

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 6/24/99

Docket No. 990861-TL

- 1. Division Name/Staff Name Legal/Clemons
- 2. OPR Legal/Clemons
- 3. OCR Communications
- 4. Suggested Docket Title Complaint of Calvin "Bill" Wood against GTE Florida, Inc. regarding service

5. Suggested Docket Mailing 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>Calvin "Bill" Wood</u>	<u></u>
<u>P. O. Box 6352</u>	<u></u>
<u>Nalcrest, FL 33856-6352</u>	<u></u>
<u></u>	<u></u>
<u>GTE Florida, Inc.</u>	<u></u>

2. Interested Persons and their representatives (if any)

<u></u>	<u></u>
<u></u>	<u></u>
<u></u>	<u></u>
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6. Check one:

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

I:\PSC\RAR\WP\ESTDKT.
PSC/RAR 10 (Revised 01/96)

DOCUMENT NUMBER-DATE
07886 JUN 29 8
RECEIVED

June 1, 1998

Calvin "Bill" Wood, Complainant

V.

GTE

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-8153

Re: Telephone No. (941)696-9542

RECEIVED

JUN 3 9 59 AM '98

ADMINISTRATIVE
MAIL ROOM

RECEIVED

JUN 03 1998

CMU

990861-TL

191

COMPLAINT AGAINST GTE

1. Complainant has had serious difficulties with his GTE telephone service for over one year;
2. After attempting to get corrections to his service for over 10 months without success, Complainant failed to and still fails to supply Complainant with minimal telephone service;
3. At a prior time, Complainant filed complaint No. 199022 in attempt to solve his problems with GTE and obtain minimal telephone service;
4. Complainant asked PSC Engineer Leonard Fulwood for a ruling whether Complainant could withhold and escrow payment until minimal service was restored;
5. An adverse ruling against Complainant by said Leonard Fulwood conveyed telephonically on May 4, 1998 caused Complainant to pay in full both local and long distance telephone bills, using the money being escrowed;
6. Payment has never been an issue with Complainant, who has had sufficient money to pay the same all the time;
7. On May 4, 1998, Complainant cause to be sent payment in full which was mailed on May 5, 1998 and under normal course of business would have been received by May 6, 1998 at the latest and information from GTE accounting shows payment was posted on May 9, 1998;
8. Long distance service should have been restored by May 11, and was not;
9. That from May 9, 1998, and continuing to date, and in retaliation for Complainant exercising his administrative procedural rights before the PSC, the GTE Company has illegally failed and refused to provide Complainant with long distance access, and still fails to do so, even

though Complainant's telephone bill is current and despite PSC employee Leonard Fulwood's assurances that Complainant's long distance service would be restored immediately upon his payment of the escrowed telephone bill monies;

891

10. The following reasons are alleged to be reasons for the illegal failure to provide Complainant with long distance service;

- a. Retaliation for Complainant taking advantage of his administrative due process rights;
- b. Because of Complainant's race, age and disability;
- c. Disaster fraud, prohibited by Federal Law;
- d. The ability of GTE to control Public Service Commission because of it's size and sheer economic clout;

11. PSC employee failed to compel over a period of several weeks to cause GTE to grant Complainant any relief other than make him pay for prior inferior services and continue to be served with less than minimal telephone service;

12. Complainant needs telephone access in order to stay at his home by himself, which was denied for several weeks, causing Complaints house to be looted and loss of contents in an amount of over \$10,000 caused by looting while Complaint was not able to be on the premises and further tore up about 1,500 feet of driveway access to the premises with their trucks;

WHEREFORE, Complainant demands that immediate long distance access be restored him, that minimal telephone service be provided him; that damages be provided for the looting losses, and that his drive way be restored and any and all other damages incurred by the Complainant, whether prior to, current or subsequent be given upon proof thereof, and that an emergency hearing be held upon the same thereby giving Complainant his administrative due process as mandated by the United States Supreme Court and any and all other relief to which the Complainant is entitled.

Complaint,

Calvin W. Wood

Calvin "Bill" Wood
PO Box 6352
Nalcrest, FL 33856-6352



THE FLORIDA SENATE

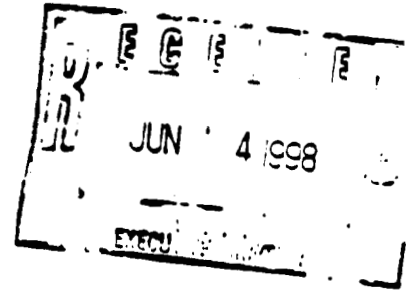
Tallahassee, Florida 32399-1100

173

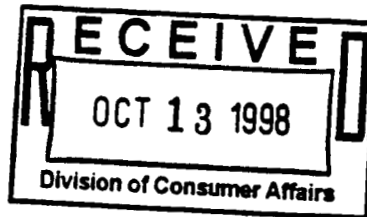
SENATOR JOHN F. LAURENT
17th District

COMMITTEES:
Agriculture
Natural Resources
Transportation
Ways and Means
Subcommittee A (General Government)

May 29, 1998



Mr. William D. Talbott
Executive Director
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Dear Mr. Talbott:

I have recently received phone calls and correspondence from some of my constituents who live in the Schaefer Lane area of Nalcrest. My constituents concerns are in regards to complaints they have made in reference to their phone service. I have enclosed a copy of the correspondence that I received from a constituent named Calvin Wood.

