

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 5/17/96

Docket No. 96DC26-II

1. Division Name/Staff Name OCU/K. LEVIS

2. OPRLEG/ Scott Edmonds

3. OCU/K. LEVIS, CAF

4. Suggested Docket Title INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST AT&T COMMUNICATIONS OF THE SOUTHERN STATES, INC. FOR VIOLATION OF RULE 25-4.118, FLORIDA ADMINISTRATIVE CODE, INTEREXCHANGE CARRIER SELECTION.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>AT&T COMMUNICATIONS (T1741)</u>	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

<u>OFFICE OF PUBLIC COUNSEL</u>	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:
- Documentation is attached.
 - Documentation will be provided with the recommendation.

AT&T SLAMMING

In 1995 the Division of Consumer Affairs received 279 complaints against AT&T Communications of the Southern States (AT&T) regarding unauthorized switching (slamming) of consumers' long distance service. Of the 279 complaints, 140 were found to be justified in apparent violation of Rule 25-4.118, Florida Administrative Code. From January 1 to March 31, 1996, 46 slamming cases were recorded in the Division of Consumer Affairs.

A review of AT&T's responses to the 1995 justified complaints revealed that the five major causes of unauthorized switching were improper procedures at AT&T Customer Service Centers, unexplained errors, problems with direct marketing tactics (sweepstakes, drawings, misrepresentations, and forgeries), name and number mismatches, and telemarketing. These problem areas continued to be the major causes of unauthorized switching in 1996.

PROBLEMS AT CUSTOMER SERVICE CENTERS

Twenty-one of the 1995 complaints appear to have been caused by errors and improper procedures involving inbound calls at AT&T Customer Service Centers. AT&T reported to Consumer Affairs that "had the representative followed procedure, there would have been notations to the extent that we could provide you the name of the caller and some details of the actual exchange that took place. Perhaps there was some misunderstanding or mishap at the time of the call." See Attachments 1 and 2.

Seventeen of the 1996 cases appear to have been caused by improper procedures at the Customer Service Centers. See Attachment 3.

UNEXPLAINED ERRORS

In 51 of the 1995 cases, AT&T responded that the unauthorized switch was due to unexplained errors or gave no explanation. "We regret that our records are incomplete in that they do not provide the originating source of the order. Perhaps there was an error in the entry of the telephone number requesting AT&T." See Attachments 4, 5 and 6.

Twelve of the 1996 cases were also caused by unexplained errors. "Given this and your account of the situation, there was evidently some mishap. Although we try to ensure that all of our customer information is correct, occasionally, there is an error. We regret such may have been the case in this instance." See Attachment 7.

DIRECT MARKETING PROBLEMS

Thirty-four of the 1995 cases involved direct marketing (sweepstakes or drawings). Consumers reported that they were told they were only signing up to win a prize not signing

to have their long distance service switched. See Attachment 8. One consumer stated she signed as AT&T raffle form and that the sales representative checked the box to switch her service. She informed him she did not want to switch and the man used white-out to remove the check. The fax of the LOA provided to Consumer Affairs had the box checked. See Attachment 9.

Another customer signed up at a fair to win a telephone. Instead, his service was switched. The LOA copy provided to Consumer Affairs only had his name, address and signature filled in. The box to switch his service was blank, however, the AT&T report stated, "Evidently, when the form was processed, the representative entering the order assumed by the information provided that the switch to AT&T was authorized and the order was entered." See Attachment 10.

Three customers who complained in 1995 reported that their signatures had been forged. One customer noted that he had only filled out one section on the PLAY THE AT&T INSTANT WIN GAME to win a prize and that he did not fill in the other side to switch his service and his "signature" name was spelled wrong. Another customer stated that it was not her signature on the KNOW THE CODE SWEEPSTAKES form. A third customer stated she did not check the box or sign the form to have her service switched. See Attachments 11, 12 and 13.

Six of the 1996 slamming cases involved problems with direct marketing. Consumers reported they were registering for prizes, did not check the blocks for a service switch and in three cases did not sign the forms (forgeries). See Attachments 14, 15, 16, 17, 18 and 19.

NAME/NUMBER MISMATCHES ON LOAS

Sixteen of the 1995 slamming complaints appear to have been caused by name/number mismatches on LOAs. Eleven of these cases involved check inducements.

Ten of the 1996 slamming complaints appear to have been caused by name/number mismatches. Two of these cases involved sweepstakes forms, three involved check inducements, and two had the same Representative I.D. number that appeared on two previously mentioned cases involving forgery. See Attachment 20.

TELEMARKETING PROBLEMS

Five of the 1995 slamming cases involved problems with telemarketing. Consumers claimed that they did not give authorization to switch their service. See Attachment 21. One 1996 case involved telemarketing. See Attachment 22.



295 North Maple Avenue
Basking Ridge, NJ 07920

January 23, 1995

Mr Norbert R Soukup
684 Bird Bay Circle
Venice FL 34292

Dear Mr Soukup:

I has been brought to my attention that you were concerned over having been switched to AT&T without your permission.

We have investigated the matter thoroughly and have determined the following. The order which changed your residential phone, 813 484 4704, to AT&T was generated as a result of a telephone call placed from your residence telephone number to one of our Customer Service Centers. According to our call summary report, a call was placed from your residence to our center on November 30, 1994. The records do not detail the exchange except that the order was placed at that time. Had the representative followed procedure, there would have been notations to the extent that we could provide you with the name of the caller and some details of the actual exchange that took place. Perhaps there was some misunderstanding or mishap at the time of the call.

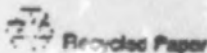
Since your local telephone company will not bill us directly for the switching fee you may incurred we have enclosed an AT&T Long Distance Certificate to reimburse you for the charges. To use your certificate simply print your name, area code and telephone number on the back and send it in along with your regular monthly telephone bill to your local telephone company. The certificate will be treated as cash towards your payment of any AT&T charges you may have or any local telephone company billed charges. If you have any additional questions, please contact me collect at 908 221 2853 and I would be happy to assist you.

Thank you for the opportunity to serve you.

Sincerely,

Mary Beth Kessler

Mary Beth Kessler
Customer Relations





Sandy Hinton
Staff Associate
Government Affairs

Suite 1420
106 East College Avenue
Tallahassee, FL 32301
(904) 425-6345
(904) 425-6343 - FAX

August 23, 1995

Kate Smith
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0876

RE: Rodney, Arlene
81956P

Dear Ms. Smith:

AT&T records indicate that Ms. Rodney's neighbor, June Griffith contacted AT&T on August 9 and explained that she did not give verbal approval to have Ms. Rodney's account changed to AT&T. The representative apologized and explained that it appears that since Ms. Griffith had called in to AT&T from Ms. Rodney's phone to order service for herself, an order was placed to switch the wrong account. (AT&T representatives can see the number the originating party is calling from.)

Ms. Rodney was advised of this information and an AT&T representative apologized for the confusion. An adjustment of \$52.16 was applied to her account for the calls between July 5 through August 4.

Please call me if you have any questions.

Sincerely,

Sandy Hinton



Customer Relations Center
4 Essex Avenue
Bernardsville, NJ 07924

March 26, 1996

Ms Maria Garcia
2923 Red Oak Dr
Kissimmee FL 34744

Dear Ms Garcia:

It has been brought to my attention that you were concerned over having been switched to AT&T without your permission.

