

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 12/01/97

Docket No. 971567-TI

1. Division name/Staff Name Communications/Isler
2. OPR Communications/Isler
3. OCR Legal; Auditing and Financial Analysis
4. Suggested Docket Title Determination of appropriate method for refunding overcharges on intrastate long distance service provided by WorldCom Technologies, Inc., for calls placed from pay telephones

5. Suggested Docket Hearing 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>WorldCom Technologies, Inc.</u>	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:

- Documentation is attached.
 Documentation will be provided with recommendation.



Voice Data Video

1515 South Federal Highway, Suite 400
Boca Raton, FL 33432
(561) 993-2244
(561) 750-2820 Fax

November 24, 1997

Ms. Paula Isler
Research Assistant
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RE: Your letter dated November 20, 1997

Dear Ms. Isler:

Below are WorldCom's responses to the set our questions you sent in the above referenced letter.

- 1.) WorldCom based the estimated overcharge from a review of our May 1997 traffic (a high traffic month). The problem started in August 1996 and occurred for 9 months until the temporary fix was implemented. The amount of the overcharge for May 1997 was \$5,000.00. Therefore, WorldCom estimated the total overcharge to be \$45,000.
- 2.) The permanent solution is to "bong" operator service calls at the switch. WorldCom's operator service vendor will have "bong" capability in their switches during the first quarter of 1998.
- 3.) WorldCom lowered the surcharge for all intrastate collect calls in Florida as a temporary fix to this problem.
- 4.) WorldCom offered to begin refunds within 120 days from the issuance of the Commission's order.
- 5.) For ease of administration, WorldCom would agree to allocating the overcharges evenly by month.
- 6.) As we discussed, WorldCom would like to see this on the Commission's January 6, 1998 agenda. However, WorldCom remains flexible on this date.

WorldCom appreciates the Commission efforts in this matter and looks forward to a prompt resolution to this matter. Please call me at 561-750-2940, if you have any questions.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Brian Sulmonetti".

Brian Sulmonetti
Director, Regulatory Affairs

Jeffery Cairnes, ILD

STATE OF FLORIDA

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



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

November 20, 1997

Mr. Brian Sulmonetti
Director, Regulatory Affairs
LDDS WorldCom
1515 South Federal Hwy., Suite 400
Boca Raton, FL 33432

Dear Mr. Sulmonetti:

Before I docket the overcharging case, I need additional information. Please respond in writing to the following by December 5, 1997.

1. How did LDDS compute the estimated overcharges at \$45,000?
2. You indicated in your September 26 letter that your new operator service vendor is working on a permanent solution to the problem. Please provide details of the proposed permanent solution and when to you anticipate that it will be completed and in place?
3. I could not find an explanation describing the temporary measures taken to correct the problem as requested in staff's July 28 letter. Please respond.
4. In order to compute the interest amount, our Division of Auditing and Financial (AFA) needs to know when you plan to complete the refund (including the date and the number of months needed to do so). It appears from reading your September 26 letter that LDDS could refund the overcharges within 120 days of approval of your proposal and issue the Commission a check for the amount that could not be refunded two months later. Does this mean 120 days from the Commission's vote at Agenda or 120 days from issuance of the Commission order?
5. AFA also needs to know if the amount of overcharges can be allocated by month incurred? If not, AFA will have to assume the overcharges occurred evenly.
6. Additionally, AFA needs to know which Agenda Conference this will be on in order to compute the interest. I am open to your suggestion.

Mr. Brian Sulmonetti
Page 2
November 20, 1997

If you have any questions, please let me know. I can be reached at (850) 413-6502-voice and (850) 413-6503-fax.

Sincerely,



Paula J. Isler
Research Assistant
Bureau of Service Evaluation

cc: File No. 2715

LDOS

**WORLD
COM**

Voice Data Video

BY FACSIMILE:

September 26, 1997

Ms. Natalie M. Monteiro
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

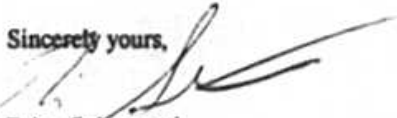
Dear Natalie:

