



Public Service Commission

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

DATE: AUGUST 30, 1999
TO: CHAIRMAN JOE GARCIA
FROM: COMMISSIONER J. TERRY DEASON *JTD*
RE: DOCKET NO. 990861-TL - COMPLAINT OF CALVIN "BILL" WOOD AGAINST GTE FLORIDA INCORPORATED REGARDING SERVICE.

On December 30, 1997, Calvin "Bill" Wood filed a Complaint with the Commission's Division of Consumer Affairs against GTE Florida Incorporated (GTE). In his Complaint, Mr. Wood alleged that he had problems receiving telephone calls over an extended period, and that GTE had promised, but failed, to issue to him a \$25 credit for each time he reported trouble with his service. After attempts at informal resolution failed, the above referenced docket was established.

Staff filed its PAA recommendation on July 15, 1999. Additionally, the matter was set for prehearing and hearing on March 27 and April 12, 2000, respectively, in the event the Commission approved staff's recommendation, and the PAA order was protested.

At the July 27, 1999, Agenda Conference, however, the Commission, on its own motion, voted to refer the matter to the Division of Administrative Hearing for further fact-finding.

Accordingly, staff recommends that the Chairman:

- 1) Cancel the Prehearing Conference currently scheduled on March 27, 2000;
- 2) Cancel the Hearing scheduled on April 12, 2000.

Thank you.

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DMC

cc: Division of Communications (Lewis)
 Division of Records and Reporting
 Jackie Edwards

OK JB
See Chairman

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DIVISION OF RECORDS/REPORTING