

DOCKET NO. 990362-TI - GTE Communications
Corporation (n/k/a Verizon Select Services Inc.)

WITNESS: **Direct Testimony of Ray Kennedy**
Appearing On Behalf Of Staff

DATE FILED: NOVEMBER 13, 2000

DIRECT TESTIMONY OF RAY KENNEDY

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Q. Please state your name and business address.

A. Ray Kennedy, 2540 Shumard Oak Boulevard, Tallahassee, Florida
32399-0850.

Q. Where are you employed and in what capacity?

A. I am employed by the Florida Public Service Commission in the
Division of Competitive Services as a Utility
Systems/Communications Engineer Supervisor.

Q. Please describe your communications and regulatory experience.

A. I joined the Florida Public Service Commission in March 1998,
after twenty-three years of engineering and management
experience in the private sector performing tests and
evaluations on a broad range of electronic systems. Also, I
worked approximately three years as an engineer within the
Florida Department of Environmental Protection. Within the
private sector, my management responsibilities involved direct
interface with various state and federal regulatory agencies.
I have more than five years regulatory experience with the
Department of Environmental Protection and the Florida Public
Service Commission. I am a graduate of the University of
Florida with a Bachelor of Science degree in Electrical
Engineering.

Q. What are your responsibilities in your current position?

A. My primary responsibilities include the supervision of
subordinate personnel as well as participation in activity

1 related to telecommunications companies' compliance with the
2 rules of the Florida Public Service Commission. These
3 activities include investigations, analysis, performance
4 assessment, and, when appropriate, initiation of show cause
5 actions. I also participate in rule making and various other
6 activities that require workshop participation and direct
7 interface with telecommunications services providers.

8 Q. Have you previously testified before the Commission?

9 A. No.

10 Q. What is the purpose of your testimony?

11 A. To show that GTE Communications Corporation n/k/a Verizon
12 Select Services Inc. (Verizon), during the period December 15,
13 1997 through September 30, 1999, was in violation of Rule 25-
14 4.118, Florida Administrative Code (F.A.C.), Local, Local
15 Toll, or Toll Provider Selection, which requires that a
16 customer's toll provider shall not be changed without the
17 customer's authorization. Rule 25-24.118, F.A.C., was amended
18 on December 28, 1998, therefore, this testimony relates to the
19 versions of Rule 25-24.118, F.A.C., that existed both prior to
20 and after the December 28, 1998 rule amendment. See Exhibit
21 RK-1 for Rule 25-24.118, F.A.C., that was in effect prior to
22 December 28, 1998, and see Exhibit RK-2 for Rule 25-24.118,
23 F.A.C., that was in effect after December 28, 1998.

24 Q. With respect to whether Verizon failed to meet the
25 requirements of Rule 25-24.118, F.A.C., by changing a

1 customer's toll provider without the customer's authorization,
2 how did Staff make this determination?

3 A. During December 1998, Verizon initiated a conference call with
4 Staff to apprise Staff of a problem it was having with one of
5 its marketing firms. Verizon had experienced an increase in
6 the number of complaints received from consumers claiming that
7 their long distance service was switched to Verizon without
8 authorization. In addition, the Florida Public Service
9 Commission's Division of Consumer Affairs assists customers in
10 resolving complaints against telecommunications companies
11 operating in Florida. Upon review of consumer complaints
12 closed by the Division of Consumer Affairs as unauthorized
13 carrier changes, Staff opened Docket No. 990362-TI on March
14 18, 1999, to initiate show cause proceedings against Verizon
15 for its apparent violation of Rule 25-4.118, F.A.C., Local,
16 Local Toll, or Toll Provider Selection. On May 26, 1999,
17 Staff met with Verizon representatives to discuss concerns
18 about the number of consumer complaints regarding unauthorized
19 carrier changes. Verizon representatives acknowledged that
20 there was a problem and that the consumers' complaints stemmed
21 from the actions of one marketing firm (Snyder Communications,
22 Inc.).

23 Q. How many violations of Rule 25-4.118, F.A.C., did Staff
24 determine?

25 A. Between December 15, 1997, and September 30, 1999, the

1 Commission's Division of Consumer Affairs received 209
2 complaints against Verizon that Staff determined to be
3 unauthorized carrier changes in violation of Rule 25-4.118,
4 F.A.C. See Exhibit RK-3.

