

INTELLICALL

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

98 JAN -5 AM 8 48
MAIL ROOM

DEPOSIT

DATE

D682

JAN 05 1998

December 29, 1997

Ms. Blanca Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL - 32399

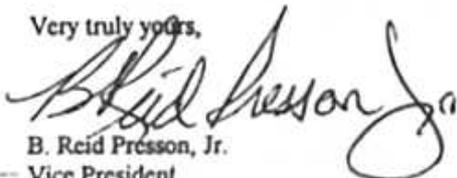
IN RE: Docket 970338-T1

Dear Ms. Bayo:

Pursuant to the terms of the Order in the referenced docket, IOS has completed the refund process as directed. Our billing agent was unable to find a BNA match for 1,254 records with a total refund amount of \$854.45. Pursuant to the terms of the order, a check in that amount is enclosed, payable to the Commission for deposit in the General Revenue Fund.

Please call if you have any questions in this matter.

Very truly yours,



B. Reid Presson, Jr.
Vice President

ACK _____

AFA _____

APP _____

CAF _____

CMO _____

CTR _____

EAS _____

LEG 1

LEN _____

OPY _____

PAV _____

SEC _____

WYTH _____

OR _____

cc: Greg Hall - ILD
Paula Ishlar (no enclosure)



14651 Dallas Parkway, Suite 905
Dallas, TX 75240
972-503-8700

NationsBank

NationsBank of Georgia, N.A.
Atlanta, DeKalb County, Georgia

104312

CHECK DATE	CONTROL NUMBER	AMOUNT
12/23/97	104312	\$*****856.45

Eight Hundred Fifty-Six and 45/100 ----- Dollars

FLORIDA PUBLIC SERVICE COMMISS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-0850

DOCUMENT NUMBER DATE
Shirley Sikes
00096 JAN 5 1998

RECORDS/REPORTING

INTELLICALL

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION
98 JAN -5 AM 8 48
MAIL ROOM

DEPOSIT

DATE

D68274

JAN 05 1998

December 29, 1997

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Division of Records and Reporting
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Blvd.
Tallahassee, FL - 32399

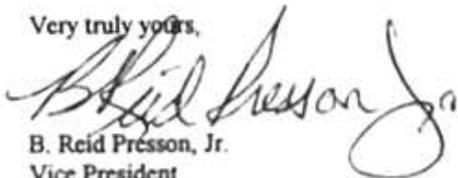
IN RE: Docket 970838-T1

Dear Ms. Bayo:

Pursuant to the terms of the Order in the referenced docket, IOS has completed the refund process as directed. Our billing agent was unable to find a BNA match for 1,254 records with a total refund amount of \$854.45. Pursuant to the terms of the order, a check in that amount is enclosed, payable to the Commission for deposit in the General Revenue Fund.

Please call if you have any questions in this matter.

Very truly yours,



B. Reid Prisson, Jr.
Vice President

cc: Greg Hall - ILD
Paula Ishlar (no enclosure)

ORDER NO. PSC-97-1200-FOF-TI
DOCKET NO. 970838-TI
PAGE 2

rate table then incorrectly rated the operator charge as if the operator dialed the call. Intellicall explained that on April 2, 1996, it modified its rate table and, at that time, the operator surcharge was entered incorrectly. The company stated that it corrected the rate table error on March 13, 1997, as soon as the source of the problem was found.

On May 7, 1997, the company advised that after analyzing its call data for the period between April 2, 1996, and March 13, 1997, it found a total of 6,236 calls that it had incorrectly rated for a total amount of overcharges of \$5,799.48. Intellicall stated that it was prepared to make refunds in that amount.

We find that the company shall be required to make refunds pursuant to Rule 25-4.114, Florida Administrative Code, in the amount of \$6,203.17. That amount consists of \$5,799.48 in overcharges and \$403.69 in interest. The company shall credit that amount to end users' bills. The refund shall be completed by applying the credits to bills issued between October 14 and November 30, 1997. Any unclaimed refunds, including interest, shall be remitted to the Florida Public Service Commission by December 30, 1997, to be forwarded to the Comptroller's Office for deposit in the General Revenue Fund, pursuant to Section 364.285(1), Florida Statutes.

Based on the foregoing, it is, therefore,

ORDERED by the Florida Public Service Commission that Intellicall Operator Services, Inc., shall make refunds in the total amount of \$6,203.17 to end users in the manner prescribed in the body of this Order. It is further

ORDERED that all unclaimed refunds shall be remitted to the Florida Public Service Commission by December 30, 1997, to be forwarded to the Comptroller's Office for deposit in the General Revenue Fund, pursuant to Section 364.285(1), Florida Statutes. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective unless an appropriate petition, in the form provided by Rule 25-22.036, Florida Administrative Code, is received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth