



Public Service Commission

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

DATE: JUNE 10, 1998
TO: ALL FLORIDA PAY TELEPHONE PROVIDERS
FROM: WALTER D'HAESELEER, DIRECTOR OF COMMUNICATIONS *WHD*
RE: PROCEDURE CHANGE FOR PAY TELEPHONE SERVICE RULES ENFORCEMENT

The purpose of this memorandum is to alert your company to a change in the way staff will enforce the Commission's pay telephone service rules. Effective immediately, the staff may open an enforcement docket and recommend specific penalties when the staff believes that a pattern of violations exists. This change is within the guidelines established by the Commission for enforcement of its rules and the recommendations will be based on violations observed through our statewide pay phone evaluation program.

While historically companies with apparent violations have been requested to advise us of the corrective action the company has undertaken to correct any problem areas observed by staff engineers, it has become apparent that many providers fail to ensure that violations identified at some instruments are corrected at other instruments. Since it appears in many cases that only the violations observed by evaluators are actually corrected, we must take additional measures to ensure that the consumer protection safeguards established by the Commission are in place at each instrument. Please be guided accordingly.

If we do open a docket against your company, you will be notified and receive a copy of our recommendation. We will also continue to send you the correspondence that identifies each problem area and request a response that describes your corrective action. This more formal legal process ensures that you will have an opportunity to protest the penalty, address the Commission when your item is before them, and request a hearing to dispute the allegations. You may of course contact staff at any time with questions. The appropriate staff member will be identified on the docket case assignment and scheduling record and recommendation that you receive.

c: Florida Public Telecommunications Association
Richard Tudor
Noreen Davis
Alan Taylor
Martha Brown
Rick Moses
Don McDonald

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