

cmu/lewis

Florida Public Service Commission
Division of Records and Recording
Attn: Cathy Lewis
2540 Shumard Boulevard
Tallahassee, FL 32399-0850



96 APR 29 AM 9 08

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

ORIGINAL
FILE COPY

Reference: Docket # 960285

Enclosed please find original of answers to inquiries per your request April 26, 1996. I did not realize that fax copies were not appropriate. In the future you will receive original copies by mail in addition to a fax. In addition to information sent to you April 25, 1996 we also faxed to you answers to Service Evaluation Inquiry of February 1996. Enclosed please find originals of said fax.

Thank you for your help in this matter.

Betty Adams

Betty Adams
Office Manager

cc: file
cc: Lance Johnson
cc: Wesley Johnson
Plant Manager

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG 1
- LIN _____
- OPC _____
- RCH _____
- SEC 1
- WAS _____
- OTH _____

DOCUMENT NUMBER-DATE
05050 MAY-3 88
FPSC-RECORDS/REPORTING

TELEPHONIX • FAX

(904)233-1199 * fax (904) ~~233-1199~~ 413-6505

DATE 04-25-96

TO Barbara Bailey

FROM Betty

REF: corrected violations

OF PAGES (INC COVER) 3



904 413 6505

RESPONSE REQUESTED: YES NO

SPECIAL COMMENTS:

8317 FRONT BEACH ROAD * SUITE 16

PANAMA CITY BEACH, FL 32407

①

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

February 26, 1996 File Number
TE726.9601

TELEPHONIX, INC.
ATTN: Lance Johnson
P. O. Box 9927
Panama City, FL 32417-0327

*Direct
18 inch
straight wheel
side 54 middle
coin slot
front
48
middle*

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS
9042349942	804 THOMAS DR.	PANAMA CITY	BCH 3 6 9 11 29
9042348916	4200 MARRIOTT DR.	PANAMA CITY	BCH 1 9
9042349576	8700 THOMAS DR.	PANAMA CITY	BCH 6 24
9042349650	8930 N. LAGOON DR.	PANAMA CITY	BCH 3 6 8 18 24 27 29
9042349429	8930 N. LAGOON DR.	PANAMA CITY	BCH 3 6 8 9 16 24 29
9042349746	2727 JOAN DR.	PANAMA CITY	BCH 3 6 9 16 29
9042349302	7813 N. LAGOON DR.	PANAMA CITY	BCH 18 29
9042349377	7813 N. LAGOON DR.	PANAMA CITY	BCH 6 29
9042349756	8511 SURE DR.	PANAMA CITY	BCH 1 6 ← 234-9750
9042349048	9400 S. THOMAS DR.	PANAMA CITY	BCH 6
9042349432	9400 S. THOMAS DR.	PANAMA CITY	BCH 6 29
9042349229	104 THOMAS DR.	PANAMA CITY	BCH 3 6 29

If you have any questions, please contact me at 904/413-6590.

*FOA
904 413-6505
904-413-6504*

Sincerely,

Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

February 26, 1996

SERVICE VIOLATION CORRECTION FORM
TELEPHONIX, INC.

TE726.9601

SIGNED: _____

DATE: _____

NUMBER	CORRECTION
9042349942	#3, #6, #9, #11, #29 CORRECTED
9042348916	#1, #9 CORRECTED
9042349576	#6, #24 CORRECTED
9042349650	#3, #6, #8, #18, #24, #27, #29 CORRECTED
9042349429	#3, #6, #8, #9, #16, #24, 29 CORRECTED
9042349746	#3, #24 CORRECTED
9042349302	#18, #29 CORRECTED
9042349377	#6, #29 CORRECTED
9042349756	UNIT REMOVED (234-9750-15 8511 SURE DRIVE)
9042349048	UNIT REMOVED
9042349432	UNIT REMOVED
9042349229	#3, #6, #29 CORRECTED

Plant Manager
W. V. Johnson

2

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

February 26, 1996 File Number
TE726.9602

TELEPHONIX, INC.
ATTN: Lance Johnson
P. O. Box 9927
Panama City, FL 32417-0327

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS
- 9042349994	9450 S. THOMAS DR.	PANAMA CITY	BCH 1 2 6
- 9042349556	9600 THOMAS DR.	PANAMA CITY	BCH 3 6 9 29
- 9042349653	8720 THOMAS DR.	PANAMA CITY	BCH 2 6 18 27
- 9042342804	6627 THOMAS DR.	PANAMA CITY	BCH 6 9
- 9042349996	5518 THOMAS DR.	PANAMA CITY	BCH 2 6 18 25 27
- 9042348919	4924 THOMAS DR.	PANAMA CITY	BCH 1 6 8 13 18 27 29
- 9047639286	2729 HWY. 231	PANAMA CITY	2 6 8 16 25
- 9047639245	2729 HWY. 231	PANAMA CITY	2 3 6 29
- 9047639949	2915 HWY. 231	PANAMA CITY	2 3 6 9 29
- 9047854173	241 W. 15TH ST.	PANAMA CITY	3 6
- 9047639463	1915-B HWY. 231	PANAMA CITY	1 2 3 6 9 13
- 9047639213	1100 JENKS AVE.	PANAMA CITY	6 29

If you have any questions, please contact me at 904/413-6590.