Earlier this year the Bureau of Service Evaluation called to our attention some billing anomalies related to "0+" test calls conducted in Florida by the Bureau. WorldCom has previously described the circumstances which led to the problem and we have acknowledged that the error was WorldCom's responsibility. In a follow up letter, you asked that we establish a refund proposal. WorldCom has been investigating the impact of the operator service error since our initial letter on July 18, 1997. In addition we have worked to determine the most feasible way to issue credits and refunds to affected customers. We have estimated the error resulted in overcharges of approximately \$45,000. WorldCom will attempt to provide direct refunds to those customers whose ANIs we can retrieve from our systems and process electronically through the LECs which billed the calls.¹ We will not be able to direct refund to customers in the small LEC territories (e.g., Indiantown, St. Joe, etc.). We anticipate that the amount of calls in the small LEC territory will be minimal. WorldCom will refund to those affected customers whose ANIs are retrieved within 120 days of approval of this proposal. This interval is needed to process the refunds in the manner required by the billing LECs.

Within 180 days of the approval of this proposal, WorldCom will issue a check to the Commission for any amounts that we were unable to refund (we anticipate this to be a small amount). Also, we will provide a full report on the refund project at that time.

WorldCom believes this proposal is a reasonable one that provides for direct refunds to the impacted end users within a specific time frame. The proposal is consistent with recent PSC refund decisions. We ask the Commission to adopt this proposal as soon as possible, so we can start the refund process. Also, our new operator service vendor is working on a permanent fix to this problem. If you have any further questions, please call me at 561-750-2940.

Sincerely yours,


Brian Sulmonetti
Director, Regulatory Affairs

CC: Jeffery Cairnes, ILD

¹ This electronic process (called "category 41") is subject to receiving approval by the LEC. WorldCom does not anticipate any problems, however we wanted to make the Commission aware of this potential delay.

1515 South Federal Highway, Suite 400
Boca Raton, FL 33432
(561) 392-2244
(561) 750-2029 Fax

RECEIVED

OCT 02 1997

CMU

RECEIVED
FAXED
10/2/97
41-2-117

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



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

Public Service Commission

July 28, 1997

Mr. Brian Sulmonetti
Director, Regulatory Affairs
LDDS Worldcom, Inc.
1515 South Federal Highway, Suite 400
Boca Raton, FL 33432

Dear Mr. Sulmonetti:

This letter is a follow up to your letter dated July 18, 1997. Staff is glad that LDDS Worldcom (Worldcom) was able to identify and temporarily correct the problem associated with the calling card billing process.

Please continue Worldcom's investigation and respond to the following by August 19, 1997.

1. Provide staff with a list of all of the parties over charged along with the amounts, dates of billing, and name and address of the billed party.
2. Describe the temporary measures taken and the intended permanent measures that will be taken to halt the over billing.

If you have any questions, please contact me at (904) 413-6534.

Sincerely,

A handwritten signature in cursive script that reads "Natalie M. Monteiro".

Natalie M. Monteiro
Bureau of Service Evaluation

#2715.2



Voice Data Video
BY FACSIMILE:

July 18, 1997

Mr. Rick Moses
Engineering Supervisor
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RE: Letter dated June 2, 1997 and follow-up to Natalie Monteiro's letter

Dear Rick:

WorldCom, Inc. has investigated the test calls made by your Staff on April 17, 1997. In addition, because of the similarity between the issues you raise concerning these calls and first test call in January, WorldCom performed several additional test calls.

WorldCom has discovered that recent network rearrangements in Florida have inadvertently resulted in billing errors on certain "0+" calls. According to the call detail records (CDRs) that we received from our test calls made in Florida last month, fully-automated calling card calls that were dialed "0+10 digits" should have been billed at \$1.00 were being instead recorded and billed as "station-to-station" calls (\$1.75).

The error is a result of decommissioning two WorldCom switches, in Tampa and Ft. Lauderdale, and rehomeing WorldCom traffic to a different originating switch in Florida. This network rearrangement applied to all originating traffic previously handled on these switches.

