



RECEIVED ORIGINAL  
FLORIDA PUBLIC  
SERVICE COMMISSION

January 29, 1998

98 JAN 30 11:01 AM  
1000 Cumberland Circle  
Atlanta, GA 30339  
Telephone: (404) 649-5145  
Fax: (404) 649-5174  
E-Mail: GAATLN0802

VIA FED EX

MAIL ROOM

Benjamin W. Fincher  
Attorney, State Regulatory

Blanca S. Bayo  
Director, Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Docket No. 970882-TI

Dear Ms. Bayo:

The direct testimony of Sandee Buysee-Baker, on behalf of Sprint Communications Company Limited Partnership, was filed with the Commission on November 24, 1997. Please find enclosed for filing an original and fifteen copies of revised page 3 to that testimony. We respectfully request that revised page 3, as submitted herein, be accepted for filing and substituted for the page 3 that was submitted with the original filing.

The revision to page 3 consists of the deletion of three sentences:

- (1) Lines 2-3: That sentence beginning with "There" and ending with "regulation".
- (2) Lines 5-6: That sentence beginning on line 5 with "These" and ending on line 6 with "term".
- (3) Lines 6-8: That sentence beginning on line 6 with "They" and ending on line 8 with "industry".

We are enclosing an extra copy of this transmittal letter. Please acknowledge receipt thereon and return to the undersigned in the enclosed, stamped and self-addressed envelope. We appreciate your cooperation in this matter and apologize for any inconvenience.

Sincerely,

Benjamin W. Fincher

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP Calderon
- CAF 2
- CMU 2
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- LIM 5402
- OPR \_\_\_\_\_
- REC 1
- SEC 1
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

BWF/vw  
cc: Parties of record  
Everett Boyd

DOCUMENT NUMBER-DATE  
01621 JAN 30 8  
FPSC-RECORDS/REPORTING

(revised 1/29/98)

1  
2 Sprint recommends that the Commission avoid the indiscriminate application of its rules  
3 to all carriers. The general public would be better served if the Commission would focus  
4 on those carriers that intentionally and habitually change a customer's service without  
5 any authority or justification.

6  
7 Sprint recommends that this Commission adopt rules that are consistent with Federal  
8 rules to ensure that carriers are successful in implementing their verification process.  
9 There appears to be no basis for differing rules and, in order to maximize overall  
10 effectiveness, state and federal rules should be similar. Any interexchange carrier that is  
11 required to utilize differing verification practices based on an individual state's rules may  
12 find itself in violation of either the state or federal requirements. State specific rules  
13 should mirror the federal requirements.

14  
15 **Q. WHAT ARE SPRINT'S SPECIFIC CONCERNS REGARDING THE PROPOSED**  
16 **RULE CHANGES?**

17  
18 **A. The Commission's proposed rule 25-4.118(2)(b)(1) & (2) and (c)(1)&(2) would**  
19 **require a customer, on a customer-initiated call, to specifically consent to an audio**  
20 **recording of the customer's request to allow Sprint to change their Preferred Interchange**  
21 **Carrier ("PIC"). This proposed rule change would also require audio recording of the**  
22 **third party verification. Sprint believes that an audio recording is of no greater value in**  
23 **verifying the validity of a customer's carrier choice than other methods. Obtaining a**  
24 **recording of the conversation between the customer and an independent third party**  
25 **verification vendor is an unnecessary additional step that increase the cost of verification,**  
26 **and adds no additional security for the customer. The 'recording' offers no guarantee**  
27 **that the person authorizing the order is the true customer with decision-making authority**  
28 **for the telephone service. Also, a customer could easily deny that the**

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of Revised Page Three to the Direct Testimony of Sandee Buysse-Baker, on behalf of Sprint Communications Company Limited Partnership, was served via United States mail, first class postage paid and properly addressed to the following:

Michael A. Gross  
Assistant Attorney General  
Department of Legal Affairs  
PL-01, The Capitol  
Tallahassee, FL 32399-150

