. 2-DAYS REBATE

DATA FAILURE

Tests & IS FOUND OK

S.O. (Close) 9:20 4:30PM

To 4-23 3:00PM

BUT B.I.L STARTED @ 4-21

DATE TIME EC BUS IN 4818740 BSA 0 LB 04-01-92 LN 04-30-92 PATH 2005

NBR END CP'D PAC UNLY/NO JRS NEG ON AGL LINE/TORBA SERB SETS
04 BNT-04-22-92 1130A EC-416 BT-TBT RTE-00000100 MP-TBT RFL-900
07 BNT-04-22-92 1130A EC-416 BT-CCA RTE-00000416 MP-CRD RFL-
08 BNT-04-22-92 1130A EC-416 BT-CLO RTE-00000416 MP-NRP RFL-
NBR LN IS OR SUB NBR TO PUT JRS IN

04-16-92 1157A 0 04-20-92 430P 04-20-92 442P 0 356 0 0 R98 190 570
LN - CAT 4
04 BTR-04-16-92 1157A COM-04-20-92 500P NBR-007 D/G-N EXC-N
CALLED-NO- - - CATEGORY-4 VER- EVER-
NBR 000 TELI 3000 3053343434
NBR 356-3434
02 BNT-04-16-92 1157A EC-007 BT-PDB RTE-00000100 MP-NRP RFL-
03 BNT-04-20-92 1213P EC-356 BT-DPO RTE-49982356 MP-DO RFL-
04 BNT-04-20-92 430P EC-356 BT-CCA RTE-00000356 MP-CRD RFL-
05 BNT-04-20-92 430P EC-356 BT-CLO RTE-00000356 MP-NRP RFL-
NBR C 570 COMPLETED PRJ/B REPLACED 150 PRNT
LAST CLIP DATE - 0-

IF INSTALLER WAS AT PROTECTOR
WHY DIDNT HE TEST FOR AIRING BACK
5 OTHER 136B TYPE TESTS FOR
M.A. PWR INFLUENCE I WAISE & PROPER GROUNDING?

*** END OF DATA ***

SENT 14.03.24 11/06/92 3047C040 / NBR 1278

OTN

305-895-3528 418 BILL DATE 04-22-92 LIVE EXCH PMIN CL SV 1FR SF 64

MB RTA 00000000 TAX 11111110 FE 000010 AG B BTM
RA TAR 201800 SSZ
RB XXX CSM 0 STA 00000000 DEP 00000000 YTM
PPD 0 DISC REAS OLD/NEW # 3057586007418 AMT DUE 38.61
NOB 1 001 890323 PIC 288
CI: [REDACTED]

IT: 00013 00048 00090
IAT 000000000000 REX 000000 WO IND 0 FNL BILL AMT 0.00
I BILL 83.89 TOT PMTS 50.00CR TOT ADJ 0.00 BAL DUE 33.89
PAYMENT INFO: BATCH # F07 PYMT DATE 920407 PYMT POST DATE 920408 PYMT AMT 50.00CR

... K 23 ...

SOUTHERN BELL

ACCOUNT NUMBER: 305-895-3528 418 0442
 BILL DATE: APR 22, 1992 PMIN
 PAGE 1

CURRENT CHARGES DUE BEFORE	PREVIOUS BALANCE	PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
MAY 14	\$83.89	\$50.00	\$0.00	\$4.72	\$38.61

**** PLEASE NOTE: A 1.0% LATE PAYMENT CHARGE WILL APPLY TO ANY UNPAID BALANCE AS OF MAY 26. ****

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 780-2355.

RIGHTTOUCH SERVICE 1-800-826-6290 (SEE MESSAGES FOR DETAILS)
 BILLING QUESTIONS TO PLACE AN ORDER
 SOUTHERN BELL 780-2355

***** PLEASE FOLD TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT *****
 PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL IN U.S. FUNDS

CURRENT CHARGES DUE BEFORE	PAST DUE	NEW	AMOUNT	305-895-3528 418 0442 APR 22, 1992
MAY 14	\$33.89	\$38.61		XXX R64

P.O. BOX 02-4000
 MIAMI, FL
 33110-0001

305989535284180499992016408900000000000000003890000003861

SOUTHERN BELL

ACCOUNT NUMBER: 305-895-3528 418 0442
 BILL DATE: APR 22, 1992 PMIN
 PAGE 2

OTHER CHARGES AND CREDITS

AMOUNT TOTAL

APR 20 92 SO FQ11J603
 1. CREDIT FOR SERVICE PREVIOUSLY BILLED AT OLD ADDRESS FROM APR 21 92 THRU APR 21 92 (\$17.65/MO) SUBTOTAL .58-