I would certainly appreciate it if you would have your staff look into this matter and relay the Commission's response to my constituent's concerns.

Thank you for your time and consideration of this issue.

Sincerely,

John Laurent
State Senator, District 17

JL/es

cc: Mr. Calvin Wood

REPLY TO:
□ 250 North Clark Avenue, Tallahassee, Florida 32300 (904) 819-7988
□ 211 Senate Office Building, 404 South Monroe Street, Tallahassee, Florida 32399-1100 (850) 487-5044

Calvin Willie Wood, Jr.

Phone: (941) 696-8642

P.O. Box 6382

Nalcrest, FL 33888-6382

May 21, 1998

174

Senator John Laurent, Dist. 66
250 N. Clark Avenue
Bartow, FL 33830

Attn: Ed Smith

Re: Problems with GTE and the PSC (nine complaints concerning this matter are with the PSC)
Phone number (941) 696-9542 & PSC Complaint No. 199022

Dear Sir:

Per your request yesterday, I am sending some of the documentation with GTE and the PSC concerning my problem. There have been scores of phone calls to GTE, including conference calls in trying to resolve the problems.

Briefly, my problems started last May when lightning hit my lines. It took over two weeks to get a reconnection, and service was never properly restored. Disconnects and noisy lines were only part of the problem.

I am a totally and permanently disabled and get a little VA check. My neighbor Mr. Perry, who lives about 3/4 mile away, checks on me daily to see that I am ok as I live alone with no close neighbors. About last October, it became almost impossible for him to reach me. By about early December, he could not reach me. He always got a recording that my phone was disconnected. Much has been blamed on Mr. Perry's phone, but I have heard him invite GTE to come dial my number, but they knew it was not his phone and never came. Mr. Perry informs me he still cannot call me without getting the "disconnect" recording.

I filed a complaint with the PSC, demanding the constitutionally mandated agency hearing. It has never been held. Without notice and hearing, the PSC, by and through Mr. Leonard Fulwood, made a decision that I would have to pay (not escrow as I had offered) the \$651 (my bill usually runs between \$100-200 per month) phone bill. I told him that if I paid, I would not get the service and would be out my money. However, I complied, and now I am out of my \$651 and phone service. As an act of retaliation, they have refused to restore my long distance service. Their computer tells they posted payment on May 9, 1998. I do not have long distance service as of the date of this letter.

The complaints of my neighbors have been mostly ignored, the PSC refusing to call five of the eight who joined my complaint. Some of them I have found out have had problems for nearly two years. Mr. Ted Kaiser, GTE Engineer, told me in two conversations on March 27, 1998, that the wiring was bad in my area, and they did not have enough "Pairs" to fix the problem. This has been confirmed by several workmen GTE sent out.

My phone was originally cut off by the Tornado on March 9, not because I owed the bill,

and was not restored by GTE in retaliation for my complaint to the PSC. I believe the tail (GTE) is wagging the dog (PSC). I have never gotten to give the PSC a full complaint and my explanation, because the PSC refuses to hold a hearing as is required by law. All nine of us people on Schaefer Lane has requested a hearing to get relief. 175

I have said from the beginning that the acts of GTE originate from discrimination. I have stated that specifically for the Schaefer Lane area the discrimination is based on race, (I am Native American and Hispanic), age and disability. Approximately 98% of the people here are one of the three. I qualify under age and race; others also qualify under two categories. I has told by GTE engineer Ted Kaiser that in the "white" subdivision at Saddle Bag Lake, about 2 miles away, GTE is spending over \$700,000 to correct problems there. In fact, one of the repairman said GTE fixed the "rich white peoples" problems quick. Neither GTE nor the PSC have ever denied my allegations of discrimination, raising the presumption that they are true. Like everyone else, they pick on the poor and those who cannot help themselves.

I talked to some people who had problems, and they told me Senator Laurent was good about solving their problems. Therefore I have not contacted Governor Chiles office. I am not asking for too much. I just want consistent phone service, which I have not had for over a year. My neighbors want the same. Since I was not able to live at my house because I never had a phone for almost 6 weeks, several lootings occurred, and I lost several thousands of dollars in personal property. I do not know if GTE can be made reimburse me for this or not. Two rooms of Ethan Allen furniture which disappeared in a van will cost about \$10,000 to replace. I was not always disabled and poor.

I would appreciate whatever help you can give me. I am at my wits end, and do not know where to turn. Before I was disabled, I could get around better, but now it is a real problem for me to address issues like this. You have this, my written permission, to have access to any and all PSC and GTE files under this complaint, and may get the same without further request.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

Calvin Willie Wood, JD

Phone: (941) 696-2858 (Temp)

P.O. Box 6352

Maierest, FL 33668-6352

May 4, 1998

GTE Florida
PO Box 31122
Tampa, FL 33631-3122

441

Re: PSC Complaint No 199022 and Phone No. (941) 696-9542

Gentlemen:

In compliance with the directions with Mr. Leonard Fullwood of the PSC, I am enclosing the full amount due for the above number.