Nancy Sims  
BellSouth Telecommunications  
150 S. Monroe St  
Sun Bank Bldg. Suite 400  
Tallahassee, FL 32301

Martha Rule, Esq.  
Tracy Hatch, Esq.  
AT&T Communications of the  
Southern States, Inc.  
101 N. Monroe, Ste. 700  
Tallahassee, FL 32301

C. Evertt Boyd, Jr.  
Ervin, Varn, Jacobs & Ervin  
Post Office Drawer 1170  
Tallahassee, FL 32302

Patrick K. Wiggins  
Wiggins & Villacorta, P.A.  
501 East Tennessee Street  
Suite B  
Post Office Drawer 1657  
Tallahassee, FL 32302

Thomas K. Bond  
MCI Telecommunications Corp.  
780 Johnson Ferry Road  
Suite 700  
Atlanta, GA 30342

Diana Caldwell, Esq.  
Division of Appeals  
Florida Public Services  
Commission  
2540 Shumard  
Oak Blvd.  
Tallahassee, FL 32399-0850

Walter D'Haeseleer  
Director of Communications  
Florida Public Service  
Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Ky E. B. Kirby  
Warren A. Fitch  
Don W. Blevins  
Swidler & Berlin, CHTD.  
3000 K Street, N.W.  
Washington, DC 20007-5116

Richard D. Melson  
P.O. Box 6526  
Tallahassee, FL 32314

Charles Rehwinkel  
Sprint/United Florida  
Sprint/Centel Florida  
P.O. Box 2214  
Tallahassee, FL 32316

Suzanne Fonnon Summerlin  
1311-B Paul Russell Road  
Suite 201  
Tallahassee, FL 32301

**Greg L. Eriksen**  
**Levine & Eriksen**  
**2560 North Santiago Blvd.**  
**Orange, CA 92667**

**Pamela Melton**  
**Regulatory Counsel**  
**LCI International Telecom Corp.**  
**8180 Greenboro Drive, Ste. 800**  
**McLean, VA 22101**

**Michael J. Shortley, III**  
**180 South Clinton Ave.**  
**Rochester, NY 14646**

**Peter M. Dunbar, Esq.**  
**Barbara D. Auger, Esq.**  
**Pennington, Moore, Wilkinson**  
**& Dunbar, P.A.**  
**Post Office Box 10095**  
**Tallahassee, FL 32302**

**Michael L. Glaser**  
**Canora T. Podd**  
**Haligman and Lottner, P.C.**  
**First Interstates Tower North**  
**633 Seventeenth Street, Ste. 2700**  
**Denver, CO 80202**

**Joseph A. McGlothlin**  
**McWhirter, Reeves, McGlothlin,**  
**Davidson, Rief & Bakas, P.A.**  
**117 South Gadsden Street**  
**Tallahassee, FL 32301**

**Andrew O. Isar**  
**Director, Industry Relations**  
**Telecommunications Reseller Assoc.**  
**4312 92<sup>nd</sup> Avenue, N.W.**  
**Gig Harbor, WA 98335-4461**

**Carolyn Marek**  
**Vice President of Regulatory Affairs**  
**Southeast Region**  
**Time Warner Communications**  
**P.O. Box 210706**  
**Nashville, TN 37221**

**Peter E. Hosey, Esq.**  
**Greesham, Davis, Gregory,**  
**Worthy & Moore**  
**112 East Pecan Street**  
**Ninth Floor**  
**San Antonio, TX 78205-1542**

**Charles J. Beck**  
**Deputy Public Counsel**  
**Office of Public Counsel**  
**c/o the Florida Legislature**  
**111 West Madison Street, Rm 812**  
**Tallahassee, FL 32399-1400**