.58-

DIRECT DIALED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN	
2. MAR 27	FTLAUDERDL	FL 305 739-8956	KE	8:25PM	1	IMSBIC X TICKET ID
3. MAR 28	FTLAUDERDL	FL 305 739-8956	KN	7:28AM	1	BRB10 K JK
4. MAR 28	FTLAUDERDL	FL 305 739-8956	KN	9:25PM	1	BRB10 K JK
5. APR 10	WPALMBEACH	FL 407 844-2919	KN	8:25AM	5	BRB10 K JK

SUBTOTAL .95

.95

OPERATOR ASSISTED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN	
6. APR 2	FR HLLTWD	FL 305 963-9733	KNS	7:24AM	4	IMSBIC X TICKET ID

SUBTOTAL 1.32

1.32

TOTAL CHARGE FOR ITEMIZED CALLS 2.27

TAXES

7. FEDERAL TAX .05
 8. CITY TAX .01
 9. FLORIDA GROSS RECEIPTS SURCHARGE .01

SUBTOTAL 1.07

1.07

SOUTHERN BELL CURRENT CHARGES
 MESSAGES

 CALL RIGHTTOUCH SERVICE, 1-800-826-6290, FROM A TOUCH-TONE PHONE TO RESTORE, SUSPEND, DISCONNECT, ORDER CUSTOM CALLING SERVICES, CHECK BILLS OR OTHER SERVICES.
 PLEASE PROTECT YOUR ACCESS CODE: 0488.

BILL DATE: APR 22, 1992
 PAGE 3

DIRECT DIALED CALLS										AMOUNT	TOTAL					
1.	DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN						MSBLC	X	TICKET	ID	
1.	MAR 20	ST ROSE	NY 718-271-0000	AE	9:51 PM					2.02						
2.	APR 06	BROOKLYN	NY 718-271-0000	AE	7:00 PM					0.00						
3.	APR 11	BOSTON	MA 617-552-1000	AE	8:22 PM					0.00						
4.	APR 12	BROOKLYN	NY 718-271-0000	AE	1:00 AM					0.00						
5.	APR 12	BROOKLYN	NY 718-271-0000	AE	1:00 AM					0.00						
6.	APR 12	BROOKLYN	NY 718-271-0000	AE	2:28 AM					0.00						
SUBTOTAL											2.86					
TOTAL CHARGE FOR ITEMIZED CALLS										2.86						
TAXES																
7. FEDERAL TAX											:09					
8. FLORIDA GROSS RECEIPTS SURCHARGE											:06					
SUBTOTAL																
MESSAGES																
CURRENT CHARGES																
SUBTOTAL											3.15					

NTN

305-681-8748 418 BILL DATE 05-20-92 LIVE EXCH MIP CL SV 1FR SF 06
 [REDACTED] FE RTA 00000000 TAX 11111N10 FE 000010 AG B BTM
 [REDACTED] RA 714 CSN 0 TAR 000700 REP [REDACTED] ITN
 [REDACTED] PPU 0 DISC REAS STA 00000000 REP 00000000
 [REDACTED] MCB 1 00000000 OLD/NEW # 3058953528418 AMT DUE 122.44
 [REDACTED] CI: [REDACTED]

IC: 00005 00013 00048
 [REDACTED] RCK 000000 WO IND 0 FM. BILL AMT 0.00
 ST BILL 0.00 TOT PMTS 0.00 TOT ADJ 0.00 BAL DUE 0.00
 PAYMENT INFO: BATCH # 991 PYMT DATE 920428 PYMT POST DATE 920429 PYMT AMT 38.61

PAYMENTS AND ADJUSTMENTS:
 DATE BATCH ENTITY AMOUNT
 (BEFORE 0510 BILL)
 0516 8 994 A10 38.61

SOUTHERN BELL

ACCOUNT NUMBER: 705-681-8748 418 0442
 BILL DATE: MAY 20, 1992 PM1P
 PAGE 3

OTHER CHARGES AND CREDITS (CONTINUED)