If my problems are not fixed, I intend to contact Governor Chiles office for help upon the occurrence of further problems, either with my own phone or any of the eight neighbors who have joined me on the complaint.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

cc: Mr. Leonard Fullwood, PSC
Mr. Ted Kaiser, GTE
Ms. Hendrix, GTE

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140
110

Just Zimm
450
11000000

Ed/Kasson (TELE) - P.
is not w/ repair but payment to
about 2-3-98 letter to get re
wasn't going to pay until problem
He confirmed that the new repair
was going to use to connect
i.e. there was no other available
Perry's problem was bad wiring
Army of Flying etc. 7 days
Bad wiring there.

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They misheard that I was
hooked up to my computer.
Game books. The pairs they
to change me to work back
Newer had a pair to provide
with. Will talk w/ book company
My phone turned on. 2/27/98
2/27/98

MS. Sandy, Hendrix
FAX 2-3-98 letter
Customer Relations
3:43 PM 3/27/98 States OK

Calvin Willie Wood, Jr.

Phone: (941) 696-2858 (Temp)

P.O. Box 6352

Marietta, FL 32868-6352

April 24, 1998

1709

GTE

Sent Via Fax

Attn: Ms. Hendrix

Re: PSC Complaint No. 199022

Dear Ms. Hendrix:

This is to inform you that Mr. Perry tried all afternoon to call me at my camper. He could not get through. Others did. I do not know why this is happening, but I wish to reiterate that I will not consider my phone fixed until Mr. Perry is able to call me on a consistent basis.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

xc: PSC - Mr. Lennie Fullwood, Jr.

GTE - Mr. Ted Kaiser, Engineer

Calvin Willie Wood, Jr.

Phone: (941) 696-2858 (Temp)

P.O. Box 8352

Nalcrest, FL 33868-8352

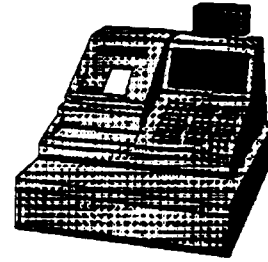
April 23, 1998

GTE

Sent Via Fax

Attn: Ms. Hendrix

Re: PSC Complaint No. 199022



GTE

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Dear Ms. Hendrix:

This is to inform you that I have been told by a caller this morning that the phone of Mr. Bill Perry, my temporary number, is of a quality that is almost not understandable, and that it sounds like someone who is talking on this end are "in a barrel".

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

cc: PSC

Calvin Wood
Calvin Willie Wood, JD
Phone: (941) 696-9542

(941) 696-9542

04/23/1998 09:23:25 AM P.1

P.O. Box 6362
Melbourne, FL 32964-0362

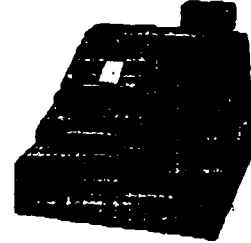
April 22, 1998

GTE

Sent Via Fax

Attn: Ms. Hendrix

Re: PSC Complaint No. 199022



GTE

Dear Ms. Hendrix:

Per our conversation last Friday, I am writing to confirm our stands. I again object to you failing to restore full service to me. Again, I have been and am willing to escrow the full amount with the PSC, or other disinterested entity subject to both our approvals for release, and contingent upon you successfully restoring my personal phone service.

I again state that cutting off my service after I complained to the PSC is in retaliation for the complaint. The money has never been the problem, and you know it. You are using me withholding payment for failure to provide me with proper service to make me look like the bad guy. You should know better.

Further, by not restoring my long distance service, you will double or triple my long distance bill, which usually runs from \$100 to \$200 per month. You are doing this to punish me and to retaliate against me for complaining to the PSC.

I have pictures of the house after the tornado. It shows some of my contents. I have been looted several times, since I have not been able to stay there without a phone. When do you want a list of and the replacement cost of the contents which were taken without my permission/knowledge? The master bedroom and the dining room were expensive Ethan Allen Furniture. It will take approximately \$10,000 to replace just the Ethan Allen furniture. Please advise me how you want to handle this matter.

There are now 8 of my neighbors who are part of my complaint, and who want substantial rebates. My phone has a dial tone, and does not ring into my neighbors answering machine now. You told me you got the same machine when we talked yesterday. However, several of my neighbors have had their service disrupted by the work going on.

Your engineer has told me, along with the several workmen I have talked to, that there are not enough lines out here that are good to service the people. I hope GTE REPAIR does not intend to patch up these lines so we can receive the same shoddy service. I believe I can speak for everyone

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out here that we will not rest until new lines are put in which will afford us minimal service, service we have not been getting. Please tell me how you wish to approach the subject of new lines with us and repair. I keep getting the feeling from dealing with you that all of this is going to end up in court. Being sick gives me plenty of time. I like discovery. However, I wish to use court as a last resort. However, I still have the feeling GTE wishes to continue to take and not give. To be unreasonable because you are a monopoly and big. From what I am finding out, this matter of inadequate service may be the substance of a class action suit.

This is to confirm that I have asked the PSC for an "informal conference". I have asked for a date for the same and I am waiting for a response. I want to exhaust my administrative remedies. By the first of the month, I will ask Governor Childs office to help if we have not received the relief to which we are entitled. That includes providing adequate wiring to serve the area.