5 Q. Does this complete your testimony?

6 A. Yes.

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EXHIBIT NO. RK-1

DOCKET NO. 990362-TI

WITNESS: Ray Kennedy

PARTY: Florida Public Service Commission

DESCRIPTION: Rule 25-4.118, Florida
Administrative Code, Local, Local Toll, or Toll
Provider Selection, Effective Prior to December
28, 1998.

PROFFERING PARTY: STAFF

I.D.#RK-1

25-4.118 Local, Local Toll, or Toll Provider Selection.

(1) The provider of a customer shall not be changed without the customer's authorization. The customer or other authorized person may change the residential service. For the purposes of this section, the term "other authorized person" shall mean a person 18 years of age or older within the same household. The person designated as the contact for the local telecommunications company, an officer of the company, or the owner of the company is the person authorized to change business service. A LEC shall accept a provider change request by telephone call or letter directly from its customers; or

(2) A LEC shall accept a change request from a certificated LP or IXC acting on behalf of the customer. A certificated LP or IXC shall submit a change request only if it has first certified to the LEC that at least one of the following actions has occurred:

(a) The provider has a letter of agency (LOA), as described in (3), from the customer requesting the change;

(b) The provider has received a customer-initiated call, and beginning six months after the effective date of this rule has obtained the following:

1. ~~The customer's consent to record the requested change and~~ 2. ~~An audio recording of information set forth in (3)(a)1. through 5.; and~~

2. Verification data including at least one of the following:

a. The customer's date of birth;

b. The last four digits of the customer's social security number; or

c. The customer's mother's maiden name.

(c) A firm that is independent and unaffiliated with the provider claiming the subscriber has verified the customer's requested change by obtaining the following:

1. The customer's consent to record the requested change or the customer has been notified that the call will be recorded; and

2. Beginning six months after the effective date of this rule an audio recording of the information stated in subsection (3)(a)1. through 5.; or

(d) 1. The provider has received a customer's change request, and has responded by mailing an informational package that shall include the following:

a. A notice that the information is being sent to confirm that ~~a telemarketer obtained~~ a customer's request to change the customer's telecommunications provider was obtained;

b. A description of any terms, conditions, or charges that will be incurred;

c. The name, address, and telephone number of both the customer and the soliciting company;

d. A postcard which the customer can use to confirm a change request;

e. A clear statement that the customer's local, local

toll, or toll provider will be changed to the soliciting company only if the customer signs and returns the postcard confirming the change; and

f. A notice that the customer may contact by writing the Commission's Division of Consumer Affairs, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, or by calling, toll-free (TDD & Voice) 1-800-342-3552, for consumer complaints.

2. The soliciting company shall submit the change request to the LP only if it has first received the postcard that must be signed by the customer.

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;

2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;

3. Statement that the person requesting the change is authorized to request the change;

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

6. Customer's signature and a statement that the customer's signature or endorsement on the document will result in a change of the customer's provider.

(b) The soliciting company's provider change fee statement, as described in (a)5. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly above the signature line.

(c) The soliciting company's provider change statement, as described in (a)6. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly below the signature line.

(4) The LOA shall not be combined with inducements of any kind on the same document. The document as a whole must not be misleading or deceptive. For purposes of this rule, the terms "misleading or deceptive" mean that, because of the style, format or content of the document or oral statements, it would not be readily apparent to the person signing the document or providing oral authorization that the purpose of the signature or the oral authorization was to authorize a provider change, or it would be unclear to the customer who the new provider would be; that the customer's selection would apply only to the number listed and there could only be one provider for that number; or that the customer's LP might charge a fee to switch service providers. If any part of the LOA is written in a language other than English, then it must contain all relevant information in each language. Notwithstanding the above, the LOA may be combined with checks that contain only the required LOA language as prescribed in

subsection (3) of this section and the information necessary to make the check a negotiable instrument. The LOA check shall not contain any promotional language or material. The LOA check shall contain in easily readable, bold-face type on the front of the check, a notice that the consumer is authorizing a primary carrier change by signing the check. The LOA language shall be placed near the signature line on the back of the check.

(5) A prospective provider must have received the signed LOA before initiating the change.

(6) Information obtained under (2)(a) through (d) LOAs and audio recordings shall be maintained by the provider for a period of one year.

(7) Customer requests for other services, such as travel card service, do not constitute a provider change.