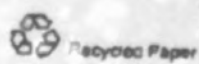
We have investigated the matter thoroughly and have determined the following. The order which changed your residential phone to AT&T was generated as a result of a telephone call placed from your residence to one of our Customer Service Centers. According to our call summary report, a call was placed from your residence to our center on February 29, 1996. The notes on your accounts do not detail the exchange except that the order was placed at that time. Had the representative followed procedure there would have been notations to the extent that we could provide the caller's name and details of the actual exchange that took place. Perhaps there was a misunderstanding or mishap at the time of the call.

Since your local telephone company will not bill us directly for the switching fees you may have incurred, we have enclosed an AT&T Long Distance Certificate to reimburse you for the charges. To use your certificate, simply print your name, area code and telephone number on the back and send it in along with your regular monthly telephone bill to your local telephone company. The certificate will be treated as cash towards your payment of any AT&T charges you may have or any local telephone company billed charges.

Thank you for this opportunity to serve you.

Sincerely,

Mary Beth Kessler
Customer Relations Center





295 North Maple Avenue
Basking Ridge, NJ 07920

August 18, 1995

Ms Elizabeth Brosius
7025 West 16 Avenue
Hialeah FL 33014

Dear Ms Brosius:

Your concerns regarding the possibility of having been switched to AT&T without your authorization were brought to my attention.

We have investigated the matter and have determined, according to our records of your account for telephone number 305 821 0476 that there was an update to add AT&T Long Distance Service to your account effective August 1, 1995.

We regret that our records are incomplete in that they do not provide the originating source of the order. Perhaps there was an error in the entry of the telephone number requesting AT&T.

Since your local telephone company will not bill us directly for the switching fees you may have incurred, we have enclosed an AT&T Long Distance Certificate to reimburse you for the charges and additional certificates for your use. To use your certificates, simply print your name, area code and telephone number on the back and send the certificate along with your regular monthly telephone bill to your local telephone company. The certificates will be treated as cash towards your payment of any AT&T charges you may have or any local telephone company billed charges.

Thank you for this opportunity to serve you.

Sincerely,

Mary Beth Kessler

Mary Beth Kessler
Customer Relations



286 North Maple Avenue
Basking Ridge, NJ 07920

September 15, 1995

Mr Howard Marlow
Apt 8A
3205 West 16th Ave
Hialeah FL 33012

Dear Mr Marlow:

It was brought to my attention that you were concerned over the possibility of having been switched to AT&T without your authorization.

Upon our initial investigation, as per our record of your account, there was reference to our receipt of written authorization that generated an order to change your long distance service to AT&T. I made three individual attempts to obtain a hard copy of the authorization without success. Each time my request was returned "unmatched."

Given this and your account of the situation, there was evidently some mishap. Although we try to ensure that all of our customer information is correct, occasionally, there is an error. We regret such may have been the case in this instance.

As a courtesy, we have enclosed AT&T Long Distance Certificates to reimburse you for any fee your local telephone company may have charged you to change long distance carriers. To use your certificates simply print your name, area code and telephone number on the back of each one and send them in along with your regular monthly telephone bill. Your local telephone will apply the certificates as cash towards any AT&T Long Distance charges or any local telephone company billed charges.

Please accept our sincere apologies for any inconvenience you may have been caused by this occurrence. We thank you for taking the time to contact us. It is from feedback such as yours that we are better able to ensure that we maintain the quality AT&T demands and every customer deserves.

If you would like to discuss this further, please contact me, collect, at 908 221 2853.

Thank you for this opportunity to serve you.

Sincerely,

Mary Beth Kessler

Mary Beth Kessler
Customer Relations

Recycled Paper



Sandy Hinton
Staff Associate
Government Affairs

Suite 700
101 N. Monroe Street
Tallahassee, FL 32301
(904) 425-8345
(904) 425-8343 - FAX

November 18, 1995

RE: Gulf Coast Printing
85481P

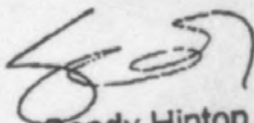
Shirley Stokes
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms Stokes:

AT&T account records indicate that this customer was referred to the AT&T sales department to investigate the unauthorized switch on his account. AT&T was unable to determine exactly what caused this customer's change in carrier. AT&T does not have access to this customer's billing records and has issued a credit to the LEC of \$100.00 to cover the disputed charges.

Please call me if you have any questions.

Sincerely,


Sandy Hinton

FROM 11-20-1995 8:23AM



Customer Relations Center
4 Essex Avenue
Bernardsville, NJ 07924

March 20, 1996

Mr Irwin Leebow
30 Hampshire Lane
Boynton Beach FL 33436

Dear Mr Leebow:

It has been brought to my attention that you were concerned over the possibility of having been switched to AT&T without your authorization.

Upon our initial investigation, as per our record of your account, 407 738 1134 there was reference to written authorization received on February 12, 1996. I made three individual attempts to obtain a hard copy of the written authorization and was unsuccessful. Each time my request was returned "unmatched."

Given this and your account of the situation, there was evidently some mishap. Although we try to ensure that all of our customer information is correct, occasionally, there is an error. We regret such may have been the case in this instance.

As a courtesy, we have enclosed an AT&T Long Distance Certificate to reimburse you for any fee your local telephone company may have charged you to change long distance carriers. To use your certificate simply print your name, area code and telephone number on the back of each one and send it in along with your regular monthly telephone bill. Your local telephone will apply the certificate as cash towards any AT&T Long Distance charges or any local telephone company billed charges.

Thank you for the opportunity to serve you.

Sincerely,

Mary Beth Kessler
Customer Relations Center

Name MATTHEWS, JIM

Address 11439 LAUREL GREEN WAY

City/Zip JACKSONVILLE 32225 County DUV

Account Number _____

Has consumer contacted company? Yes ___ No X Who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 66087P

Consumer's Telephone # (904)-641-8361

Can Be Reached (904)-641-1700

Request No. 66087P

By ARF Time 10:33 AM Date 05/05/95

To CO Time FAX Date 05/05/95

Complaint Type LS-13

Note Sweepstakes

Justification Y

Closed by ARF Date 05/30/95

Reply Received T

Mr. Matthews says that his long distance carrier was changed without authorization to AT&T. Mr. Matthews says an AT&T representative told him about a sweepstakes at a fair in Jacksonville, and he signed the form based on that information. His original long distance carrier was Sprint.

05/22 - Final report received.

05/30 - Closed by phone. Customer is satisfied with the credit reimbursement.

\arf

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Alex Fernandez

DUE: 05/22/95

05/12/95

13:19

CCSI - 19882216634

201 882 8569

NO. 500 987

ENTER THE AT&T "KNOW THE CODE" SWEEPSTAKES

To win on instant prizes, simply complete the form below. Rub off the instant win circle at right to see what prize you have won and return this form to the AT&T Booth. To enter the AT&T "KNOW THE CODE" SWEEPSTAKES,

Box TO 812 RA 4. Fill in the blanks.

5/12/95

Sub off the circle for your instant win prize! Everyone's a WINNER!



I "KNOW THE CODE" Sweepstakes

NAME + SPD CALL AT

Name (Please print clearly) J. M. Magraw

Address 11439 Laurel Green Way

City Jacksonville - FL 32225

Home Phone 904 641-8361

Name or Phone of Same

1. Which is your long distance company for calls placed from your home?
 AT&T QMO Other Other (Specify) _____

2. On average, how much is your household's monthly long distance bill for calls outside your area code?
 0-10 10-25 25-375 375+

3. Were you aware of AT&T's "Know the Code" before you entered the contest?
 Yes No

AT&T's "Five Rewards" - so I can earn points good for free AT&T long distance or free frequent flyer miles on participating airlines.