Since I am disabled, I cannot get moved back into my home (now my camper) as fast as I used to. However, as quick as I can, I will inform you as to the status of my service. However, for a full evaluation, I will have to have full service restored. I am not willing to pay until I am assured my service is indeed working. I am not sure how we can work this. However, replacing the worn out wires with new ones will go a long way toward easing my mind, as well as the minds of my co-complaints.

I can imagine what a Polk County Jury will say when they find out you are abusing people who not speak the English language very well, people who are elderly and those who are ill and disabled, like myself, while still taking their money. One of your own people told me this Monday that "white" people were not treated this way, but that they got their phones fixed first. I have said this all along. I think this admitted practice should be stopped.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

cc: PSC

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5/1/95



Debby B. Kampert
Regional Administrator-Regulatory Affairs (FL)

GTE Network Services

One Tampa City Center
Post Office Box 110, FLTC0818
Tampa, Florida 33601-0110

April 17, 1998

Mr. Richard Durbin ✕
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399-0850

Re: Bill Wood (Calvin Willie Wood)
Case Number 1990221

Dear Mr. Durbin:

The following information is provided in supplemental response to Mr. Bill Wood's FPSC inquiry of March 26, 1998.

On February 26, cable splicing was completed to Mr. Wood's residence. Due to defective vacant pairs in the new cable, Mr. Wood was not cut over to the new cable.

On February 27, GTE engineer, Ted Keiser, left message on Mr. Wood's recorder advising him of the delay and based on weather conditions, GTE would clear the defective cable pairs as soon as possible.

On March 9, a tornado touched down in the Polk county area. GTE section manager, Jim Farmer and a GTE supervisor, Skip Davis made a field visit to Mr. Wood's residence. Mr. Farmer and Mr. Davis found Mr. Wood wondering around, his home destroyed by the tomado. At that time Mr. Farmer asked Mr. Wood to please notify him when he had temporary or permanent facilities with power, so GTE could provide him service. Mr. Farmer and Mr. Davis left their business cards with Mr. Wood.

On March 23, Mr. Farmer made a field visit and noticed that Mr. Wood's private road was barricaded, indicating to him that Mr. Wood still did not have facilities.

On March 27, GTE engineer, Ted Keiser contacted Mr. Wood at the can be reached number. Mr. Wood stated that his service was disconnected. Mr. Wood stated that he would be renting a place in Highlands and because of his heart condition, he would need his phone at that location.

Mr. Durbin
Case Number 1990221
April 17, 1998
Page 2

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On March 27, Mrs. Sandy Henrichs, GTE Executive Assistant contacted Mr. Wood to advise him his service was temporarily disconnected on March 25, due to non payment not a repair issue. Mr. Wood advised he would not pay his bill until his repair issues were resolved. Payment was due on the account and no action could be taken until Mr. Wood paid his outstanding balance.

Please note: Service was disconnected for non payment - see payment history attached.

Currently due:

GTE Regulated Charges	\$60.61	(87.39 less 26.78)
ATT Toll	\$523.83	
NonReg	\$79.58	
Total due	\$664.02	

Note: Customer's last payment appeared on the February bill and that payment in the amount of 91.74 went towards the outstanding December bill.

GTE has already issued

\$25.00 SPG appeared on the February bill

\$25.00 local service adjustment appeared on the March bill

On April 17, Ms Henrichs contacted Mr. Wood at the can be reached number. Ms. Henrichs explained about the past due amount and offered to have his service reconnected with toll blocks in place until the outstanding balance was paid in full. Ms. Henrichs advised she would make payment arrangements with Mr. Wood. Mr. Wood declined the offer stating he would not pay GTE until his repair issues were resolved.

GTE has issued an installation order for Mr. Wood's service on 813-696-2858 with toll blocks on the account (Order Number 1059887,F910). The order is due dated to be complete April 20. The toll blocks will remain on the account until the charges are paid in full. GTE is still willing to make payment arrangements with Mr. Wood on the outstanding balance of \$664.02. Normal collection procedures, including disconnection for nonpayment will be put on hold until the FPSC complaint has been closed. At that time, collection procedures will resume.

We trust this provides you with the information you require to resolve this matter.

Sincerely,



Debby B. Kambert
Attachment

Bill Wood 941-696-9542

MONTH	Bill Amount	GTE Regulated	ATT Regulated	Non Regulated	Payments/ adj	Balance DUE
October 1997	89.99	18.42	65.87	5.70 Vartec	no payment	89.99
November	128.37	22.54	105.83		no payment	218.36
December	91.76	18.42	69.34	4.00 PPC	89.99 payment	220.13
January 1998	164.42	38.85	107.93	1.97 GTE 15.67 other	128.37 payment	256.18
February 1998	94.61	27.16 (25.00) SPG	91.45	1.00 GTE	91.74 payment (1.78) OOS adj	257.27
March 1998	262.48	28.86	192.30	1.42 GTE 39.90 GTENET	no payment (25.00) adj/ local service	494.75
April 1998	169.29	17.52	132.15	(.33) adj 19.95 GTE NET	no payment	664.04
Current balances		87.39	523.83	79.58	(26.78)	664.04

Service Out complete 04/04/98

197

00-31135362
 FROM STEFL PSC/FCC COMPLAINTS
 FROM: 8/3 227 9661
 04.17.11
 15154
 4-17-98 5:02pm p. 3 of 3

Debbie
813-493-2531



186

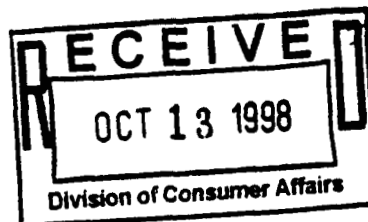
Debby B. Kampert
Regional Administrator-Regulatory Affairs (FL)

GTE Network Services

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110

April 17, 1998

Mr. Lennie Fulwood
Bureau of Service Evaluation
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Re: **Bill Wood (Calvin Willie Wood)**

Dear Mr. Fulwood:

The following information is provided in response to your letter dated March 31, 1998, regarding Mr. Bill Wood's FPSC inquiry of March 26, 1998.

