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January 14, 1997

FPSC-RECORDS/REPORTING

Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Re: Docket No. 961150-TP

Dear Mrs. Bayo:

Enclosed are an original and fifteen copies of the corrected page 10 of BellSouth's Telecommunications, Inc.'s Brief of the Evidence. The transcript cites were inadvertently omitted from the filing. Please enter this page into the record.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to make. Copies have been served on the parties shown on the attached Certificate of Service.

Sincerely,

Nancy B. White (BK)

Nancy B. White

- ACK _____
- AFA _____
- AFP _____
- CAE _____
- CMU** _____
- CTR _____
- EAG _____
- LEG 3 _____
- LIN 2 _____
- OPC _____
- RCH _____
- SEC 1 _____
- WAS _____
- OTH _____

Enclosures

cc: All Parties of Record

A. M. Lombardo

R. G. Beatty

W. J. Ellenberg

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**CERTIFICATE OF SERVICE
DOCKET NO. 961150-TP**

**I HEREBY CERTIFY that a true and correct copy of the foregoing was
served by Federal Express this 14th day of January, 1997 to the following:**

**Benjamin W. Fincher
Sprint
3100 Cumberland Circle, #802
Atlanta, Georgia 30339
(404) 649-5144**

**Staff Counsel
Florida Public Service Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850**

**C. Everett Boyd, Jr.
ERVIN, VARN, JACOBS & ERVIN
305 South Gadsden Street
P. O. Drawer 1170 (32302)
Tallahassee, FL 32301
(904) 224-9135**

Nancy S. White (Bd)

Sprint's position is that when BellSouth gets a misdirected call from a Sprint customer BellSouth should assume the responsibility for routing the call to Sprint, either using automated technology up front when the customer calls or by volunteering to transfer the customer to Sprint. (Exhibit 3 at pp. 76-77 and Tr. pp. 29-31). BellSouth agrees with Sprint that the customer should be handled appropriately, politely and efficiently, but disagrees that this necessarily translates into an obligation that BellSouth itself connect the customer to Sprint. BellSouth has committed to handle these calls by having its service representatives indicate to the customer that he has called BellSouth in error and needs to call his local service provider. If the customer asks for the identity and phone number of his provider, BellSouth will give that information, if it is available. (Exhibit 3 at pp. 129-130; 134-135 and Tr. pp. 139-140). There will be dozens of new local carriers operating in our region, however, and BellSouth cannot be expected to give out accurate information on a customer's carrier in every situation. For this reason also, it is inappropriate to require BellSouth to volunteer such information.

BellSouth submits that its proposed procedures are more than adequate. Moreover, by providing Sprint the script that BellSouth service representatives will be instructed to use, any concerns Sprint may have about improper marketing activities can