AT&T Time LimitSM Savings. So I can save on calls on weeks in the U.S. every month I spend \$25 or more on qualifying AT&T long distance.

YES! AT&T HAS THE SOLID QUALITY AND SERVICE I NEED. Please scratch and see your special long distance service AT&T and verify the best telephone company.

[Signature]

City Jacksonville

State FL

Zip 32225

That's right! AT&T has the quality and service you need. AT&T is the only long distance company that offers you the "Five Rewards" and "Time Limit" Savings. So you can save on calls on weeks in the U.S. every month I spend \$25 or more on qualifying AT&T long distance.

AT&T R.C. 202752 15 P. 10/25/95

City E.N. JACKSONVILLE 10/25/95

NAME Magraw

AT&T "KNOW THE CODE" INSTANT WIN PRIZES

- UNITED AIRLINES DISCOUNT VOUCHERS
- BIG SPORTS BOTTLES - INSULATED MUGS
- T-SHIRTS - PLUS OTHER PRIZES

AT&T "KNOW THE CODE" SWEEPSTAKES PRIZES

- GRAND PRIZE (1) **YAMAHA** WALLACE MODEL **RUFINEX LX PERSONAL WATERCRAFT MODEL**
- FIRST PRIZE (100 to be awarded) \$25.00 AT&T LONG DISTANCE CERTIFICATE
- SECOND PRIZE (1000 to be awarded) "KNOW THE CODE" T-SHIRT

(See details on back. Limit one entry per person.)



Name DIAZ, NORA

Address 1660 SW 29 AVE

City/Zip FT. LAUDERDALE 33312 County BRO

Account Number _____

Has consumer contacted company? Yes No _____ Who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 82840

Consumer's Telephone # (305)-792-3788

Can Be Reached (305)-920-0370

Request No. 82840P

By NEP Time 3:09 PM Date 08/15/95

To CO, Time FAX Date 08/15/95

Complaint Type LS-13

Note Swamp / SpLOA

Justification Y

Closed by NEP Date 09/22/95

Reply Received T

Customer said she signed an AT&T form for a raffle. She said the sales rep. checked the box that authorized a switch in ld service. She said she did not want to switch an the man used white-out to remove the check. Today she received a "welcome" letter in Spanish with a check attached to it. She called Southern Bell and was told her service was switched around the first of August. She is very upset that she was switched without authorization.
Report due 8/30.

8/30 report. Closed by phone.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Nancy Pruitt

DUE: 08/30/95

1 800 632 9000
AUG 25 '95 09:06 AT&T CUST SATISFACTION CTR

NANCY PRUITT
CO 1-663-247



Nombre / Name Nancy Pruitt

Nombre que aparece en su cuenta telefónica / Name that appears on your phone bill Same.

Número de teléfono de su casa / Home Phone Number 305 792 3788

Dirección / Address 1660 SW 29 Ave.

Ciudad / City Fr. Lauderdale Estado / State FL Código Postal / Zip 33312

Acuerdo de Servicio de Larga Distancia de AT&T / AT&T Long Distance Service Agreement

Si, elijo a AT&T como mi Compañía Telefónica de Larga Distancia. Si AT&T no es mi compañía de larga distancia, por favor cámbreme a AT&T. Si AT&T ya es mi compañía de larga distancia, por favor inscribame en el plan de ahorros indicado abajo.

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

Por favor, ver el dorso de la copia del cliente para acuerdo de servicio y descripción de los productos.
Please see reverse side of customer copy for service agreement and product descriptions.

Firma / Signature Nancy Pruitt Fecha / Date 7-30-95
Al firmar aquí, autorizo a AT&T a cambiarme de compañía de larga distancia. / By signing here, I authorize AT&T to switch my carrier.

- Si, por favor inscribame en el programa de ahorros TrueWorldSM Savings de AT&T (\$3.00 al mes).
Yes, please enroll me in AT&T TrueWorldSM Savings (\$3.00/month).
- Si, por favor inscribame en el programa de ahorros TrueCountrySM Savings de AT&T.
Yes, please enroll me in AT&T TrueCountrySM Savings.
Escojo como mi país principal / The Country I select is: _____
- Si, inscribame en el programa de ahorros True USASM Savings de AT&T.
Yes, please enroll me in AT&T True USASM.

Sólo para el uso de AT&T / AT&T use only:

Current Carrier MCJ ATT use: **RECEIVED AUG 31 1995**

Representative ID EH 407 R Date: AUG 03 1995

Staff Name / ID Guillermo N Date: _____

Partner name / ID _____ C Date: _____

TR _____

Promo: 25-7/15

Language Preference: SPN CMN ENG JPN KRN PCH BUS TAG UKN VTN

Name SCHAEFER, MARSTON
Address 19195 MYSTIC POINT, #507
City/Zip MIAMI 33180 County DADE
Account Number _____
Has consumer contacted company? Yes No _____ Who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN
Attn. SANDY HINTON 093289P
Consumer's Telephone # (305)-932-5637
Can Be Reached (305)-932-5637

Request No. 093289P
By SAS Time 1:32 PM Date 10/23/95
To CO Time FAX Date 10/23/95
Complaint Type LS-13
Note sweepstakes
Justification Y
Closed by NEP Date 12/21/95
Reply Received T

Mr. Schaefer says that his long distance service was changed from MCI without his authorization, and she says that she had a 25% and 50% discount calling plans plus credit for mileage with MCI. On September 16, she says that she received a letter from AT&T about the long distance service and switched back to MCI. She wants the unauthorized connection investigated. (PLEASE PROVIDE A DETAILED WRITTEN REPORT INCLUDING APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS.)

10-27 FAXED TO CO. PLEASE NOTE CHANGE IN DUE DATE FROM NOV. 14 TO NOV. 7
10-30 Final report received (TIMELY)
12/21 closed byu phone. Customer said he signed up at a fair to win a telephone not to change long distance companies.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 11/07/95

Shirley Stokes
P.6

COO-823-673

X 93289P



Name MARSTON Schaefer

Name on Phone Bill M Schaefer

Home Phone Number 305-932-5637

Address ISIS - MYSTIC PT 807

City Aventura State FL Zip Code 33180

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

Signature [Signature] Date 9/2/95

Yes, please enroll me in AT&T TrueWorldSM Savings (\$3.00/month).

Yes, please enroll me in AT&T TrueCountrySM Savings.

The country I select is _____

Yes, please enroll me in AT&T True USASM Savings.

AT&T use only:

Current Carrier: AT AT

Representative ID: EDW9551100

Staff Name/ID: PAOLA

Partner ID: _____

TR: _____

Promo: _____

Language Preference: ENG CHN JPN KRN

ATI use only:

RECEIVED SEP 07 1995

R Date: _____

2 SEP 08 1995

E Date: _____

C Date: _____

POL RUS SPN TAG UKN VTN



Public Service Commission

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

960626-TI

DATE: May 6, 1996

TO: Tracy Hatch, Chief of Communications, Division of Legal Services

FROM: Kathryn D. Lewis, Regulatory Analyst II, Division of Communications *KDL*

RE: Request to open docket to initiate show cause proceedings - AT&T
Communications of the Southern States, Inc. (AT&T)

Please review the attached information. If you are in agreement that a show cause proceeding is warranted, we request that a docket be opened to initiate show cause proceeding against AT&T for violation of Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection. A request to establish docket form is attached for your convenience.

