



Gulf Telephone Company

"We are your local phone company, and we are committed to deliver the best value in communications . . . when and where you want."

2000 APR 17 AM 10:47

FLORIDA
PUBLIC SERVICE COMM.
DIV. OF TELECOMMUNICATIONS

April 14, 2000

Mr. Ray E. Kennedy
State of Florida Public Service Commission
Compliance Section
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

TI 182

*Ray Kennedy (CMU)
Eva Samaan (AFAD)
R&R*

2000 APR 17 AM 9:16

DIVISION OF
ADMINISTRATION

RE: Docket No. 990675-TI - Investigation of Gulf Long Distance, Inc. for incorrect billing of intrastate 0+ calls made from pay telephones and intrastate 0+ calls made in a call aggregator context.

DEPOSIT

DATE

D281

APR 18 2000

Dear Mr. Kennedy:

In reference to Docket No. 990675-TI, Gulf Long Distance, in compliance with Rule 25-4.114 (7), Refunds, Florida Administrative Code, would like to report the following:

- In August, 1999, Gulf Long Distance transmitted a refund amount totaling \$88,016.55 to Billing Concepts (ZPDI).
- In September, 1999, it was determined that the amounts to be refunded to the customers would be done so by the local exchange carrier issuing a credit on the customer's local telephone bill. The credit amounts to be refunded by the local exchange carriers were as follows:

BellSouth - \$73,722.66 (83.76%)
 GTE South - \$9,074.51 (10.31%)
 United Florida - \$1,645.91 (1.87%)
 Other Independents - \$3,573.47 (4.06%)

- In October, 1999, ZPDI reported that all but \$1.53 had successfully been issued to the local exchange carriers for refund.
- In November, 1999, ZPDI reported that \$62,205.92, of the \$88,016.55, was successfully credited to the customer. The amounts that were not refunded are as follows:

BellSouth - \$25,504.07
 GTE South - \$6.10
 United Florida - \$0.76
 Other Independents - \$300.00

AFA _____
 APP _____
 CAF _____
 CMU _____
 CTR _____
 EAG _____
 LEG _____
 MAS _____
 OPC _____
 RRR _____
 SEC _____
 WAW _____
 OTH _____

- In December, 1999, the customer service group at Gulf Long Distance reported that it was still receiving calls from customers that were not issued a credit/refund. To insure that these customers received the proper credit due to them, we asked that the docket remain open. Gulf Long Distance has not received any new requests for refunds due to this matter since the end of December, 1999.

DOCUMENT NUMBER - DATE

04707 APR 178

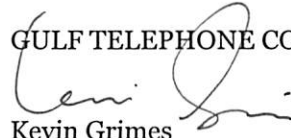
FPSC-RECORDS/REPORTING

That said, Gulf Long Distance has issued a check in the amount of the remaining \$25,810.93 to the Florida Public Service Commission pursuant to Rule 25-4.114(8), Refunds, Florida Administrative Code. We ask that Docket No. 990675-TI be officially closed.

If you have any questions, please contact me at (334) 952-5384.

Sincerely,

GULF TELEPHONE COMPANY



Kevin Grimes
Regulatory/Settlements Coordinator



Gulf Telephone Company

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THIS CHECK HAS CHEMICAL AND PHOTOGRAPHIC PROTECTION AND A SECURITY WATERMARK ON THE ENDORSEMENT SIDE



P.O. Box 1330 • Foley, AL 36536

Colonial Bank
P.O. Drawer 430
Foley, AL 36536-0430
61-332/651

Check No. 3758

Check Date
04/14/2000

Check Amount
\$ ****25,810.93

PAY Twenty Five Thousand Eight Hundred Ten AND 93/100

This check is not valid after 90 days

TO THE ORDER OF Florida Public Service Comm
Attn: Fiscal
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0876

John Hogshire

04707-00
4-17-00

⑈00003758⑈