AMOUNT TOTAL

15. APR 23 92 SO TQ36055
 CREDIT FOR SERVICE PREVIOUSLY BILLED AT OLD ADDRESS
 FROM APR 24 92 THRU MAY 19 92 (\$17.65/MO)

15.30-

APR 23 92 SO TQ36055
 CHARGE FOR SERVICE AT NEW ADDRESS
 FROM APR 24 92 THRU MAY 19 92

16. SECIX TROUBLE ISOLATION AND INSIDE
 WIRE MAINTENANCE PLAN (\$2.50/MO)

2.17

17. TTR TOUCHTONE (\$1.00/MO)

1.00

18. TTR RESIDENTIAL LINE (\$10.65/MO)

10.65

19. OLM FEE CHARGE FOR NETWORK ACCESS (\$3.50/MO)

3.50

20. YOUR LONG DISTANCE COMPANY IS
 21. IF YOUR LONG DISTANCE COMPANY(S)
 IS INCORRECT CALL YOUR BUSINESS
 OFFICE OR CORRECT THIS STATEMENT
 AND MAIL IT WITH YOUR PAYMENT

22. APR 24 92 SO TQ3655157
 CREDIT FOR INTERRUPTION OF SERVICE
 FROM APR 22 92 THRU APR 22 92 (\$15.15/MO)

15.15-

SUBTOTAL

60.61

DIRECT DIALED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN
23. APR 23	PT PANAMA	FL 305 282-6120	KRD	2:05	1
24. APR 24	FLA LAUREL	FL 305 424-5050	KRD	2:22	1
25. MAY 14	HOLLYWOOD	FL 305 921-5000	KRD	2:28	1
26. MAY 21	MFLA BEACH	FL 407 677-2619	KRD	2:70	1

SUBTOTAL

4.71

MSBLC X TICKET 10
 0-8010 K JK 0
 0-8010 K JK 0
 0-8010 K JK 0

SOUTHERN BELL

ACCOUNT NUMBER: 305-681-8748 418 0442
 BILL DATE: MAY 20, 1992 PM1P
 PAGE 4

AMOUNT TOTAL

OPERATOR ASSISTED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN
27. APR 28	FR HOLLYWOOD	FL 305 963-9361	KRS	1:00	6

1.78

SUBTOTAL

1.58

TOTAL FOR 305 681-8748 6.49

FEDERAL TAX (20)

LOCAL TAX (6)

FLORIDA GROSS RECEIPTS SURCHARGE .04

TOTAL CHARGE FOR ITEMIZED CALLS 6.49

TAXES

28. FEDERAL TAX

1.07

29. COUNTY TAX

2.02

30. FLORIDA GROSS RECEIPTS SURCHARGE

.35

SUBTOTAL

3.44

SOUTHERN BELL CURRENT CHARGES

MESSAGES

88.74

 IMPORTANT INFORMATION
 REGARDING YOUR INSIDE WIRE MAINTENANCE SERVICE PLAN
 THANK YOU FOR SUBSCRIBING TO SOUTHERN BELL'S SERVICE
 PLAN. PURSUANT TO THIS PLAN, SOUTHERN BELL WILL MAINTAIN
 OR REPAIR ALL INSIDE TELEPHONE WIRING ASSOCIATED WITH BASIC
 RESIDENCE AND BASIC BUSINESS SERVICE, EXCLUDING DAMAGE CAUSED
 BY FIRE, ACTS OF GOD, RIOTS, ACTS OF WAR, GROSS NEGLIGENCE,
 WILLFUL DAMAGE, VANDALISM, OR WIRE NOT MEETING SOUTHERN
 BELL'S TECHNICAL STANDARDS OR INSTALLATION GUIDELINES.