On February 26, cable splicing was completed to Mr. Wood's residence. Due to defective vacant pairs in the new cable, Mr. Wood was not cut over to the new cable.

On February 27, GTE engineer, Ted Keiser, left message on Mr. Wood's recorder advising him of the delay and based on weather conditions, GTE would clear the defective cable pairs as soon as possible.

On March 9, a tornado touched down in the Polk county area. GTE section manager, Jim Farmer and a GTE supervisor, Skip Davis made a field visit to Mr. Wood's residence. Mr. Farmer and Mr. Davis found Mr. Wood wondering around, his home destroyed by the tornado. At that time Mr. Farmer asked Mr. Wood to please notify him when he had temporary or permanent facilities with power, so GTE could provide him service. Mr. Farmer and Mr. Davis left their business cards with Mr. Wood.

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Mr. Lennie Fulwood
 April 17, 1998
 Page 2

Re: **Bill Wood (Calvin Willie Wood)**

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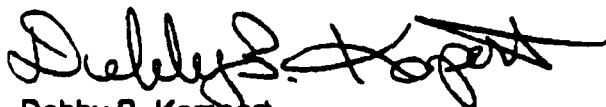
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We trust this provides you with the information you require to resolve this matter.

Sincerely,



Debby B. Kampert

(Reference Consumer Affairs Case Number 1990221)

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*

200

Bill Wood 941-696-9542

MONTH	Bill Amount	GTE Regulated	ATT Regulated	Non Regulated	Payments/ adj	Balance DUE
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Current balances		87.39	523.83	79.58	(26.78)	664.04

Service Out complete 04/04/98

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FROM FT REG & IND AFF
FRI 4 17 98 14:01/ST 14:00/NO 4260955-10 F 2

Date: 5/29/98
 COMPANY: GTE

SUBSCRIBER LOOP TESTING

EXCHANGE: 696 ENGINEER: LF Sheet 1 of 1

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Milliwatt #: 696-9981 Quiet Line #: 696-9970 Company Contact Person: TED KASER/DWI

	Central Office	Quad-rant	Telephone Number	Loop Current	Loss	Noise	Power Infl.	Bal-ance	Current to Grd
1)	LAKESIDE	965	FRAME	58.6	.4	14.0	<40	✓	<25
2)	LAKESIDE	T-36	FRAME	58	.3	15.0	<70	✓	<25
3)	LAKESIDE	WOODS	696-9542	33.9	6.2	12.2	68.7	56.5	<25
4)	LAKESIDE	PARK	696-2858	36.8	7.1	5.6	67.6	62.0	<25
5)									
6)									
7)			Conversation	Damschroder		678-3523			
8)			5/29 14:33	Repair	has	taken	care	of	problem
9)			BAD channel	UNIT					
10)									
11)									
12)									
13)									
14)									
15)									
16)									
17)									
18)									
19)									
20)									
21)									
22)									
23)									
24)									

Note: Measure 30 loops per central office. A minimum of 4 loops (1 in each quadrant) shall be new installations.

See back for additional recording lines & measurement
 A:\FORMS\LOOPTST1.LEC Rev 5/29/96

RECEIVED
 OCT 13 1998

SUBSCRIBER LOOP TESTING

192

	Central Office	Quad-rant	Telephone Number	Loop Current	Loss	Noise	Power Infl.	Bal-ance	Current to Grd
25)									
26)									
27)									
28)									
29)									
30)									
31)									
32)									
33)									
34)									
35)									
36)									
37)									
38)									
39)									
40)									

MEASUREMENT OBJECTIVES

LOOP CURRENT in milliamp.:

Sat. => 20
 Unsat. < 19

Note: Loop I will be about 17 milliamp. for some sub. carriers

Current to Ground in milliamp.:

=> 1.2 x I(loop)

Loss in dbm:

Sat. 0.0 to 8.0
 Marginal 8.0 to 10.0
 Unsat. > 10.0

Noise Metallic (Nm) in dBmC0:

Sat. < 20
 Marginal 21 to 26
 Unsat. > 26

Power Influence (Ng):

Sat. 0.0 to 80.0
 Marginal 81.0 to 90.0
 Unsat. > 90.0

Balance (Ng - Nm):

Sat. > 60
 Marginal 50 to 60*
 Unsat. < 50*
 *Only if Ng => 70

Note: Two marginal readings in LOOP CURRENT, LOSS, and NOISE (Nm) = Unsat. loop
 > means greater than, < means less than, and => means equal to or greater than

Calvin Willie Wood, Jr.