**Jill Butler**  
**Cox Communications**  
**4585 Village Avenue**  
**Norfolk, VA 23502**

**Bejamin Ochshorn**  
**Florida Legal Services, Inc.**  
**2121 Delta Boulevard**  
**Tallahassee, FL 32303**

**Amy Gross**  
**AMNEX**  
**100 West Lucerne Circle**  
**Suite 100**  
**Orlando, FL 32801**

**Brando Peters**  
**Dean, Mead Law Firm**  
**800 North Magnolia Ave.**  
**Orlando, FL 32803**

**Angela Green**  
**Florida Public Telecommunications**  
**Association**  
**125 South Gadsden Street**  
**Suite 200**  
**Tallahassee, FL 32301-1525**

**Bruce May**  
**Holland & Knight**  
**315 South Calhoun Street**  
**P.O. Drawer 810**  
**Tallahassee, FL 32302**

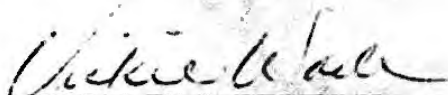
**Floyd Self**  
**Messer, Caparello & Self**  
**215 South Monroe Street**  
**Suite 701**  
**P.O. Drawer 1876**  
**Tallahassee, FL 32302-1876**

**Technologies Management, Inc.**  
**P.O. Drawer 200**  
**Winter Park, FL 32790-0200**

**R. Scheffel Wright**  
**Lander & parsons**  
**310 West College Ave.**  
**P.O. Box 271**  
**Tallahassee, FL 32308**

**Kenneth A. Hoffman**  
**Rutledge, Ecenia, Underwood,**  
**Purnell & Hoffman, P.A.**  
**215 South Monroe Street**  
**Suite 420**  
**P.O. Box 551**  
**Tallahassee, FL 32302-0551**

**This 29<sup>th</sup> day of January, 1998**

  
**Vickie Wade**

970882

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of Revised Page Three to the Direct Testimony of Sandee Buysse-Baker, on behalf of Sprint Communications Company Limited Partnership, was served via United States mail, first class postage paid and properly addressed to the following:

Michael A. Gross  
Assistant Attorney General  
Department of Legal Affairs  
PL-01, The Capitol  
Tallahassee, FL 32399-150

Nancy Sims  
BellSouth Telecommunications  
150 S. Monroe St  
Sun Bank Bldg. Suite 400  
Tallahassee, FL 32301

Martha Rule, Esq.  
Tracy Hatch, Esq.  
AT&T Communications of the  
Southern States, Inc.  
101 N. Monroe, Ste. 700  
Tallahassee, FL 32301

C. Evertt Boyd, Jr.  
Ervin, Varn, Jacobs & Ervin  
Post Office Drawer 1170  
Tallahassee, FL 32302

Patrick K. Wiggins  
Wiggins & Villacorta, P.A.  
501 East Tennessee Street  
Suite B  
Post Office Drawer 1657  
Tallahassee, FL 32302

Thomas K. Bond  
MCI Telecommunications Corp.  
780 Johnson Ferry Road  
Suite 700  
Atlanta, GA 30342

Diana Caldwell, Esq.  
Division of Appeals  
Florida Public Services  
Commission  
2540 Shumard  
Oak Blvd.  
Tallahassee, FL 32399-0850

Walter D'Haseleer  
Director of Communications  
Florida Public Service  
Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Ky E. B. Kirby  
Warren A. Fitch  
Don W. Blevins  
Swidler & Berlin, CHTD.  
3000 K Street, N.W.  
Washington, DC 20007-5116

Richard D. Melson  
P.O. Box 6526  
Tallahassee, FL 32314

Charles Rehwinkel  
Sprint/United Florida  
Sprint/Centel Florida  
P.O. Box 2214  
Tallahassee, FL 32316

Suzanne Fonnon Summerlin  
1311-B Paul Russell Road  
Suite 201  
Tallahassee, FL 32301