Attachment

DOCUMENT NUMBER-DATE
05583 MAY 20 1996
FPSC-RECORDS/REPORTING



Sandy Hinton
Staff Associate
Government Affairs

Suite 700
101 North Monroe St.
Tallahassee, FL 32301
(904) 425-6345
(904) 425-6343 - FAX

February 29, 1996

Kate Smith
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0876

RE: J.A.C. Trucking
1111861

Dear Ms. Smith:

An AT&T billing representative investigated this appeal and determined that the telemarketer that changed this 800 service was no longer with AT&T and no information was available to determine if proper procedures had been followed to change this 800 service or if it was a result of a typographical error. Since the representative is no longer with the company to verify the information, the 800 service change is considered to be unauthorized.

The billing representative contacted Mr. Woods and apologized for any inconvenience he may have experienced in dealing with AT&T. The representative advised that she would call his preferred 800 carrier and have his service re-established and rerate the charge to the preferred carrier rates. The total credits issued on this account were \$404.64.

Please call me if you have any questions.

Sincerely,

Sandy Hinton

Name WILMOT, TERRY

Address 1875 SAN MARCO BLVD

City/Zip JACKSONVILLE 32207 County DUV

Account Number _____

Has consumer contacted company? Yes No _____ Who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 92024P

Consumer's Telephone # (904)-346-0937

Can Be Reached (904)-396-4935

Request No. 092024P

By KES Time 1:34 PM Date 10/12/95

To CO Time FAX Date 10/12/95

Complaint Type LS-13H

Note foraged sign.

Justification Y

Closed by NEP Date 11/02/95

Reply Received L

Mr. Wilmot said he received a welcome letter from the company and as he is not an AT&T customer, he was surprised. Has his service switched? If so, please provide proof of authorization for the switch; and if not, please explain how you got his name, address and telephone number and why billing was initiated.

10/28 report.

Closed by phone with customer who stated that he filled out the lefthand side for a prize but did not sign the righthand side to switch carriers. He pointed out that the signature did not have his name spelled correctly.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 10/27/95

18/17/95

12:19

281 882 8569
- 19882042897

11

NO. 871 089

Kate Smith
92024P

PLAY THE AT&T INSTANT WIN GAME

To win or insure prize, simply complete the form below. Rub-off the instant win circle or right to see what prize you have won and return this form to the AT&T Booth. No purchase necessary.

Name: (Please print clearly) TERRY WILSON
 Address 1875 Sand Manor Bl
 City JAY State FL Zip 32726
 Home Phone 904 346-0937
 Name on Phone Bill Terry Wilson

BX-IL013 BA-05 10-16 95

Rub-off the
circle for your
Instant Win Prize!
Everyone's a
WINNER!



1. Which is your long distance company for calls placed from your home?
 AT&T MCI Sprint Other (Specify) _____
2. On average, how much is your household's monthly long distance bill for calls outside your area code?
 0-10 10-25 25-50 50-75 75+

COMPLETE AND SIGN THE SECTION BELOW IF YOU ARE SWITCHING YOUR LONG DISTANCE SERVICE TO AT&T

Yes! AT&T HAS THE SOUND
QUALITY AND SERVICE I NEED.
 Please switch me from my current long
distance service to AT&T and notify my local
telephone company. I have read the attached
AT&T Long Distance Service Agreement.

Terry Wilson
 Signature
 Your signature on this card authorizes AT&T to notify
your local telephone company of your decision to
change to AT&T Dial-I Long Distance Service.

CHECK FOR ENROLLMENT
 AT&T True SavingsSM, so I can save on calls anywhere
in the U.S. every month I spend \$10 or more on
qualifying AT&T Long Distance.

AT&T
 Serv R.C. 20 158 15 P
 Only EN. 7073 45
 PWM

Your True ChoiceSM



NO. 871 P003-083

P. 6

10-28-1995 9:01PM FROM 10/18/95 12:21

Name IGWN, PAMELA

Address 11417 TANGERINE BLVD.

City/Zip WEST PALM BEACH 33412 County PLP

Account Number _____

Has consumer contacted company? Yes No _____ Who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 72872P

Consumer's Telephone # (407)-798-5232

Can Be Reached (407)-798-8687

Request No. 72872P

By SAS Time 9:54 AM Date 06/23/95

To CO Time FAX Date 06/23/95

Complaint Type LS-13

Note Forgery Suspect

Justification Y

Closed by SAS Date 07/27/95

Reply Received T

Ms. Town says that her long distance service was changed from MCI without her authorization, and she found out about the change when she received a welcome package from AT&T about a week ago. Also, she found out that the change occurred on May 15, and she wants the unauthorized connection investigated. (PLEASE PROVIDE ME WITH A DETAILED WRITTEN REPORT INCLUDING APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS AFTER YOUR CONTACT WITH THE CUSTOMER.)

07-07 Final report received (TIMELY)

07-27 Closed by telephone call at 10:43 a.m. Ms. Town verified that she received the company's letter, form, and certificates; and says that the signature wasn't her signature.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 07/10/95

ENTER THE AT&T "KNOW THE CODE" SWEEPSTAKES

To win an instant prize, simply complete the form below. Rub off the instant win circle at right to see what prize you have won and return this form to the AT&T Booth. To enter the AT&T "KNOW THE CODE" SWEEPSTAKES, fill in the blank 6/30/95

1 "KNOW THE CODE" circle off the

015: 1 800 CALL AT&T

Name (Please print clearly) PAM TOWN

Address 11417 TANGERINE BLVD

City RPB State FL Zip 33412

Home Phone () 1407-798-5232

Name or Title of PAM TOWN

Which is your long distance company for calls placed from your home?
 1. AT&T Other Other Specify _____

2. On average, how much is your household's monthly long distance bill for calls to or from your area code? 0-10 10-25 25-50 50-75 75+

3. Do you own an AT&T telephone? Yes No

Yes! AT&T has the most quality and service I could expect from any long distance carrier. I have used the excellent AT&T long distance service before.

Signature [Signature]

AT&T has the most quality and service I could expect from any long distance carrier. I have used the excellent AT&T long distance service before.

Check one or both for benefits:

AT&T "Pay Rewards", so I can earn points good for free AT&T long Distance or free flowers, free calls or participating services.

AT&T "Pay USA" Savings, so I can save on calls anywhere in the U.S. every month I spend \$25 or more on qualifying AT&T long Distance.

AT&T

Sub off the circle for your Instant Win Prize! Everyone's a Winner!



AT&T "KNOW THE CODE" INSTANT WIN PRIZES

- UNITED AIRLINES DISCOUNT VOUCHERS
- BIG SPORTS BOTTLES • INSTALLED MUSIC
- T-SHIRTS

AT&T "KNOW THE CODE" SWEEPSTAKES PRIZES

- GRAND PRIZE (1) **YAMAHA** YAMAHA WAVE RUNNER LX PERSONAL WATERCRAFT MODEL
 - FIRST PRIZE (100 to be awarded) \$25.00 AT&T LONG DISTANCE CERTIFICATE
 - SECOND PRIZE (1000 to be awarded) "KNOW THE CODE" T-SHIRT
- (See details on back. Limit one entry per person.)



AT&T Long Distance Service Agreement

1. Your purchase of the 1 800 CALL AT&T is only valid with telephone company of your choice as shown on the 1 800 CALL AT&T Long Distance Agreement.