Phone: (941)696-2858

P.O. Box 6362

Nalcrest, FL 33888-6362

April 15, 1998

861
198

Ted Kaiser
GTE

Re: Customer ID No. 970123 and
PSC No. 199022

Dear Sir:

Temporary Number: 941-696-2858

This is to inform you that this past Friday, April 10, 1998, my tornado damaged home was again looted. As I have stated before, I am totally disabled and afraid to stay at the house in my self contained camper, which is far away from any neighbors, and alone, without a telephone. I lost about another \$400 worth of Personal Property, including a stereo system I had no place to store other than on the premises, and it will take about \$215.00 to replace it.

I again urge you to work out a way to restore at least local phone service so I can call 911, or the doctor or an ambulance or a friend to take me to the hospital if I need to go. Please stop your retaliation against me for filing the PSC complaint. I worked with you people for months before I filed and you did not correct my problem. So did the other people out here, and their phones are working at least part of the time. Also, most of Schaefer Lane has had the same problem for up to two years. As paying customers, we deserve minimal service which you did not provide. It certainly not my fault you have refused to replace defective lines.

I have also asked the PSC for an informal conference so I and my neighbors can progress this problem to a higher level, where hopefully, we will get some minimal service somewhere along the way.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

xc: PSC

199

Calvin Willie Wood

Phone: (941)696-2858 (Temp.)

P.O. Box 6352

Nalcrest, FL 33856-6352

April 10, 1998

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

PSC Complaint No. 199022

Attn: Mr. Lennie Fulwood, Jr.

Dear Sir:

Enclosed please find a list of some of my neighbors who feel that they have received less than adequate service from GTE, most over a period of several months and have asked me to transfer their request to join my complaint. You may contact them individually if you wish.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood

cc: Ted Kiaser
Mr. Durbin

Calvin Willie Wood

Phone: (941)686-2362 (Temp.)

P.O. Box 6362

Nalcrest, FL 33866-6362

April 8, 1998

203

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Attn: Mr. Lennie Fulwood, Jr.

Dear Sir:

I have just finished talking to my four closest neighbors, and they each and all, tell me that they have had problems with their phones too. Some for almost two years. They inform me that GTE knows of their problems and refuses to fix them. I will be checking the others as I feel better. Each and every neighbor above wants to attend the informal conference I have requested. They request it be held in the Nalcrest/Fedhaven area and further be held after work. Each believes they are entitled to substantial refunds for service paid for but intentionally not given by GTE. Please set a date for the informal conference and return it to me.

I reiterate my position that the people in this area have been treated badly because (a) many cannot speak good English (b) many are old and (c) many are disabled. GTE has effectively Red Lined this area in terms of providing service, collecting their fees, and intentionally failing to provide minimum service. I expect others to have the same complaints as I travel up the road.

GTE has known for months that their lines are bad and not serviceable. Yet, they spend over \$700,000 in providing upgrades at Saddle Bag, a "snow bird" winter "watering hole", about two miles away where the white Yankees spend 3-4 month over the winter. Yet, they let people with heart problems, like myself suffer by not having adequate, regular phone service.

I hope the PSC will not maintain it's position that I have to pay for service I never got in order to have my telephone service reconnected. The real reason why they will not reconnect it is they do not have a pair available to connect me. Several neighbors have asked me to get Governor Chiles office involved, but I hope that is not necessary.

Sincerely,

Calvin W. Wood

Calvin Willie Wood

Calvin Willie Wood, JD

Phone: (941)898-9642

P.O. Box 6382

Maitcrest, FL 33888-6382

April 8, 1998

Public Service Commission
Sent Via Fax of Even Date

Re: Customer ID No. 970123 and
PSC No. 199022

Gentlemen:

Temporary Number: 941-696-2858

Please tell me why there has been no response to my request that my service be allowed to continue until my Complaint with GTE has been resolved.

Am I entitled to a hearing, and if so, when can I have one.

I really think I am entitled to have my service restored post haste. Please advise me.

Also, every time I reported the service working improperly, I was told that I would receive a \$25.00 credit on my bill. Each time it was not properly fixed. Do I still get my \$25.00 credit as promised?

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

204

Calvin Willie Wood

Phone: (941)696-2868 (Temp.)

P.O. Box 6362
Nalcrest, FL 33966-6362

April 6, 1998

Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Attn: Mr. Lennie Fulwood, Jr.

Dear Sir:

I am in receipt of your March 31 letter stating you would investigate and get back to me in thirty days. I have a more pressing problem that no one else has been able to assist me on and I wonder if you could help.

I believe my phone service was cut off because of retaliation for filing a complaint with the PSC. For months my service was defective and many reports were filed with GTE. No serious effort was made to fix my problems, as well as those of my neighbor, Mr. William Perry, who called me 2-3 times per day to check up on me. He also called in many times over months to confirm that he could not call me. As much documentation was provided GTE as I could acquire.

GTE, both service and repair, knew that I have a heart condition which makes it necessary for me to have a working telephone. They would promise to send someone out and they never would show. Since my problem was with incoming calls, I could only report it when someone finally got hold of me and told me my phone was not working.