Sincerely,

Barbara H. Bailey

Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

Plant Manager
W. P. Johnson

February 26, 1996

SERVICE VIOLATION CORRECTION FORM
TELEPHONIX, INC.

TE726.9602

SIGNED: _____

DATE: _____

NUMBER	CORRECTION
9042349994	UNIT REMOVED
9042349556	#3, #6, #9, #29 CORRECTED
9042349653	#6, #18, #27 CORRECTED
9042342804	TAKEN OUT OF SERVICE TEMP.
9042349996	UNIT REMOVED FROM SERVICE
9042348919	" " " "
9047639286	#6, #8, #16, #25 CORRECTED
9047639245	#3, #6, #29 CORRECTED
9047639949	UNIT REMOVED
9047854173	#3, #6 CORRECTED
9047639463	UNIT REMOVED
9047639213	#6, #29 CORRECTED

Plant Manager
W. F. Johnson

3

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

February 26, 1996 File Number
TE726.9603

TELEPHONIX, INC.
ATTN: Lance Johnson
P. O. Box 9927
Panama City, FL 32417-0327

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS
-9047639210	1100 JENKS DR.	PANAMA CITY	1 6 25
-9042349155	1219 THOMAS DR.	PANAMA CITY BCH	2 3 6 9 13 29
-9042349454	1219 THOMAS DR.	PANAMA CITY BCH	3 5 6 9 13 21 29
-9042349640	1219 THOMAS DR.	PANAMA CITY BCH	3 6 9 29
-9042349261	1219 THOMAS DR.	PANAMA CITY	3 8 9 13 18 19 27 29
-9042349119	9300 FRONT BCH. RD.	PANAMA CITY BCH	2 3 6 9 27 29
-9042349635	9216 FRONT BCH. RD.	PANAMA CITY BCH	3 5 6 8 9 18 27
-9042348324	14666 FRONT BCH. RD.	PANAMA CITY BCH	3 6
-9042349998	14666 FRONT BCH. RD.	PANAMA CITY BCH	3 6 25 26 29
-9042348112	11208 FRONT BCH. RD.	PANAMA CITY BCH	2 6 8 29
-9042349313	10440 FRONT BCH. RD.	PANAMA CITY BCH	6 9
-9042349421	8813 THOMAS DR.	PANAMA CITY BCH	?

If you have any questions, please contact me at 904/413-6590.

W. G. Johnson

Sincerely,
Barbara H. Bailey
Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

February 26, 1996

SERVICE VIOLATION CORRECTION FORM
TELEPHONIX, INC.

TE726.9603

SIGNED: _____

DATE: _____

NUMBER

CORRECTION

- 9047639210 #1 NO DIAL TONE - REPORTED TO TEL. CO #6, #25 CORRECTED
- 9042349155 #3 #6 #9 #13 #29 CORRECTED
- 9042349454 #3, #5 #6 #9 #13 #21 #29 CORRECTED
- 9042349640 #3 #6 #9 #29 CORRECTED
- 9042349261 #3 #8 #9 #13 #18 #19 #27 #29 CORRECTED
- 9042349119 #3 #6 #9 #27 #29 CORRECTED
- 9042349635 UNIT REMOVED
- 9042348324 #WRONG IS 235-9078 #3, #6 CORRECTED
- 9042349998 #11 IS 235-9076 #3, #6 #25 #26 #29 CORRECTED
- 9042348112 #6, #8 #29 CORRECTED
- 9042349313 #6 - #9 CORRECTED
- 9042349421 UNIT BEING REMOVED

X
X

* TEL #'S SCRAMBLED BY SO. BELL. TEL.
INSTALLERS WHEN ADDING
ADDITIONAL SERVICE TO BLDG.

Plant Manager
W. Johnson

State of Florida

Commissioners:
SUSAN F. CLARK, CHAIRMAN
J. TERRY DEASON
JULIA L. JOHNSON
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

February 26, 1996 File Number
TE726.9604

TELEPHONIX, INC.
ATTN: Lance Johnson
P. O. Box 9927
Panama City, FL 32417-0327

Dear Payphone Provider:

Service evaluations have been completed on the pay phones listed below. Violation items are referenced on the attached Evaluation Items Form. Please use the Service Violation Correction Form to provide an explanation of the action taken to correct the violation(s). The Service Violation Correction Form must be signed and returned to the Commission staff within 15 calendar days. We suggest you verify that all pay phones you own, that have these same violations, are corrected since fines imposed by the Commission for continuing violations of its pay telephone standards range from \$100 to \$15,000.

NUMBER	PAY PHONE ADDRESS	CITY	VIOLATION ITEMS
9042349442	12390 FRONT BEACH RD.	PANAMA CITY	BCH 1 6
9042349951	804 THOMAS DR.	PANAMA CITY	BCH 3 6 9
9042348508	4200 MARRIOTT DR.	PANAMA CITY	BCH 29

If you have any questions, please contact me at 904/413-6590.