LN [REDACTED]
BA [REDACTED]
LOC [REDACTED]

---HIKT---
NO REPORT S CLEARED CLOSED TST MPH BWH RBL T D C

1 04-23-92 159P 0 04-23-92 1118A 04-25-92 1127A 0 064 0 0 100 425 100

01 DIR-04-23-92 159P CDM-04-24-92 200P RBA-496 D/B-N EXC-N
CALLED-NO- - - CATEGORY-1 VER-21 EVER-

NAR CC N [REDACTED] 80
NAR A L/N 0221053
02 DNT-04-23-92 159P EC-496 ST-PSM RTE=00000000 MP-NMP RBL-
03 DNT-04-23-92 200P EC-209 ST-PSM RTE=00000279 MP-NMP RBL-T
NAR JE2AV21C47100-279-400-477E32N
04 DNT-04-23-92 200P EC-279 ST-PSM RTE=00000301 MP-NMP RBL-120
NAR AUTO/SCR (008 VER2) END W NOT CRC REPORT
05 DNT-04-24-92 700A EC-311 ST-OPD RTE=99982311 MP-DD RBL-
06 147-04-24-92 915A EC-311 ST-NMR RTE=00000301 MP-NMP RBL-
NAR (04V)END F2 712ABE7 DIST. FR NO SPARE/VER FLT
07 DNT-04-24-92 915A EC-311 ST-PPF RTE=00000301 MP-NMP RBL-
NAR (04V)END F2 712ABE7 DIST. FR NO SPARE/VER FLT
08 DNT-04-24-92 254P EC-447 ST-PPF RTE=00000400 MP-NMP RBL-
NAR (04V)END F2712/BE7DIST. FR NO SPARE/VER FLT
09 DNT-04-24-92 334P EC-437 ST-OPD RTE=46984864 MP-DD RBL-
10 DNT-04-25-92 1118A EC-064 ST-CCA RTE=00000864 MP-CND RBL-
11 DNT-04-25-92 1118A EC-064 ST-CLO RTE=00000864 MP-NMP RBL-
NAR VER 0:100 DEF FR ASSIGN REPL DPH N.S.ORDER. /CTTNJBO.1R

DEFECTIVE PAIR NO SPARES

WHAT HAPPENED IN ASSIGNMENT?
I think BAD PAIR IS ASSIGNED?

2 04-17-92 1023A 0 04-21-92 645P 04-22-92 633A 0 306 0 0 898 190 370

01 DIR-04-17-92 1023A CDM-04-21-92 800P RBA-007 D/B-N EXC-N
CALLED-NO- - - CATEGORY-4 VER- EVER-

NAR 022-1053
NAR 022-1053
02 DNT-04-17-92 1023A EC-007 ST-PDS RTE=00000100 MP-NMP RBL-
03 DNT-04-21-92 427P EC-606 ST-PDS RTE=00000100 MP-NMP RBL-
NAR USER CHANGED ISF ITEM
04 DNT-04-21-92 427P EC-306 ST-OPD RTE=49982306 MP-DD RBL-
05 DNT-04-21-92 645P EC-306 ST-CCA RTE=00000306 MP-CND RBL-
06 DNT-04-21-92 645P EC-306 ST-CLO RTE=00000306 MP-NMP RBL-
NAR C570 PKJ DP K00X S00TL R00 D01 R00 J01
LAST CLIP DATE 12-31-89

How could installer have done the install properly & have trouble on the line?

ACCMNT-SUPVR-TRNG Problems?

... END OF DATA ...

SENT 14.20.52 11706/92 JN47C060 / N888 1293

SERVICE ORDER RELATED

Consumer Complaint Findings - Feb. to Jan. 1990 Data			
FROM REVIEW OF 263 CONSUMER COMPLAINTS, CUSTOMER MONTHLY BILLS AND SBT TROUBLE REPORTS THE DELAYED REPAIR INCIDENCES WERE DUE TO:		NUMBER OF ITEMS 263	% OF TOTAL COMPLAINTS
1.	NO SPARE CABLE PAIRS AVAILABLE.	18	6.8
2.	HEAVY WORKLOAD/RAIN.	39	14.8
3.	SERVICE AFFECTING CODE USED INSTEAD OF OOS CODE.	6	2.3
4.	SERVICE ORDER RELATED (IMPROPER INSTALLATIONS/DELAYED REPAIR).	30	11.4
5.	REPAIRMAN TRACED TROUBLE TO CABLE & TROUBLE PUT INTO CABLE REPAIR POOL CAUSING FURTHER DELAY.	34	12.9
6.	MISSED COMMITMENTS/APPOINTMENTS.	110	41.8
REBATE RELATED INCIDENCE:			
7.	TOTAL OOS DESERVING REBATES.	188	71.5
8.	REBATES DUE BUT NOT CREDITED: CPE: 6.1% , TEL. PLANT: 25.5%	83	31.6
9.	PARTIAL OR INSUFFICIENT REBATE.	10	3.8
10.	REBATE CREDITED ON CPE TROUBLE.	4	1.5
11.	AMOUNT OF REBATE IN SBT LETTER NOT THE SAME AS FOUND IN BILL.	10	3.8

Source: SBT's Responses to Staff's 32nd and 33rd Production of Documents

Note: Total Percentages do not equal 100 due to the possibility of a report being in two or more categories.