This area consists of people (1) who do not speak English very well, (2) who are old and (3) who are sick. It might be argued that I might fit all three categories. I believe, backed by several complaints by my neighbors, that this is the reason our service problems have not been taken seriously. In fact, in Saddle Bag Lake, a Yankee community about two miles away, I have found out that over \$700,000 is being spent to upgrade service there. Since March 9, when the tornado hit my house, GTE knew I had a 28" self contained camper on the property which I intended to move into. They have failed to hook me up, knowing I must have a phone to stay there. My house was looted because I was not there.

I request your assistance in getting my phone re-connected. GTE and I agreed on February 2, that I would not have to pay my bill until service was completely restored. They failed to keep their part of the bargain. Since I am totally disabled, the telephone is usually my

205

only link with the outside world for days on end. So the amounts I owe are normal for me, and which I can pay. Any help will be appreciated, as I want to go back home before someone burns what is left of my house.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood

206

Calvin Willie Wood, JD

Phone: (941)888-8842

P.O. Box 6362

Nalcrest, FL 33888-6362

209

April 2, 1998

PSC

Div. Of Consumer Affairs

2540 Shumard Oak Blvd.

Tallahassee,, FL 32399-8133

Re: Complaint No. 199022

Attn: Mr. Durbin:

This is to confirm our telephonic conference today that I wish an informal hearing on Complaint No. 199022. I respectfully request it be held in the Nalcrest Florida area, because my disability prevents me from doing much travel.

I would like to bring in some of my neighbors to this hearing and let them tell about their telephone problems. I do not mind paying my back bill, and will be willing to escrow the same to ensure that GTE is paid after my service has been properly repaired. Prior regular payments on my part have failed to correct my problems. My phone has been improperly working since about last May.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

FC: Mr. Ted Kaiser - GTE

Calvin Willie Wood

Phone: (941)696-9542

P.O. Box 6352

Nalcrest, FL 33856-6352

2/10

March 25, 1998

RECEIVED

MAR 26 1998

CMU

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-8153

Re: Customer ID No. 970123 and
PSC No. 199022

Gentlemen:

I have tried to work with GTE for several month to allow callers to reach me on a consistent basis. I have attempted to politely file incidences of people who were trying to call me, in a polite and reasonable manner as I discovered them. This included information what I received by e-mail from people trying to reach me, to oral reports which I sent to the GTE Engineer.

On or about March 25, 1998, GTE laid new underground up to my house, promising to return on March 27, 1998 to connect me. They never returned. On March 9, 1998, my house was hit by the "Nalcrest Tornado". About 9:30 a.m. on the 9th, Mr. James L. Farmer, the section manager out of Winter Haven came by my house. He asked if I was going to move into the camper I had behind my house, and I told him yes. It operates completely on propane and is self contained. I was shook up, after enduring the "eye" of the tornado, but my best memory was that they would return to hook me up to my trailer. That has not happened as of even date.

I have had to remain gone from my house, because I have a serious heart condition, for which I have been hospitalized 3 times in recent months. I am afraid to stay alone without my phone, and GTE knew it.

On February 3, 1998, I notified GTE by letter that I was not going to pay my bill until the matter was resolved. They agreed. However, I found out today they had terminated my service for non payment. I do not believe this is the case at all, but their real reason is that they want to retaliate for me filing a complaint with you, the PSC and further, do not want to repair my problem, probably because they do not know how. It is one hell of a note that my neighbor who lives about 3/4 mile away has not been able to call me for months. I have now found out that several of the people around me have had problems which GTE has not seen fit to correct.

I request that GTE be compelled to furnish me service until this matter is resolved. I have been promised \$25.00 rebates on my bill many times if they could not provide service within 24 hours, none of which have ever been given. They owe me money. Additionally, since I have had to stay away from my house, several thousands of dollars of looting have taken place.

I request that my phone service be forthwith restored, and that a hearing be held to determine both of our rights and responsibilities. If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood
xc GTE

RECEIVED
OCT 13 1998
Division of Consumer Affairs



2/12

Debby B. Kampert
Regional Administrator-Regulatory Affairs (FL)

GTE Network Services

One Tampa City Center
Post Office Box 110, FLTC0516
Tampa, Florida 33601-0110

February 20, 1998

Mr. Richard Durbin
Consumer Affairs Analyst
Division of Consumer Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Bill Wood
Case Number 199022I

Dear Mr. Durbin:

The following information is provided in supplemental response to Mr. Bill Wood's FPSC inquiry of February 9, 1998.

On February 10, Mr. Wood's inquiry was referred to Infrastructure Provisioning. GTE Construction Supervisor, Charlie Boyd contacted Mr. Wood.

On February 11, Mr. Boyd and the GTE line crew made a field visit to Mr. Wood's residence. They found and repaired a section of drop between the terminal and the CRD wire that had rubbed against an oak tree, and a rusty connection at the other end of the CRD wire at the splice connector. GTE also found the Customer Provided Equipment (CPE) to be defective which the customer agreed to replace.

On February 12, GTE Engineer, Ted Kaiser, made a follow up visit to Mr. Wood's residence. Mr. Wood suggested that Mr. Kaiser check with his neighbor, Mr. Perry to see if he could call him. After discussing the problem with Mr. Perry, it was determined that Mr. Perry was dialing the incorrect number.

On February 13, attempts were made to contact Mr. Wood. A message was sent via fax for Mr. Wood to call GTE. Mr. Wood returned the call, and stated that he went out and forgot to unplug his fax. A Service Performance Guarantee credit of \$25.00 was issued and should appear on the March 1998 bill.