Sincerely,

Barbara H. Bailey

Barbara H. Bailey
Research Assistant
Bureau of Service Evaluation

W. T. Johnson

February 26, 1996

SERVICE VIOLATION CORRECTION FORM
TELEPHONIX, INC.

TE726.9604

SIGNED: _____

DATE: _____

NUMBER	CORRECTION
9042349442	<u>#7 LINE REPORTED TO TEL. Co. FOR REPAIR #6 CORRECTED</u>
9042349951	<u>#3 - #6 - #9 CORRECTED</u>
9042348508	<u>#29 CORRECTED</u>

W. J. Johnson
W. J. Johnson

TELEPHONIX

(904) 233-1199 • FAX (904) ~~233-1199~~
913-6156

FAX COVER SHEET

PLEASE DELIVER IMMEDIATELY

DATE 04-01-96

TO Barbara Bailey

FROM Betty

REF: File # Te 726.9601

OF PAGES (INC COVER) _____

RESPONSE REQUESTED YES NO

SPECIAL COMMENTS:

Thank you Barbara

For your Help 😊

Have a nice April Fools day,

6900 West Highway 98 • Suite A • Panama City, Florida 32407

REF: DOCKET # 960285-TC
ORDER # 960285-TC

REGARDING THE TWENTY (20) OF THIRTY-NINE (39) PAY TELEPHONES INSPECTED, OF WHICH SHOWED IMPROPER ROUTING OF 0+ LOCAL CALLS TO OPTICOM, RATHER THAN THE LOCAL EXCHANGE COMPANY:

YOU ARE CORRECT IN YOUR ASSUMPTION THAT IT DID NOT RESULT FROM NEGLIGENCE OR POOR MAINTENANCE. ALL OUR PAY TELEPHONES ARE PROGRAMMED FROM ONE "MASTER" COMPUTER. NO PROGRAMMING IS DONE IN THE FIELD BY INSTALLER/REPAIR PERSONNEL.

PRIOR TO VISITATION BY YOUR STAFF BEGINNING ON FEBRUARY 13 WE EXPERIENCED MAJOR PROBLEMS WITH THE "MASTER" COMPUTER REQUIRING SEVERAL VISITS BY THE COMPUTER REPAIRMAN. DURING SUCH REPAIRS WE LOST SOME OF THE BASIC PROGRAMMING TO SOME OF OUR TELEPHONES. ALL LOST PROGRAMMING WAS CORRECTED AND ALL UNITS ARE OPERATING AS ORIGINALLY DIRECTED. THEY ARE WITHIN ALL FLORIDA PUBLIC SERVICE COMMISSION GUIDELINES AND RULES.

THERE WAS AT NO TIME ANY INTENT TO PURPOSEFULLY ROUTE CALLS IN VIOLATION OF RULE 25-2Y.515(7). TRAFFIC TO THE L.E.C. VIA 0+904+7 IS INSIGNIFICANT COMPARED TO LONG DISTANCE CALLS.

SURELY IF IT WERE OUR INTENTION TO BREAK F.P.S.C. RULES TO A FINANCIAL BENEFIT WE WOULD HAVE CHOSEN ANY OF SEVERAL MORE LUCRATIVE WAYS.

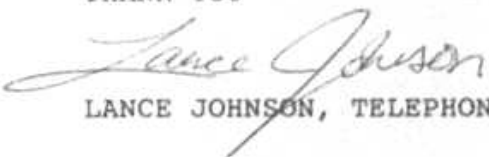
FURTHERMORE: WE WERE WELL AWARE OF YOUR STAFF EVALUATING TELEPHONIX ON THE FIRST DAY SUCH PERSONNEL SO DOING. IF WE HAD BEEN AWARE OF THE 0+904+7 PROBLEM WE WOULD HAVE CORRECTED SAME AT ONCE BY SIMPLY DIRECTING THE COMPUTER TO CORRECT THE PROGRAMMING FAILURE, PRIOR TO EVALUATORS FINDING THE ERROR. HOWEVER, WE WERE NOT AWARE 0+904+7 WAS ROUTING INCORRECTLY ON SOME OF OUR PAY TELEPHONES.

TO SHOW OUR CONCERN TO PROPERLY ADMINISTER THE TRUST YOU SHOWED US WHEN ISSUING OUR CERTIFICATE #3253 OVER FOUR (4) YEARS AGO WE HAVE DONE THE FOLLOWING:

1. CORRECTED ALL VARIANCES NOTED BY YOUR STAFF.
2. REMOVED FROM SERVICE SOME TWENTY-FIVE (25) HIGH VANDALISM PAY TELEPHONE LOCATIONS.
3. REPLACED FIELD PERSONNEL TOTALLY.

WE TRUST THE ABOVE STATEMENT OF FACTS ARE SUFFICIENT TO REGAIN ANY LOSS OF CONFIDENCE YOU MAY HAVE HAD IN OUR OPERATION OF THE REMAINING SIXTY-TWO (62) PAY TELEPHONE UNITS STILL OPERATED BY OUR COMPANY.

THANK YOU


LANCE JOHNSON, TELEPHONIX INC.