Consumer Complaint Findings - Feb. to Jan. 1990 Data			
FROM REVIEW OF 263 CONSUMER COMPLAINTS, CUSTOMER MONTHLY BILLS AND SBT TROUBLE REPORTS THE DELAYED REPAIR INCIDENCES WERE DUE TO:		NUMBER OF ITEMS 263	% OF TOTAL COMPLAINTS
CUSTOMER COMPLAINT INCIDENCE:			
12.	TRUBLE FIXED WITHIN SAME DAY AFTER PSC COMPLAINT.	141	53.6
13.	COMPLAINT, DLETH, SBT LETTER DON'T MATCH.	26	9.9
14.	SBT FAILED TO PROVIDE BILL FOR DATE OF COMPLAINT OR TROUBLE AS REQUESTED IN P. O. D.	120	45.6
15.	SBT FAILED TO PROVIDE DLETH FOR DATE OF COMPLAINT AS REQUESTED.	32	12.2
16.	DLETH CODES DON'T MATCH SBT LETTER OF EXPLANATION.	25	9.5
17.	DLETH DATA DOES NOT REFLECT CUSTOMER COMPLAINT.	9	3.4
18.	APPARENTLY WRONG OR INCORRECT CODES RECORDED ONTO THE DLETH.	17	6.5
19.	MULTIPLE REPORTS ASSOCIATED WITH THE TROUBLE REPORTED.	112	42.6
20.	PROBABLE CONFISCATED CABLE PAIR TO SERVE ANOTHER CUSTOMER W/O CUSTOMER'S PERMISSION.	2	0.8

Source: SBT's Responses to Staff's 32nd and 33rd Production of Documents

Note: Total Percentages do not equal 100 due to the possibility of a report being in two or more categories.

CORTOLAN, BEATRICE
 13605 N.E. 3RD COURT
 APT. 414
 MIAMI 33161 County DADE

Company **SOUTHERN BELL**
 Consumer's Telephone (305)-895-6529
 Can Be Reached (305)-470-6741

Request No 29568P
 By RIR Time 2:25 PM Date 10/12/90
 To CO. Time 2:30 Date 10/12/90
 Complaint Type CR-31

Consumer contacted company? Yes No Who

Justification *not justified Yes*
 Closed By RIR Date 10/24/90
 Reply received T

Customer called Southern Bell three days ago to repair service and no one has come out yet. The phone is completely dead; she can not make outgoing calls and no one can call her.

56
 Closed with letter.

Phone was found to be on the wrong ^{central office equipment} ~~pair~~ _{To C/O}
First rpts was closed and phone still out oos on wrong ^{central off. eqpt.} ~~pair~~
No rebate
*Rptd 10/10 — 10/12
 3:10p 1420*
*2 rpts coded out to customer action
 2 rpts coded out to service affecting ~~just~~ customer could not have been in the central office equipment
 FW*

CONSUMER REQUEST

**FLORIDA
 PUBLIC
 SERVICE
 COMMISSION**



161 EAST GAMES STREET
 TALLAHASSEE, FLORIDA 32309

PLEASE RETURN THIS FORM WITH
 REPORT OF ACTION TO:

Rachel Robles
 10/29/1990

Docket No. 920260-TL
 Florida Public Service Commission
 EH-16
 Page 1 of 3



Southern Bell

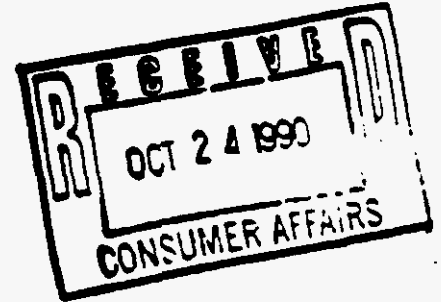
Special Assistance Bureau
686 N.W. 79th Avenue
Room 604
Miami, Florida 33126
(305) 283-4816
1 800-321-4327

October 22 1990

Memorandum to: Rachel Robles

From: Marie Forbes

Re: Beatrice Coriolan
13605 N. E. 3rd Court
Miami, Fl.
305-895-6529



Case No. 29566-P

Our investigation reveals that on 10-10 at 8:17 PM. the customer called our office to report a no dial tone condition. The trouble was closed the same day as a problem in the customer owned equipment.