Florida-originated calling card traffic previously processed and recorded in the decommissioned switches is now being routed from our Florida switch to automated operator positions collocated with our Dallas, TX switch. These positions provide branding and "bong" tone to permit calling card calls. These automated positions also process automated "station" calls (e.g., collect) and

1515 South Federal Highway, Suite 400
Boca Raton, FL 33432
(561) 392-2244
(561) 750-2629 Fax



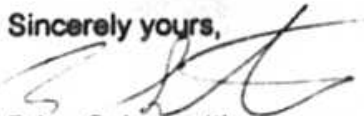
Page 2
Mr. Rick Moses

operator-assistance prompts for calling card customers who dial "0+10 digits," then fail to enter calling card digits when prompted by a switch. Such calls are properly treated as operator-assisted. However, since our Florida switch is not providing in-switch branding and "bong" tone, Florida calls of this description processed through the Dallas positions should have been classified as automated calling card. We have confirmed that the wrong "call type" indicator has been recorded for these calls.

WorldCom developed an interim fix to this problem effective June 16, 1997. We are currently working on a permanent fix. WorldCom is also working to identify affected customers. Our initial research indicates that the problem started upon the decommissioning of each Florida switch (August 1996 and October 1996).

Before we develop a resolution to this matter, I would like to have mutual agreement with the Staff concerning our objectives. Please contact me at 561-750-2940 to discuss this matter.

Sincerely yours,



Brian Sulmonetti
Director, Regulatory Affairs

CC: Natalie M. Monteiro, FPSC Engineer

STATE OF FLORIDA

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



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

Public Service Commission

June 2, 1997

Mr. Brian Sulmonetti
LDDS WorldCom
1515 South Federal Highway, Suite 400
Boca Raton, FL 3343207404

Dear Mr. Sulmonetti:

The Commission's engineering staff routinely evaluates pay telephones for compliance with the Commission's rules. Direct dialed credit card calls are made to determine the call timing and billing accuracy.

Please provide a written response by June 17, 1997 to the following questions:

1. Why should a 2 minute call with a "ADC" code from Crystal River to Tallahassee cost \$3.71? According to your tariff the cost of the call should be \$1.77 (.2600+.2600+.25+1.00).
2. What caused the apparent overcharge?
3. How long has this location been overcharging?
4. How many calls have been overcharged?
5. What corrective measures have been implemented to prevent future overcharges?

If you have any questions, please contact me at (904) 413-6582.

Sincerely,

A handwritten signature in cursive script that reads "Rick Moses".

Rick Moses
Engineering Supervisor
Bureau of Service Evaluation

Attachment

Record No. 3016

SUMMARY OF CURRENT CHARGES

LONG DISTANCE CHARGES	SEE DETAIL	21.11
TAXES	SEE DETAIL	.54

TOTAL CURRENT CHARGES		21.65
------------------------------	--	--------------

LONG DISTANCE CHARGES

REF DATE	TIME	PLACE CALLED	NUMBER CALLED	FROM PLACE	FROM NUMBER	CODE	MIN	AMOUNT
BILLED ON BEHALF OF WORLDCOM-OSP								
69 APR 17	12:19:03pm	TALLAHASSE FL	904-413-6612	CRYSTALRIV FL	352-563-1242	ADC	2.0	3.71
SUBTOTAL								3.71
BILLED ON BEHALF OF TELALEASING								
70 APR 08	10:11:18am	TALLAHASSE FL	904-413-6612	DADE CITY FL	352-521-5686	ADC	2.0	1.75
71 APR 15	10:30:11am	TALLAHASSE FL	904-413-6612	CRYSTALRIV FL	352-563-5886	ADC	2.0	1.75
72 APR 15	01:30:27pm	TALLAHASSE FL	904-413-6612	CRYSTALRIV FL	352-795-3157	ADC	2.0	1.75
73 APR 16	11:50:20am	TALLAHASSE FL	904-413-6612	DUNNELLON FL	352-489-8430	ADC	2.0	1.75
74 APR 18	11:19:21am	TALLAHASSE FL	904-413-6612	ARCHER FL	352-495-8210	ADC	2.0	1.75
75 APR 21	12:45:00pm	TALLAHASSE FL	904-413-6612	CHIEFLAND FL	352-493-2229	ADC	2.0	1.75
76 APR 22	10:13:00am	TALLAHASSE FL	904-413-6612	CROSS CITY FL	352-498-9448	ADC	2.0	1.75
77 APR 23	01:41:31pm	TALLAHASSE FL	904-413-6612	FORTPIERCE FL	561-461-9445	ADC	2.0	1.81
78 APR 24	09:45:36am	TALLAHASSE FL	904-413-6612	INVERNESS FL	352-726-5581	ADC	1.0	1.53
79 APR 24	09:47:36am	TALLAHASSE FL	904-413-6612	INVERNESS FL	352-726-5581	ADC	2.0	1.81
SUBTOTAL								17.40