DN 01621-98  
11/30/98

**Greg L. Eriksen**  
**Levine & Eriksen**  
**2560 North Santiago Blvd.**  
**Orange, CA 92667**

**Pamela Melton**  
**Regulatory Counsel**  
**LCI International Telecom Corp.**  
**8180 Greenboro Drive, Ste. 800**  
**McLean, VA 22101**

**Michael J. Shortley, III**  
**180 South Clinton Ave.**  
**Rochester, NY 14646**

**Peter M. Dunbar, Esq.**  
**Barbara D. Auger, Esq.**  
**Pennington, Moore, Wilkinson**  
**& Dunbar, P.A.**  
**Post Office Box 10095**  
**Tallahassee, FL 32302**

**Michael L. Glaser**  
**Canora T. Podd**  
**Halignan and Lottner, P.C.**  
**First Interstates Tower North**  
**633 Seventeenth Street, Ste. 2700**  
**Denver, CO 80202**

**Joseph A. McGlothlin**  
**McWhirter, Reeves, McGlothlin,**  
**Davidson, Rief & Bakas, P.A.**  
**117 South Gadsden Street**  
**Tallahassee, FL 32301**

**Andrew O. Isar**  
**Director, Industry Relations**  
**Telecommunications Reseller Assoc.**  
**4312 92<sup>nd</sup> Avenue, N.W.**  
**Gig Harbor, WA 98335-4461**

**Carolyn Marek**  
**Vice President of Regulatory Affairs**  
**Southeast Region**  
**Time Warner Communications**  
**P.O. Box 210706**  
**Nashville, TN 37221**

**Peter E. Hoesy, Esq.**  
**Greesham, Davis, Gregory,**  
**Worthy & Moore**  
**112 East Pecan Street**  
**Ninth Floor**  
**San Antonio, TX 78205-1542**

**Charles J. Beck**  
**Deputy Public Counsel**  
**Office of Public Counsel**  
**c/o the Florida Legislature**  
**111 West Madison Street, Rm 812**  
**Tallahassee, FL 32399-1400**

**Jill Butler**  
**Cox Communications**  
**4585 Village Avenue**  
**Norfolk, VA 23502**

**Benjamin Ochshorn**  
**Florida Legal Services, Inc.**  
**2121 Delta Boulevard**  
**Tallahassee, FL 32303**

**Amy Gross**  
**AMNEX**  
**100 West Lucerne Circle**  
**Suite 100**  
**Orlando, FL 32801**

**Brando Peters**  
**Dean, Mead Law Firm**  
**800 North Magnolia Ave.**  
**Orlando, FL 32803**

**Angela Green**  
**Florida Public Telecommunications**  
**Association**  
**125 South Gadsden Street**  
**Suite 200**  
**Tallahassee, FL 32301-1525**

**Bruce May**  
**Holland & Knight**  
**315 South Calhoun Street**  
**P.O. Drawer 810**  
**Tallahassee, FL 32302**

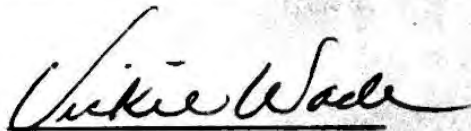
**Floyd Self**  
**Messer, Caparello & Self**  
**215 South Monroe Street**  
**Suite 701**  
**P.O. Drawer 1876**  
**Tallahassee, FL 32302-1876**

**Technologies Management, Inc.**  
**P.O. Drawer 200**  
**Winter Park, FL 32790-0200**

**R. Scheffel Wright**  
**Lander & parsons**  
**310 West College Ave.**  
**P.O. Box 271**  
**Tallahassee, FL 32308**

**Kenneth A. Hoffman**  
**Rutledge, Ecenia, Underwood,**  
**Purnell & Hoffman, P.A.**  
**215 South Monroe Street**  
**Suite 420**  
**P.O. Box 551**  
**Tallahassee, FL 32302-0551**

**This 29<sup>th</sup> day of January, 1998**



**Vickie Wade**