2. Your long distance carrier may charge you a fee to purchase long distance service. If you do not wish to pay this fee, you may purchase long distance service from another carrier.

3. Only one long distance carrier may be used at any one time to the telephone number listed on the 1 800 CALL AT&T Agreement.

4. Your purchase of AT&T Pay Rewards is only valid with telephone company of your choice as shown on the 1 800 CALL AT&T Long Distance Agreement.

5. Your purchase of AT&T Pay USA Savings is only valid with telephone company of your choice as shown on the 1 800 CALL AT&T Long Distance Agreement.

Important Information

1 800 CALL AT&T
 The 1 800 CALL AT&T telephone number is available 24 hours a day, 7 days a week. To use the 1 800 CALL AT&T telephone number, you must have a long distance telephone service with a 1 800 CALL AT&T telephone number.

AT&T "Pay USA" Savings
 AT&T "Pay USA" Savings is a new way to save on long distance calls. You can save up to 20% on long distance calls to the United States. To use AT&T "Pay USA" Savings, you must have a long distance telephone service with a 1 800 CALL AT&T telephone number. You must also have a long distance telephone service with a 1 800 CALL AT&T telephone number.

P.O. Box 549178
Orlando, FL 32805-49178



Name HITES-SMITH, ROBIN

Address HCR 3, BOX 939

City/Zip SATSUMA

32189-9808 County PUT

Account Number _____

Has consumer contacted company? Yes No _____ who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 92375P

Consumer's Telephone # (904)-649-0865

Can Be Reached (904)-649-0865

Request No. 092375P

By SAS Time 1:29 PM Date 10/16/95

To CO Time FAX Date 10/16/95

Complaint Type LS-13

Note forged

Justification Y

Closed by NEP Date 11/27/95

Reply Received T

Ms. Hites-Smith says that she found out that her long distance service was changed from Sprint without her authorization when she received a welcome letter from AT&T today, and she wants the unauthorized connection investigated. (PLEASE INVESTIGATE AND PROVIDE A DETAILED WRITTEN REPORT INCLUDING APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS AFTER YOUR CONTACT WITH THE CUSTOMER.)

10-31 Letter from company requesting an extension until November 7--granted
11-07 Final report received (TIMELY)
Closed by phone with Ms. Hites-Smith. She said that she filled out her name and address but did not sign or check the box to have service switched. Said her signature was forged.

CONSUMER REQUEST

**FLORIDA PUBLIC
SERVICE
COMMISSION**

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 11/07/95

Shirley Stokes
92375P

Box EV 244 BAPY 11/3/95
AT&T Long Distance Service Agreement



Name (Please print clearly) Robin H. Smith
Address HCR 3 Box 939
City Watkins State Pk Zip 26177
Home Phone (Area) 904 647-2066
Work or Other Phone Irving H. Smith III

YES! Switch me to AT&T

AT&T has the sound quality and service I need. Please switch me from my current long distance service to AT&T and notify my local telephone company. I have read the attached AT&T Long Distance Service Agreement.

Robin H. Smith
Signature Date

Your signature on this card authorizes AT&T to notify your local telephone company of your decision to change to AT&T Long Distance Service.

1. Which is your long distance company for calls placed from your home?
 AT&T MCI Sprint
 Other (Specify) _____
2. On average, how much is your household's monthly long distance bill for calls outside your area code?
 \$0-\$10 \$25-\$75
 \$10-\$25 \$76+



AT&T
Your True Choice

Check for enrollment.
 AT&T True Reach SavingsSM, so I can save on calls anywhere in the U.S. every month I spend \$10 or more on qualifying AT&T Long Distance.
PIN _____

AT&T Staff Only	AGENT <u>21319</u>	EMP <u>23253</u>	PRGM <u> </u>	SCOTH <u> </u>
-----------------	-----------------------	---------------------	---------------------	----------------------

- AT&T Long Distance Service Agreement**
- Your signature on this card authorizes AT&T to notify your local telephone company of your decision to change to AT&T Long Distance Service.
 - Your local telephone company may charge you a fee to switch your long distance service. If so, it will appear on a future telephone bill.
 - Our long distance company may be designated for the telephone number listed.
 - Your selection of AT&T will apply to the telephone number listed on the card or the card only.
 - Our service rules to the long distance billing are the same when you dial a toll-free number from your home phone.

AT&T True Reach SavingsSM

Enrollment in AT&T True Reach Savings is FREE! Subject to billing availability, AT&T True Reach Savings can be combined with other AT&T domestic savings options. For any month in which you spend between \$10 and \$25 in qualifying AT&T calls, we will give you 10% savings off AT&T Sprint residential rates on your qualifying domestic calls in that month in which you spend \$25 or more. We'll give you 25% savings. AT&T's competitive rates will continue to apply whenever you spend less than \$10 a month in AT&T calls. Discounts include most AT&T Calling Card calls, local toll-free calls, AT&T, MCI, and other carriers' emergency calls, and you'll still get you access to the AT&T Number Forwarding and Call Forwarding services. Do not include emergency calls and AT&T Calling Card calls which are not billed to the Customer's main bill account, toll-free, premium and business calls, month-to-month local exchange company calling card calls and fees. You must be a residential subscriber to AT&T to participate in AT&T True Reach Savings.

Name CUELLAR, VIRGINIO
Address 919 WEST 37 STREET
City/Zip HIALEAH 33012 County DADE
Account Number _____
Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN
Attn. Sandy Hinton
Consumer's Telephone # (305)-556-7196
Can Be Reached ()- -
Note marketing prob
Limited Reponse N

Request No. 1044261
By JRD Time 1:04 PM Date 01/08/96
To CO Time FAX Date 01/09/96
Type S Form MAIL
Category _____
Infraction LS-13Z
Closed by NEP Date 03/22/96
Reply Received T

See attached correspondence concerning unauthorized PIC change. Please provide proof of authorization.

1/19 report.

Closed by phone. He said his wife was stopped in front of Winn Dixie and told that if she signed the form she would get gifts (radio etc). Her service would not be changed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Richard Durbin

DUE: 01/25/96

k

10 4426J

14

Hialeah, Florida

January 2nd., 1996

Office of Consumer Services;

Honorable Commissioner,

I will like to see an investigation,
why, my long distance calls Company was
change, from; MCI to a new Company
AT&T.

Mr. Commissioner, I didn't ask for
the change, and I will like to know
who or why ordered to change my long
distance Company.

Dear Sir, waiting to hear from
your office, soon,

Sincerely,

Fulgencio Cuellar

919 West 37 street
Hialeah, Florida

33012

Home Phone: 305-556-7196
Soc. Sec. No. 095-34-5843

CO2-651-231

P. 3/4



Number / Name Yolanda Cuellar

Nombre que aparece en su cuenta telefónica / Name that appears on your phone bill Virginie Cuellar

Número de teléfono de su casa / Home Phone Number 305 556 7196

Directions / Address 919 W 32 ST

County / City Hialeah State / State Fla Código Postal / Zip 33012

Acuerdo de Servicio de Larga Distancia de AT&T/AT&T Long Distance Service Agreement

Si, elijo a AT&T como mi Compañía Telefónica de Larga Distancia. Si AT&T no es mi compañía de larga distancia, por favor cambiarme a AT&T. Si AT&T ya es mi compañía de larga distancia, por favor inscribirse en el plan de ahorros indicado abajo.