TOTAL LONG DISTANCE CHARGES	21.11
------------------------------------	--------------

***Rate Codes for Interstate and Intrastate Long Distance Calls

	Customer Dial Rate	Overseas Rate	Service Charge/Custom Feature
A = Automatic Number Identification (ANI)	D = Day	R = Standard	C = Calling Card F = Call Forward
M = Multiple Rate Period	E = Evening	T = Discount	P = Person X = Conference
	N = Night/Weekend	Y = Economy	S = Station

C = When this symbol appears in the left margin, it indicates credit has been applied and the toll call is being billed at the reduced rate.

R = When this symbol appears in the left margin, it indicates a toll call has been billed to your account after being investigated by a toll investigation group.

DETAIL OF TAXES

GROSS RECEIPTS TAX-LDDS WORLDCOM - OSP	.54
TOTAL TAX	.54



CONTINUED ON BACK OF THIS PAGE

COMMON CARRIER SERVICE

SECTION 4 - RATES AND CHARGES4.6 Complementary Services (Continued)4.6.5 Operator Services

Operator Service charges include per minute rates and per call surcharges. No time-of-day/day-of-week discounts apply to the Operator Services per call surcharges.

A. Per Minute Usage Rates:

Rate Mileage	----- DAY -----		--- EVENING ---		-NIGHT/ WEEKEND-	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Add'l Minute
1- 10	\$.1800	\$.1800	\$.1300	\$.1300	\$.1100	\$.1100
11- 22	.2000	.2000	.1500	.1500	.1200	.1200
23- 55	.2300	.2300	.1700	.1700	.1300	.1300
56-124	.2500	.2500	.1700	.1700	.1400	.1400
125-292	.2600	.2600	.1800	.1800	.1400	.1400
293-430	.2600	.2600	.1900	.1900	.1500	.1500
431-624	.2600	.2600	.1900	.1900	.1500	.1500

B. Operator Services Per Call Surcharges:

The following per call surcharges apply in addition to per minute rates found in Section 4.6.5.A (above).

	<u>Per Call</u>
Customer Dialed Calling Card Station:	
- Automated	\$1.00 (I)
- Operator Assisted	\$1.00
Operator Station:	\$1.75
Person-to-Person:	\$3.25
Operator Dialed Surcharge:	\$1.15 (I)

C. Operator Services From Privately Owned Payphones:

For operator assisted calls placed from privately owned payphones, the operator surcharge in 4.6.5.B (above) will apply. In addition, a set use fee of \$0.25 may be applied per FPSC Order No. 24101.

ISSUED: April 25, 1996

EFFECTIVE: APR 26 1996

ISSUED BY:

Brian Sulmonetti
Director, Regulatory Affairs
1515 South Federal Highway, Suite 400
Boca Raton, Florida 33432-7404

COMMON CARRIER SERVICE

SECTION 4 - RATES AND CHARGES4.6 Complementary Services (Continued)4.6.5 Operator Services (cont'd)D. Application of Service Charges and Surcharges

<u>TYPE OF CALL</u>	<u>OPERATOR SERVICE CHARGE</u>	<u>OPERATOR DIALED SURCHARGE</u>
Dialed Station (customer dialed 1+)	No	No
Customer Dialed Calling Card Station (0+)	Yes	No
Operator Station (customer dialed 0+) collect, billed to third number	Yes	No
Operator Station (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
Operator Station (operator dialed 0-) billed to a calling card	Yes	No
Person to Person (customer dialed 0+) collect, billed to third number, calling card, sent paid	Yes	No
Person to Person (operator dialed 0-) collect, billed to third number sent paid	Yes	Yes
Person to Person (operator dialed 0-) billed to a calling card	Yes	No
Real Time Rated (customer dialed 0+) coin paid, time and charges	Yes	No
Real Time Rated (operator dialed 0-) coin paid, time and charges	Yes	Yes

*Material on this page was previously found in the LDDS Communications, Inc. d/b/a LDDSMetromedia Communications Tariff No. 2; Original Sheet No. 124.