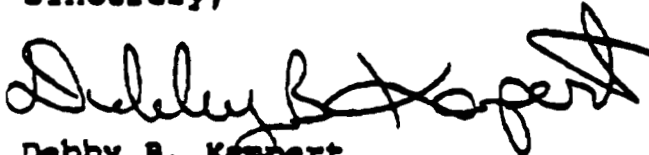
Mr. Wood is satisfied at this time.

Mr. Dick Durbin
Case Number 1990221
February 20, 1998
Page 2

2/3

We trust this provides you with the information you require to resolve this matter.

Sincerely,



Debby B. Kampert

DBK:aaf

Winter Haven/JOE

Calvin Willie Wood, JD

Phone: (941)696-2858(Temp)

P.O. Box 6352
Nalcrest, FL 33858-6352

214

February 3, 1998

Public Service Commission
Sent Via Fax of Even Date

Re: Customer ID No. 970123 and
PSC No. 199022

Gentlemen:

Temporary Number: 941-696-2858

Please tell me why there has been no response to my request that my service be allowed to continue until my Complaint with GTE has been resolved.

Am I entitled to a hearing, and if so, when can I have one.

I really think I am entitled to have my service restored post haste. Please advise me.

Also, every time I reported the service working improperly, I was told that I would receive a \$25.00 credit on my bill. Each time it was not properly fixed. Do I still get my \$25.00 credit as promised?

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

cc: Mr. Durbin
Ted Kiaser

Calvin Willie Wood, JD

Phone: (941)696-2858(Temp)

P.O. Box 6352

Nalcrest, FL 33856-6352

515

February 3, 1998

Public Service Commission
Sent Via Fax of Even Date

Re: Customer ID No. 970123 and
PSC No. 199022

Gentlemen:

Temporary Number: 941-696-2858

Please tell me why there has been no response to my request that my service be allowed to continue until my Complaint with GTE has been resolved.

Am I entitled to a hearing, and if so, when can I have one.

I really think I am entitled to have my service restored post haste. Please advise me.

Also, every time I reported the service working improperly, I was told that I would receive a \$25.00 credit on my bill. Each time it was not properly fixed. Do I still get my \$25.00 credit as promised?

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

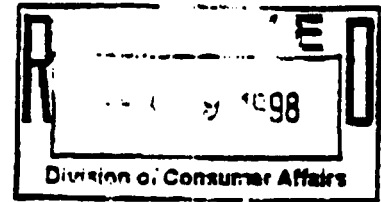
cc: Mr. Durbin
Ted Kinner

Calvin Willie Wood, JD

Phone: (841)896-8642

P.O. Box 8362

Nalcrest, FL 33866-8362



February 3, 1998

GTE

PO Box 31112

Tampa, FL 33631-3122

Re: Customer ID No. 970123 and
PSC No. 199022

Gentlemen:

This is to inform you that Mr. Perry, my neighbor and the person who checks on me still cannot get through to me. This has made his job most difficult. It seems to have started last summer when lightning burnt up my lines. He says he has no problems getting other people. He has asked his line be checked. Even though it was promised, no one has come. He will let anyone dial from his phone to see if they get the same thing. No one will accept his offer.

Last week, I faxed you a copy of an e-mail which I got from West Virginia saying people could not get me. As you see, the phone number is correct. Who knows how many others are trying to get me and getting the same.

~~Until the problem is fixed, I intend to withhold payment.~~ I am disabled, and need the phone because of my health. I am sure you are aware if something happens to me and I cannot be reached, my children will come in and hold you responsible for the damages. The problems with my phone are well known. I do not know what is the matter with it, nor do I intend to learn. I have been promised \$25 credits for failure to repair, until they come out my ears, if only I had gotten them.

I respectfully request that you immediately get the problem of me not receiving phone calls resolved. I will consider them resolved when Mr. Perry can call me on a regular basis. I am not doing this to harasses, etc. I merely report what other people tell me when they cannot get through.

If you have any questions, do not hesitate to contact me.

Sincerely,

Calvin W. Wood

Calvin Willie Wood, JD

cc: Florida Public Service Commission

...DN3...

2/7 P



Debby B. Kempert
Regional Administrator-Regulatory Affairs (FL)

GTE Telephone Operations
One Tampa City Center
Post Office Box 110, FLTC0316
Tampa, Florida 33601-0110

January 15 1998

Mr. Richard Durbin
Consumer Affairs Analyst
Division of Consumer Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Mr. Bill Wood
Case Number 1990221

Dear Mr. Durbin:

The following information is provided in response to Mr. Bill Wood's FPSC inquiry of December 30, 1997.

It appears that lightning has struck the line serving Mr. Wood, more than once causing intermittent problems. It has been determined that the cable serving Mr. Wood is in need of replacement.

Local Manager, Dwight Clanton has contacted Ted Kaiser in the Engineering Department, with the necessary information to process a request for replacement. This replacement is expected to be completed within 30 days.

To foster customer relations on January 13, a Service Performance Guarantee credit was issued for the inconvenience. The credit should appear on the next bill.

We trust this provides you with the information you require to resolve this matter.

Sincerely,

Debby B. Kempert
Debby B. Kempert

DBK:aaf

Winter Haven District\302