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

Por favor, ver el detalle de la forma del servicio para más detalles de servicios y precios de los productos. Please see reverse side of this form copy for service agreements and product descriptions.

Nombre / Signature Yolanda Cuellar Fecha / Date 11/25/94

- Si, por favor inscribame en el programa de ahorros TrueWorldSM Savings de AT&T (\$3.00 al mes).
Yes, please enroll me in AT&T TrueWorldSM Savings (\$3.00/month).
- Si, por favor inscribame en el programa de ahorros TrueCountrySM Savings de AT&T.
Yes, please enroll me in AT&T TrueCountrySM Savings.
Escriba como mi país principal / The Country I select is: _____
- Si, inscribame en el programa de ahorros True USASM Savings de AT&T.
Yes, please enroll me in AT&T True USASM.

sólo para el uso de AT&T / AT&T use only

Carrier Carrier AT&T R Date: **RECEIVED NOV 28 1994**

Representative ID: ET 403 E Date: _____

Staff Name / ID: IVON C Date: _____

Partner name / ID: ED 3193-95

TR: _____

From: _____

Language Preference: ENG SPA POR FRA GER ITA JPN KOR CHN IND AUS NZL SWE FIN DEN NOR SLO POL UKR UZB TUR VIE

AT&T COPY

Name SUMMERLOT, DIRK

Address C/O 16146 75TH AVE. NORTH

City/Zip PALM BEACH GARDENS 33418 County PLB

Account Number _____

Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 113447

Consumer's Telephone # (407)-746-4437

Can Be Reached _____

Note marketing prob

Limited Reponse N

Request No. 1134471

By RWM Time 8:34 AM Date 02/27/96

To CO Time FAX Date 02/27/96

Type S Form Phone

Category _____

Infraction LS-13Z

Closed by NEP Date 03/22/96

Reply Received T

Customer said AT&T switched his service from Excel without authorization. He said he wife, Drita Summerlot, filled out an AT&T questionnaire in Jan. at a fair. As a result his service was switched. Customer said his wife does not have the authority to switch his service. Please investigate and send a response by the date below. Thanks

3/7 report and LOA.

Closed by phone. He said he did not check the block choosing AT&T.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Ruth W. McHargue

DUE: 03/13/96



Dean

NO. 351 984
C03-245-148

BK-IE216 BA-70
3-6-96

Name: Debita Summerlot New account?

Name on Phone Bill: Dirk Summerlot

Home Phone Number: 407-746-4437

Address: 11416 75th Ave N

City: PBS Palm Beach garden State: FLA Zip Code: 33411

- What long distance company do you use?
 AT&T MCI Sprint Other _____
- What country do you call the most? US
- How much do you spend monthly on international calls?
 ~~0-15~~ \$15-40 \$40-75 \$75+
- How much do you spend monthly on domestic calls?
 \$0-15 \$15-40 \$40-75 \$75+

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

- Yes, please enroll me in AT&T TrueWorldSM Savings (\$3.00 per month).
The country I select is: _____
- Yes, please enroll me in AT&T TrueCountrySM Savings (no monthly fee).
The country I select is: _____
- Yes, please enroll me in AT&T True Reach SavingsSM (no monthly fee).

Signature: Debita Summerlot Date: 1-18-96
 By signing here, I authorize AT&T to switch my carrier. *all rights reserved*

AT&T Use Only	ATT/AT&T Use Only
Current Carrier: <u>ATT</u>	R Date: _____
Representative ID: <u>OH-402</u>	E Date: _____
Staff Name/ID: <u>LVA ONY 20007</u>	C Date: _____
Partner/Event ID: <u>1ED178996</u>	Comments: _____
TR: _____	
Promo: <u>YAV</u>	
Language Preference: <input checked="" type="checkbox"/> CAN <input type="checkbox"/> CHN <input type="checkbox"/> JPN <input type="checkbox"/> KEN <input type="checkbox"/> MAN <input type="checkbox"/> POL <input type="checkbox"/> POR <input type="checkbox"/> RUS <input type="checkbox"/> SPN <input type="checkbox"/> TAG <input type="checkbox"/> URM <input type="checkbox"/> VTN	

Name LUKEZ, WILLIAM

Address 13450 S.W. 104TH AVE

City/Zip KENDALL 33176 County DADE

Account Number _____

Company Contact _____

Company AI&I COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 1040281

Consumer's Telephone # (305)-253-8615

Can Be Reached (305)

Note marketing prob.

Limited Response N

Request No. 1040281

By KMT Time 5:33 PM Date 01/03/96

To CO Time FAX Date 01/04/96

Type S Form Phone

Category _____

Infraction LS-13Z

Closed by NEP Date 03/22/96

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kenya Thompkins

DUE: 01/22/96

The customer called in reference to being switched without their authorization. Please send the PSC proof of authorization

01/17 - Received Report.

01/26 - The customer called to advised that they received a letter from AT&T customer relation. The letter included a letter that his teenage daughter signed. The customer noted that his daughter signed a registration form to win a prize. However, the daughter did not check anything authorizing a switch.

NOTE: The customr noted that his preferred carrier is Carib Com, the president is Jim Mahan. He can be reached at 305/0232-3635.

02/19 - The customer called to follow-up on the case.kmt.

Customer sent LOA. It only has daughter's name and address and signature. The box requesting to be switched is NOT marked.np

Closed by phone.



Name: Rachelle Lukes

Name on Phone Bill: _____

Home Phone Number: 305-262-8615

Address: 13450 SW 104 Ave

City: Miami State: FL Zip Code: 33176

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

Signature: Rachelle Lukes Date: 11-11-95

Yes, please enroll me in AT&T TrueWorld™ Savings (\$5.00/month).

Yes, please enroll me in AT&T TrueCountry™ Savings.

The country I select is: _____

Yes, please enroll me in AT&T True USA™ Savings.

AT&T use only:

Current Carrier: _____

Representative ID: EH403

Staff Name / ID: JOSEL

Partner ID: _____

TR: _____

Promo: TV104 DOM

Language Preference: ENG CHN JPN KMN

ATI use only:

R Date: **RECEIVED NOV 14 1995**

B Date: **ENTERED NOV 10 1995**

C Date: WREO

POL RIS SPN TAG IRCN VTN

AT&T COPY

Name BOKUEN, PAUL A.

Address 10240 SW 138 CT.

City/Zip MIAMI

33186

County DADE

Account Number _____

Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 108201

Consumer's Telephone # (305)-382-7762

Can Be Reached _____

Note forgery

Limited Response N

Customer said his service was switched from Excel to AT&T without his authorization. Customer said he found out when he received a letter from AT&T. Please investigate and send a response by the date below. Thanks

2/7 report as letter to customer with LOA.
Called customer he said it was a forgery.
File closed.

Request No. 1082011

By RHM Time 4:26 PM Date 01/29/96

To CO Time FAX Date 01/29/96

Type S Form Phone

Category _____

Infraction LS-13H

Closed by NEP Date 02/29/96

Reply Received I

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Ruth W. McHargue

DUE: 02/13/96

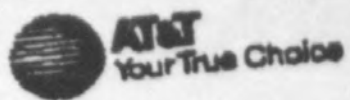
12/27/96

11:36

881 882 888
- 1982842746

NO. 483 018

C03-192-113
BX-IE083 BM-38
2-2-96



Name Paul Borden New account? _____

Name on Phone Bill _____
Home Phone Number 303-342-7762 Apt. # _____

Address 10240 SW 131 ST Zip Code 33176

City Miami State FL

- What long distance company do you use?
 AT&T MCI Sprint Other _____
- What country do you call the most? _____
- How much do you spend monthly on international calls?
 \$0-15 \$15-40 \$40-75 \$75+
- How much do you spend monthly on domestic calls?
 \$0-15 \$15-40 \$40-75 \$75+

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

- Yes, please enroll me in AT&T TrueWorldSM Savings (\$3.00 per month).
The country I select is: _____
- Yes, please enroll me in AT&T TrueCountrySM Savings (no monthly fee).
The country I select is: _____
- Yes, please enroll me in AT&T TrueReach SavingsSM (no monthly fee).