ISSUED: November 21, 1995

EFFECTIVE: JAN 27 1996

ISSUED BY: Brian Sulmonetti
Director, Regulatory Affairs
1515 South Federal Highway, Suite 400
Boca Raton, Florida 33432-7404



1515 South Federal Highway Suite 400
Boca Raton, FL 33432
(561) 392-2244
(561) 750-2029 Fax

BY OVERNIGHT MAIL:

April 18, 1997

Ms. Natalie M. Monteiro
Engineer
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

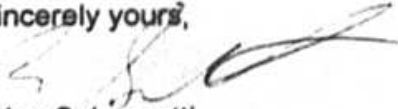


Dear Ms. Monteiro:

This is in reply to your letter of April 3. Thank you for explaining the standard test procedure used by your engineers. According to our records (see attached CDR) the call in question was an operator station call. As discussed in my March 22 letter, if the customer dials a calling card number and WorldCom's validation links are momentarily busy, then the customer would be billed a surcharge (\$1.00), even though an operator completed the call. If the customer reaches a live operator for any other reason, the call will be billed as an operator station (\$1.75 surcharge). WorldCom agrees that customers should not pay more due to equipment failure and this is not WorldCom's practice.

I hope this addresses your concerns. If you have any questions, please call me at 561-750-2940. Thank you.

Sincerely yours,



Brian Sulmonetti
Director, Regulatory Affairs

CDR

30413587

314282807

12287831

6 1994

0000000

12287831

21 Jan 87 12:10:00

304135812

8480

304135812

2

184

54

2

1

32.00

10.00

1

2

6

1

211

0000

75

12287831

12287831

0

0

1

0

1

2

6

1

211

0000

75

0

0

1

0

1

2

6

1

211

0000

75

0

0

1

0

1

0

1

2

6

1

211

0000

75

12287831

Form with several empty rectangular boxes for data entry.

ANI ORDER ENTRY

8 18954

20 1705330

PAY EDI SUPPLYMENT

CABANA MOTEL

LEC PAYPHONE

EQUAL ACCESS

No

ALREADY Piced

01/02/1996

ALL

00041996

ACTIVE

4/10/97 12:00

20 08

0/14/96

EA3992

07/97

EA3992 :> Ciops

STATE OF FLORIDA

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



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

Public Service Commission

April 3, 1997

Mr. Brian Sulmonetti
Director, Regulatory Affairs
LDDS Worldcom, Inc.
1515 South Federal Highway, Suite 400
Boca Raton, FL 33432

Dear Mr. Sulmonetti:

This letter is a follow up to your letter dated March 26, 1997. Standard practice for the engineering staff who evaluate pay telephones is to place a direct dialed credit card call to determine the call timing and billing accuracy. If during the course of dialing the credit card call a live operator is reached, the engineer requests another attempt to complete the call. If a live operator is reached during the second attempt, the engineer allows the operator to complete the call.

With these procedures in place, if the engineer cannot complete the call on their own and reaches a live operator, it is most probably due to an equipment failure. Commission staff does not believe that an end user should be charged an operator station surcharge because an operator services provider's equipment fails and the end user cannot complete the call on their own.

Please investigate LDDS Worldcom's procedures in this type of situation. By April 23, 1997, submit an explanation of the circumstances surrounding this call and explain why Worldcom believes that an end user should pay for Worldcom's equipment failures. If you have any questions, please contact me at (904) 413-6584.

Sincerely,

Handwritten signature of Natalie M. Montoya in cursive script.

~~XXXXXXXXXX~~, Engineer
Bureau of Service Evaluation

#2715.1



Voice Data Video

BY FACSIMILE:

March 26, 1997

Mr. Rick Moses
Engineering Supervisor
Bureau of Service Evaluation
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RE: Letter dated February 27, 1997

Dear Rick:

WorldCom, Inc. has investigated the test call made by your Staff on January 21, 1997, and the following is our report. We looked at the call detail record for the call and found that it was categorized under bill type as a calling card call (Op bill Type = 6). Also, it was categorized, under call type as station-to-station (Op call type =2). The station-to-station charge is assessed if the call is handled by a live operator. Therefore the call was rated in accordance with our filed tariff (\$1.75 plus \$0.26 for call duration of one minute). Also, there was no property imposed fee (PIF) associated with this call.