On 10-12 at 8:24 AM the customer called to reported a can't call condition and was given a commitment of by 6 PM the same day. A technician was dispatched at 1:36 PM. and with the help of the maintenance administrator found the line to be working on the wrong originating equipment. The central office corrected the problem and the service was restored to normal at 2:20 PM.

On 10-12. Ms. Sylvia Lon-Ajan. Assistant Manager. contacted the customer to acknowledge the appeal. Ms. Lon-Ajan verified that the service was working properly and provided her name and number for the customer to call her direct if she has any problems in the future and the customer was satisfied.

DLETH EC 888 TN 305 8958529

D

SA [REDACTED]
 LDC [REDACTED]

---HIST---

NO	REPORT	S	CLEARED	CLOSED	TST	RPM	SWI	RSL	T	D	C
1	10-12-90 824A	1	10-12-90 220F	10-12-90 231F	0	304	0	0	495	900	110
LN - [REDACTED] CAT 1											
01	DTR=10-12-90 824A	COM=10-12-90	600F	RSA=288	0/S=N EXC=N						
CALLED-NO# - - CATEGORY=1 VER=45 CVER=											
NAR CBC AIRD											
NAR A E [REDACTED]											
02	DNT=10-12-90 824A	EC=288	ST=FSM	RTE=00000000	WF=NWF	RSL=U					
03	DNT=10-12-90 826A	EC=299	ST=FSH	RTE=00000299	WF=NWF	RSL=5					
NAR 181AV45CAT100-299,400-499E32N											
04	DNT=10-12-90 826A	EC=299	ST=PDO	RTE=00000301	WF=SCR	RSL=130					
NAR AUTO/SCR GOS VER45 OFN NEAR DROP											
05	DTR=10-12-90 830A	COM=10-12-90	600F	RSA=104	0/S=N EXC=N						
CALLED-NO# - - CATEGORY=6 VER=NV CVER=											
NAR CC NDT CBC ONLY HAS 1PHD											
NAR A E [REDACTED] SUB											
06	DNT=10-12-90 136F	EC=304	ST=DDO	RTE=09181304	WF=DO	RSL=					
07	DNT=10-12-90 220F	EC=304	ST=CCA	RTE=00000304	WF=CRO	RSL=					
08	DNT=10-12-90 220F	EC=304	ST=CLO	RTE=00000304	WF=NWF	RSL=					
NAR VEF 0:18F ORDARECD ONLY*CLRD B70C1DTAG											

2	10-10-90 317F	1	10-10-90 320F	10-11-90 322F	0	3	0	0	100	1208	210
LN - [REDACTED] CAT 1											
01	DTR=10-10-90 317F	COM=10-11-90	600F	RSA=124	0/S=N EXC=N						
CALLED-NO# - - CATEGORY=1 VER=42 CVER=											
NAR CC NDT [REDACTED] PH											
NAR A E [REDACTED] LV MSG											
02	DNT=10-10-90 317F	EC=124	ST=FSM	RTE=00000000	WF=NWF	RSL=2					
03	DNT=10-10-90 318F	EC=299	ST=FSH	RTE=00000299	WF=NWF	RSL=2					
NAR 181AV42CAT100-299,400-499E32N											
04	DNT=10-10-90 318F	EC=299	ST=PDO	RTE=00000342	WF=SCR	RSL=130					
NAR AUTO/SCR GOS VER42 OFN IN CABLE											
05	DTR=10-10-90 310F	COM=10-11-90	600F	RSA=288	0/S=N EXC=N						
CALLED-NO# - - CATEGORY=6 VER=LU CVER=											
NAR CC AIRD CC NDT ?LDC [REDACTED] 1 PH											
NAR A E [REDACTED] LV MSG											
06	DNT=10-10-90 320F	EC=003	ST=CCA	RTE=00000003	WF=CRO	RSL=					
07	DNT=10-10-90 320F	EC=003	ST=CLO	RTE=00000003	WF=NWF	RSL=					
NAR TRBL TO SUB EQPT											

LAST CLIP DATE 12-31-89