Signature Paul Borden Date 12-29-95
By signing here, I authorize AT&T to switch my carrier.

AT&T Use Only		AT/AT&T Use Only	
Current Carrier	_____	R Date	_____
Representative ID	<u>EN403</u>	E Date	_____
Staff Name/ID	_____	C Date	_____
Partner/Event ID	<u>EDU143-95</u>	Comments	_____
TR	<u>PTY</u>		
Language Preference:	ENG CAN CHN JPN KAN MAN POR RUS SPN YAO UON VTN		

Name ANGEL, GERMAN

Address 9814 SOUTHWEST 138 AVENUE

City/Zip MIAMI

33186

County DADE

Account Number _____

Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 1100331

Consumer's Telephone # (305)-385-6439

Can Be Reached (305)-448-8882

Note forgery

Limited Reponse N

Request No. 1100331

By SAS Time 2:06 PM Date 02/06/96

To CO Time FAX Date 02/06/96

Type S Form Phone

Category _____

Infraction LS-13H

Closed by NEP Date 02/29/96

Reply Received I

Mr. Angel says that his long distance service was changed from Sprint without his authorization, and he found out about the change when he tried to place a call last Saturday, February 3. He wants to know who authorized the change and why it was changed without his authorization. (PLEASE INVESTIGATE AND PROVIDE A DETAILED WRITTEN REPORT INCLUDING APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS AFTER YOUR CONTACT WITH THE CUSTOMER.)

02-14 Final report received (TIMELY)
02-15 File in Nancy's box

Called customer. He said his wife's signature was a forgery and that he has contacted the police.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 02/21/96

02/12/96

19:03

201 882 8060
19882842897

C03-006-894



Name: DELIA CISNEROS New account? _____

Name on Phone Bill: _____

Home Phone Number: 305-375-6432 Age: _____

Address: 9814 SW 138th Ave City: _____

City: MIAMI

- What long distance company do you use?
 - AT&T
 - MCI
 - Sprint
 - Other
- What country do you call the most? Other
- How much do you spend monthly on international calls?
 - \$0-15
 - \$15-40
 - \$40-75
 - \$75+
- How much do you spend monthly on domestic calls?
 - \$0-15
 - \$15-40
 - \$40-75
 - \$75+

Yes, I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plan(s) indicated below.

- Yes, please enroll me in AT&T True Reach Savings (\$3.00 per month).
The country I select is: _____
- Yes, please enroll me in AT&T True Country Savings (no monthly fee).
The country I select is: _____
- Yes, please enroll me in AT&T True Reach Savings (no monthly fee).

Signature: Delia Cisneros Date: 1-3-96
By signing here, I authorize AT&T to switch up above.

AT&T Use Only		AT&T/AT&T Use Only	
Current Carrier	_____	R Date	_____
Representative ID	<u>EH 403</u>	R Date	_____
Staff Name/ID	_____	C Date	_____
Partner/Event ID	<u>ED 4143-95</u>	Comments	_____
TR	_____		
Phone	<u>PTU</u>		
Language Preference:	<input checked="" type="checkbox"/> ENG <input type="checkbox"/> CAN <input type="checkbox"/> CEN <input type="checkbox"/> JPN <input type="checkbox"/> KRN <input type="checkbox"/> MAN <input type="checkbox"/> POL <input type="checkbox"/> POR <input type="checkbox"/> RUS <input type="checkbox"/> SPN <input type="checkbox"/> TAG <input type="checkbox"/> UEN <input type="checkbox"/> VTN		

Name YARHI, DANIEL

Address 970 NORTH ROYAL POINCIANA BLVD

City/Zip MIAMI 33166 County DADE

Account Number _____

Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 1078491

Consumer's Telephone # (305)-887-3863

Can Be Reached _____

Note forgery

Limited Reponse N

Request No. 1078491

By KES Time 11:00 AM Date 01/26/96

To CO Time FAX Date 01/26/96

Type S Form Phone

Category _____

Infraction LS-13H

Closed by NEP Date 03/11/96

Reply Received T

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Kate Smith

DUE: 02/12/96

Customer said an agent from the company contacted his home and spoke with his wife. She agreed to switch, but not having a good command of English, she did not understand what she was agreeing to. Mr. Yarhi would like to see a copy of the verification tape. Please investigate, provide proof of authorization for the switch and advise.

- 2/7/96 Final report received.
- 3/11 spoke with customer. Faxed him copy of LOA.
- 3/11 customer called back and said it was not his signature.
- File closed.



Nombre / Name Daniel Yanki CO 3-575-567
BX-IE220 BA-59
2-2-76
(Cuenta Nueva) / New Account

Nombre que aparece en su cuenta telefónica
Name that appears on your phone bill

Número de teléfono de su casa / Home phone number 305 1000 3803

Dirección / Address 930 N. Royal Poinciana Blvd Apt. # 303

Ciudad / City Miami Estado / State FL Código Postal / ZIP 33166

¿Cuál es su compañía de larga distancia? / What long distance company do you use?
 AT&T MCI SPRINT OTHER

¿A qué país llama Ud. con más frecuencia? / What country do you call the most? Francia

¿Cuánto gasta mensualmente en sus llamadas INTERNACIONALES? How much do you spend monthly in INTERNATIONAL calls?
 \$0-15 \$15-40 \$40-75 \$75+

¿Cuánto gasta mensualmente en sus llamadas NACIONALES? How much do you spend monthly in DOMESTIC calls?
 \$0-15 \$15-40 \$40-75 \$75+

Si, elijo AT&T como mi Compañía Telefónica de Larga Distancia. Si AT&T no es mi compañía de larga distancia, por favor cámbiame a AT&T si AT&T ya es mi compañía de larga distancia, por favor inscribame en los planes de ahorros indicados abajo / Yes I choose AT&T as my Long Distance Telephone Company. If AT&T is not my long distance carrier, please switch me to AT&T. If AT&T is already my long distance carrier, please enroll me in the savings plans indicated below.

Si, por favor inscribame en el plan de ahorros TrueWorld® Savings de AT&T (\$3.00 al mes) / Yes, please enroll me in AT&T TrueWorld® Savings (\$3.00 / month).
Escojo como mi país principal / The country I select is: _____

Si, por favor inscribame en el plan de ahorros TrueCountry Savings® de AT&T (cuota mensual gratuita) / Yes, please enroll me in AT&T TrueCountry Savings® (no monthly fee).
Escojo como mi país principal / The country I select is: _____

Si, por favor inscribame en el plan de ahorros True Reach Savings™ de AT&T (cuota mensual gratuita) / Yes, please enroll me in AT&T True Reach Savings™ (no monthly fee).

Firma / Signature [Signature] Fecha / Date 1/14/96

Al firmar aquí, autorizo a AT&T a cambiarme de compañía telefónica de larga distancia / By signing here, I authorize AT&T to switch my long distance carrier.