I believe that there may be some question in determining what type of call classifies as Operator Station and Customer Dialed Calling Card Station with Operator Assistance. The difference between the two calls is whether or not the customer talks to a live operator. Below are examples of each call type:

-Customer Dialed Calling Card Station with Operator Assistance:

If the customer dials in all the information necessary to complete a call, (including the correct destination number, their correct PIN number, etc.) and then the call goes to validation, but it is busy, then an operator will receive the call information and re-send it for the customer.

1515 South Federal Highway, Suite 400
Boca Raton, FL 33432
(561) 392-2244
(561) 750-2029 Fax



-Operator Station-to-Station:

If the customer dials 0+ from a WorldCom phone or 10XXX 0+ without entering a card number; or dials their PIN number incorrectly; and gets a live operator; the customer will then be billed a station-to-station charge. This charge is only incurred if a live WorldCom operator is utilized.

I hope this addresses your concerns regarding the test call. If you have any questions, please call me at 561-750-2940. Thank you.

Sincerely yours,



Brian Sulmonetti
Director, Regulatory Affairs

STATE OF FLORIDA

3-15-97

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



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

Public Service Commission

February 27, 1997

Mr. David Myers
LDDS WorldCom
515 East Amite Street
Jackson, MS 39201-2702

Dear Mr. Myers:

The Commission's engineering staff routinely evaluates pay telephones for compliance with the Commission's rules. Direct dialed credit card calls are made to determine the call timing and billing accuracy.

Please provide a written response by March 15, 1997 to the following questions:

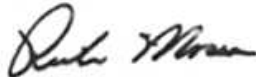
1. Why should a 1 minute call with a "ADC" code from Daytona Beach to Tallahassee cost \$2.01? According to your tariff the cost of the call should be \$1.51 (.2600+.25+1.00).
2. What caused the apparent overcharge?
3. How long has this location been overcharging?
4. How many calls have been overcharged?
5. What corrective measures have been implemented to prevent future overcharges?

Mr. David Myers
Page 2
February 27, 1997

6. What method of refunding the overcharged customers do you propose?
7. Have you verified that the remaining pay telephones you operate are not overcharging?

If you have any questions, please contact me at (904) 413-6582.

Sincerely,



Rick Moses
Engineering Supervisor
Bureau of Service Evaluation

Attachment

Record No. 2715

COMMON CARRIER SERVICE

SECTION 4 - RATES AND CHARGES4.6 Complementary Services (Continued)4.6.5 Operator Services

Operator Service charges include per minute rates and per call surcharges. No time-of-day/day-of-week discounts apply to the Operator Services per call surcharges.

A. Per Minute Usage Rates:

Rate <u>Mileage</u>	----- DAY -----		--- EVENING ---		-NIGHT/WEEKEND-	
	Initial <u>Minute</u>	Each Add'l <u>Minute</u>	Initial <u>Minute</u>	Each Add'l <u>Minute</u>	Initial <u>Minute</u>	Add'l <u>Minute</u>
1- 10	\$.1800	\$.1800	\$.1300	\$.1300	\$.1100	\$.1100
11- 22	.2000	.2000	.1500	.1500	.1200	.1200
23- 55	.2300	.2300	.1700	.1700	.1300	.1300
56-124	.2500	.2500	.1700	.1700	.1400	.1400
125-292	.2600	.2600	.1800	.1800	.1400	.1400
293-430	.2600	.2600	.1900	.1900	.1500	.1500
431-624	.2600	.2600	.1900	.1900	.1500	.1500

B. Operator Services Per Call Surcharges:

The following per call surcharges apply in addition to per minute rates found in Section 4.6.5.A (above).

	<u>Per Call</u>
Customer Dialed Calling Card Station:	
- Automated	\$1.00 (I)
- Operator Assisted	\$1.00
Operator Station:	\$1.75
Person-to-Person:	\$3.25
Operator Dialed Surcharge:	\$1.15 (I)

C. Operator Services From Privately Owned Payphones:

For operator assisted calls placed from privately owned payphones, the operator surcharge in 4.6.5.B (above) will apply. In addition, a set use fee of \$0.25 may be applied per FPSC Order No. 24101.

ISSUED: April 25, 1996

EFFECTIVE: APR 26 1996

ISSUED BY: Brian Sulmonetti
Director, Regulatory Affairs
1515 South Federal Highway, Suite 400
Boca Raton, Florida 33432-7404