

FLORIDA PUBLIC SERVICE COMMISSION

Fletcher Building
101 East Gaines Street
Tallahassee, Florida 32399-0850

M E M O R A N D U M

February 3, 1994

TO : DIRECTOR, DIVISION OF RECORDS AND REPORTING

FROM : DIVISION OF COMMUNICATIONS [O'PRY] *JOP*
DIVISION OF LEGAL SERVICES [WILSON] *JW* *RL*

RE : DOCKET NO. *920260* 900960-TL - SHOW CAUSE PROCEEDING AGAINST
SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY FOR
MISBILLING CUSTOMERS

AGENDA: FEBRUARY 15, 1994 - REGULAR - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: I: \PSC\CMU\WP\900960.RCM

CASE BACKGROUND

Order No. 24041, issued on January 28, 1991 ordered an investigation into misbilling of customers by Southern Bell Telephone and Telegraph Company (Southern Bell or the Company). The Commission approved the Stipulation Agreement between the Office of Public Counsel and Southern Bell and the Implementation Agreement for Portions of the Unspecified Rate Reductions at the January 18, 1994 Agenda Conference. The purpose of this recommendation is to revisit the weekly reporting requirement of Order No. 24041.

DOCUMENT NUMBER-DATE

01154 FEB-3 1994

FPSC-RECORDS/REPORTING

Docket No. 900960-TL
February 3, 1994

DISCUSSION OF ISSUES

ISSUE 1: Should the weekly reporting requirements of Order No. 24041 be rescinded?

RECOMMENDATION: Yes. The weekly reporting requirements of Order No. 24041 should be rescinded.

STAFF ANALYSIS: Order No. 24041, issued January 28, 1991 contained the following verbiage : "... In the furtherance of this investigation, Southern Bell shall provide the Commission with a weekly report, reflecting the number and amount of refunds made to customers who did not subscribe to any of the services at issue here. This report shall be broken down by: the amount of the refund per customer, customer location (exchange), services removed/refunded, and duration of period for which refund was applied ..." The report contains several other requirements.

The reporting requirement should be rescinded as this docket (900960-TL) was closed with approval of the Stipulation and Implementation Agreement between the Office of Public Counsel, Southern Bell and other intervenors.

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ISSUE 2: Should Docket No. 900960-TL remain closed?

RECOMMENDATION: Yes. Docket No. 900960-TL should remain closed.

STAFF ANALYSIS: The docket should remain closed. This recommendation merely rescinds the weekly reporting requirement of Order No. 24041.