AT&T USE ONLY
Current Carrier: ATT
Representative ID: 44403 R Date: _____
Staff Name ID: Tania E Date: _____
Partner Event ID: 02 414356 C Date: _____
TR: QU Comments: _____
Proximo: 1996
Lang Preference: SPN CHN CAN DEU ENG JPN KRN POL POR RUS TAG URN VTN

2565-102-502

2-07-1996 3:12PM FROM 02/07/96 07:05

Name RENAUD, LEONARD AND MARLENE ORTEGA

Address MARLENE ORTEGA

13233 SOUTHWEST 111 TERRACE, #1

City/Zip MIAMI 33186 County DADE

Account Number _____

Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. SANDY HINTON 1098261

Consumer's Telephone # (305)-386-6021

Can Be Reached (305)-670-7744

Note TIME / HV

Limited Reponse N

Request No. 1098261

By SAS Time 3:52 PM Date 02/05/96

To CO Time FAX Date 02/05/96

Type S Form Phone

Category _____

Infraction LS-13C

Closed by NEP Date 02/29/96

Reply Received T

Ms. Ortega says that her long distance service was changed from Sprint without her authorization, and she found out about the change when she received a bill today. She says that she was on Sprint's ten cents calling plan for nights and weekends, and she also received benefits for frequent flier mileage along with a number of other benefits. She wants to know who authorized the change, and AT&T tried to blame Southern Bell. She wants the problem investigated. (PLEASE INVESTIGATE AND PROVIDE A DETAILED WRITTEN REPORT INCLUDING APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS AFTER YOUR CONTACT WITH THE CUSTOMER.)

02-15 Final report received (TIMELY)

02-15 File in Nancy's box

Closed by phone. Also note that the AT&T Rep. ID number is the same as on the forgeries, 108201 and 110033.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Shirley Stokes

DUE: 02/20/96

1 804 636

002-772-677

P.68

FEB 15 '96 09:32 ATI

Nombre / Name: Homero Amador

Number que aparece en su cuenta telefonica / Number that appears on your phone bill: same

Numero de telefono de su casa / Home Phone Number: 305 386 6027

Direccion / Address: 14732 SW 55 Lane

Ciudad / City: Miami Estado / State: FL Codigo Postal / Zip: 33192

Acuerdo de Servicio de Largo Distancia de AT&T/AIRTEL Long Distance Service Agreement

Si elija a AIRTEL como mi Compañia Telefonica de Largo Distancia, si AIRTEL no es mi compañía de largo distancia, por favor cambiarla a AIRTEL o AIRTEL ya es mi compañía de largo distancia, por favor indicarme en el plan de ahorros indicado abajo.

Yes, I choose AIRTEL as my Long Distance Telephone Company. If AIRTEL is not my long distance carrier, please switch me to AIRTEL. If AIRTEL is already my long distance carrier, please confirm me in the savings plan(s) indicated below.

Por favor, me indique en el plan de ahorro que desee para ahorrar en mis llamadas y suscripciones de los programas. Please indicate the savings plan(s) that you desire to save on my long distance calls and program subscriptions.

Nombre / Signature: [Signature] Fecha / Date: 12-1-95

Si, por favor inscribame en el programa de ahorro TrueWorldSM Savings de AIRTEL (\$3.00 al mes). Yes, please enroll me in AIRTEL TrueWorldSM Savings (\$3.00/month).

Si, por favor inscribame en el programa de ahorro TrueCountrySM Savings de AIRTEL. Yes, please enroll me in AIRTEL TrueCountrySM Savings. Escoger como mi país principal / The Country I select is: _____

Si, inscribame en el programa de ahorro True USASM Savings de AIRTEL. Yes, please enroll me in AIRTEL True USASM.

Nombre de la Compañia / Company Name: <u>AT&T</u> Representante ID: <u>FH 403</u> Staff Name / ID: <u>Jorge C.</u> Por favor escribir / ID: _____ TR: _____ Proceso: <u>TURKOS ENTER COYARICA</u> LANGUAGE PREFERENCE: SPN CIO1 <u>(C)</u> SPN SPN PCN SPN T66 L60 V60	AIRTEL RECEIVED DEC 05 1995 E Fone: _____ C Line: _____
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------

AIRTEL COPY

Name COUTLER, DAVID

Address 3311 MASSEE ROAD

City/Zip DAVENPORT

33837

County POLK

Account Number _____

Has consumer contacted company? Yes No who _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN

Attn. Sandy Hinton

Consumer's Telephone # (813)-422-1298

Can Be Reached _____

Request No. 52998P

By RWM Time 4:18 PM Date 02/10/95

To CO Time fax Date 02/10/95

Complaint Type 1s-13 B

Note tele G-6

Justification Y

Closed by RWM Date 03/07/95

Reply Received T

Customer said several months ago he switched his service from AT&T to MCI.
 Customer said a few days ago his wife tried to make a call using her MCI calling card, she was told by MCI it was no longer valid. Customer said he called his local company who verified his service was switched back to AT&T on Feb. 5. Customer said he did not authorize the switch. Please investigate.
 2-17 reply received
 3-6 Called customer. He said he received a copy of the letter from AT&T and it was all lies. Customer said he never told AT&T yes he wanted his service switched and his birthday is not Dec. 2.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

101 E. GAINES STREET
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Ruth W. McHargue

DUE: 02/27/95

FROM:

FAX:

Feb-17-95 Fri 05:04

PAGE: 03

21



250 North Maple Avenue
Basking Ridge, NJ 07804

February 16, 1995

Mr David Coulter
3311 Masee Road
Davevport FL 33637

Dear Mr Coulter:

Your concerns have been forwarded to my attention.

According to our call summary report, a call was placed to your residence telephone number, 813 422 1298, on February 1, 1995. This report records the name of the party they spoke with as David Coulter. The response was recorded as "yes" to the question of choosing AT&T for long distance service. Before the call is transferred to a third party verifier, the AT&T representative is required to ask if the person on the phone is authorized to make a change in long distance service. Then the call is transferred to a third party verifier. The verifier will request that the individual provide a personal code to uniquely identify them as the person who authorizes the switch to AT&T. Per our verification log, David Coulter, gave their birthdate, December 2nd, as their personal means of identifying themselves as the party authorizing the switch to AT&T. Subsequently, an order was generated and processed, thus changing your service to AT&T.

Per all of our records, the change to AT&T was authorized. We appreciate you taking the time to communicate your concerns and we hope this information helps to clarify how and why the order to change your long distance service to AT&T was placed.

Thank you for the opportunity to serve you.

Sincerely,

Mary Beth Kessler

Mary Beth Kessler
Customer Relations

Name J.A.C. TRUCKING
Address TOM WOODS CALLED
P.O. BOX 32209
City/Zip JACKSONVILLE 32209 County DUV
Account Number _____
Company Contact _____

Company AT&T COMMUNICATIONS OF THE SOUTHERN
Attn. SANDY HINTON 111186
Consumer's Telephone # (800)-356-1128
Can Be Reached (904)-356-1128
Note telemarketing
Limited Reponse N

Request No. 1111861
By KES Time 9:08 AM Date 02/14/96
To CO Time FAX Date 02/14/96
Type S Form Phone
Category _____
Infraction LS-13B
Closed by NEP Date 03/22/96
Reply Received T

The customer said his 800 service was switched to AT&t without his authorization. Please, follow up by the date below.

2/29 report. Closed by letter.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 03/01/96