



Public Service Commission

ORIGINAL
FILE COPY

-M-E-M-O-R-A-N-D-U-M-

DATE: December 8, 1993
TO: All Parties of Record
FROM: Angela B. Green, Staff Attorney *ABG*
RE: Dockets Nos. 920260-TL, 910163-TL, 910727-TL, 900960-TL, and 911034-TL

On November 22nd, staff filed the direct testimony of a number of witnesses. It now appears that there was a typographical error in one of the exhibits attached to the direct testimony that we filed for Elton Howell. Attached please find a Corrected Exhibit EH-15 for his testimony. Please replace your existing copy of Exhibit EH-15 with this corrected copy. The error in the original filing was in the date at the top of the table on each page, not in any of the data contained in the chart. We regret any inconvenience that this error may have caused.

In addition, we would like to remind all parties that at the November 22, 1993, Status Conference, the Prehearing Officer issued directions regarding requests to make opening statements at the beginning of the hearings. The Prehearing Officer would like staff to gather data regarding which parties desire to make opening statements. To that end, we are requesting that each party file a brief memo with staff regarding this subject (nothing elaborate, please). The memo should indicate whether you would like to make an opening statement, and if so, the length of time you would be requesting. Please direct such filings to my attention. You may send your response to me by fax (even handwritten), if you so desire. The fax number is (904) 488-3121. I am asking that each of you provide a written response to me by the close of business December 17, 1993, so that the Prehearing Officer will have this information for the Prehearing Conference on the following Monday.

Thank you for your attention to these matters. Please do not hesitate to call upon me if I can be of any assistance to you in this or any other matter.

- ACK _____
- AFA _____
- APP _____ Attachment
- CAF _____ cc: Division of Communications (Norton)
- CMU _____ Division of Auditing and Financial Analysis (Johe)
- CJR _____ Division of Records and Reporting
- EAG _____ ehmemo.abg
- LEG *Drigt 6* _____
- FIN _____
- JAC _____
- PHI _____
- PLN _____
- PSD _____
- STC _____

DOCUMENT NUMBER - DATE
 13044 DEC-86
 FPSC-RECORDS/REPORTING

Consumer Complaint Findings - Feb. to Dec. 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 Dec. 1990 Data			
FROM REVIEW OF 263 CONSUMER COMPLAINTS, CUSTOMER MONTHLY BILLS AND SBT TROUBLE REPORTS THE DELAYED REPAIR INCIDENTS WERE DUE TO:		NUMBER OF ITEMS 263	% OF TOTAL COMPLAINTS
CUSTOMER COMPLAINT INCIDENCE:			
12.	TROUBLE 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.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Comprehensive review of revenue requirements and rate stabilization plan of SOUTHERN BELL.)	DOCKET NO. 920260-TL
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)	
)	
)	
In Re: Investigation into the integrity of SOUTHERN BELL'S repair service activities and reports.)	DOCKET NO. 910163-TL
)	
)	
)	
)	
In Re: Investigation into SOUTHERN BELL'S compliance with Rule 25-4.110(2), F.A.C., Rebates.)	DOCKET NO. 910727-TL
)	
)	
)	
)	
In Re: Show cause proceeding against SOUTHERN BELL for misbilling customers.)	DOCKET NO. 900960-TL
)	
)	
)	
)	
In Re: Request by Broward Board of County Commissioners for extended area service between Ft. Lauderdale, Hollywood, North Dade and Miami.)	DOCKET NO. 911034-TL FILED: <u>12/8/93</u>
)	
)	

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Memorandum to All Parties of Record dated December 8, 1993, has been furnished, by U.S. Mail, this 8th day of December, 1993, to the following:

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CERTIFICATE OF SERVICE

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