



## Public Service Commission

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**DATE:** June 12, 2000  
**TO:** Division of Records and Reporting (Bayó)  
**FROM:** Division of Competitive Services (Isler) *PI*  
**RE:** Docket No. 991269-TI - Investigation and determination of appropriate method for refunding interest and overcharges on intrastate 0+ calls made from pay telephones and in a call aggregator context by Network Operator Services, Inc.

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As required by Order No. PSC-00-0775-PAA-TI issued on April 20, 2000, the company was required to file reports, consistent with Rule 25-4.114, Florida Administrative Code, Refunds. The attached report, states that it was able to refund \$3,992.54 of the total amount required of \$4,004.64, leaving a balance of \$12.10. A final report will follow. Please document this report to Docket No. 991269-TI. Let me know if you have any questions.

Attachment

cc: Division of Legal Services (Fordham)

APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
DOM \_\_\_\_\_  
CTR \_\_\_\_\_  
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FPSC-RECORDS/REPORTING



**NETWORK  
OPERATOR SERVICES**

2000 JUN -9 PM 3:41

FLORIDA  
FEDERAL BUREAU OF INVESTIGATION  
DIV. OF TELECOMMUNICATIONS

June 7, 2000

State of Florida  
Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Refund Report  
Docket No. 991269-TI  
Order No. PSC-0775-PAA-TI

Dear Sir or Madam:

Network Operator Services, Inc. has submitted credits in the amount of \$4,004.64. This amount was approved by the Florida Public Service Commission. The credits were submitted for billing to Billing Concepts on June 6, 2000. However, \$12.10 of the credits rejected. Network will do a further investigation into the reason why these credits rejected (i.e. area code splits) and see if there is a way to resubmit for billing. This brings the total amount of accepted credits to \$3,992.54. If there are any questions concerning this report please contact Crystal Murph at 903-323-4500.

Sincerely,

Crystal Murph  
Billing Analyst