(8) Charges for unauthorized provider changes and all 1+ charges billed on behalf of the unauthorized provider for the first 30 days or first billing cycle, whichever is longer, shall be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. After the first 30 days up to 12 months, all 1+ charges over the rates of the preferred company will be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. Upon notice from the customer of an unauthorized provider change, the LEC shall change the customer back, or to another company of the customer's choice. The change must be made within 24 hours excepting Saturday, Sunday, and holidays, in which case the change shall be made by the end of the next business day. The provisions of this subsection apply whether or not the change is deemed to be an unauthorized carrier change infraction under subsection (13).

(9) The company shall provide the following disclosures when soliciting a change in service from a customer:

- (a) Identification of the company;
- (b) That the purpose of the visit or call is to solicit a change of the provider of the customer;
- (c) That the provider shall not be changed unless the customer authorizes the change; and
- (d) All information as referenced in Rule 25-24.490(3).

(10) During telemarketing and verification, no misleading or deceptive references shall be made while soliciting for subscribers.

(11) A provider must provide the customer a copy of the authorization it relies upon in submitting the change request within 15 calendar days of request.

(12) Each provider company shall maintain a toll-free number for accepting complaints regarding unauthorized provider changes, which may be separate from its other customer service numbers, and must be answered 24 hours a day, seven days a week. If the number is a separate toll-free number, beginning six months after the effective date of this rule new customers must be notified of the number in the information package provided to

new customers or on their first bill. The number shall provide a live operator to answer incoming calls 24 hours a day, 7 days a week, or shall record end user complaints or shall record end user complaints made to the customer service number to answer incoming calls. A combination of live operators and recorders may be used. If a recorder is used, the company shall attempt to contact each complainant no later than the next business day following the date of recording and for three each subsequent days unless the customer is reached. If the customer is not reached, the company shall send a letter to the customer's billing address informing the customer as to the best time the customer should call or provide an address to which correspondence should be sent to the company. Beginning six months after the effective date of this rule, a minimum of 95 percent of all call attempts shall be transferred by the system to a live attendant or recording device prepared to give immediate assistance within 60 seconds after the last digit of the telephone number listed as the customer service number for unauthorized provider change complaints was dialed; provided that if the call is completed within 15 seconds to an interactive, menu-driven, voice response unit, the 60-second answer time shall be measured from the point at which the customer selects a menu option to be connected to a live attendant. Station busies will not be counted as completed calls. The term "answer" as used in this subsection means more than an acknowledgment that the customer is waiting on the line. It shall mean the provider is ready to render assistance or accept the information necessary to process the call.

(13)(a) A company shall not be deemed to have committed an unauthorized carrier change infraction if the company, including its agents and contractors, did the following:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change;
2. Followed these procedures in good faith; and
3. Complied with the credit procedures of subsection (8).

(b) In determining whether fines or other remedies are appropriate for an unauthorized carrier change infraction, the Commission shall consider the actions taken by the company to mitigate or undo the effects of the unauthorized change. These actions include but are not limited to whether the company, including its agents and contractors:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change in good faith;
2. Complied with the credit procedures of subsection (8);
3. Took prompt action in response to the unauthorized change;
4. Reported to the Commission any unusual circumstances that might have adversely affected customers such as system errors or inappropriate marketing practices that resulted in unauthorized changes and the remedial action taken;
5. Reported any unauthorized provider changes concurrently affecting a large number of customers; or

6. Took other corrective action to remedy the unauthorized change appropriate under the circumstances.
Specific Authority 350.127(2) F.S.
Law Implemented 364.01, 364.19, 364.285 F.S.
History: New 3-4-92, Amended 5-31-95, 7-20-98, 12/28/98.

EXHIBIT NO. RK-2

DOCKET NO. 990362-TI

WITNESS: Ray Kennedy

PARTY: Florida Public Service Commission

DESCRIPTION: Rule 25-4.118, Florida
Administrative Code, Local, Local Toll, or Toll
Provider Selection, Effective December 28, 1998.

PROFFERING PARTY: STAFF

I.D.#RK-2

25-4.118 Local, Local Toll, or Toll Provider Selection.

(1) The provider of a customer shall not be changed without the customer's authorization. The customer or other authorized person may change the residential service. For the purposes of this section, the term "other authorized person" shall mean a person 18 years of age or older within the same household. The person designated as the contact for the local telecommunications company, an officer of the company, or the owner of the company is the person authorized to change business service. A LEC shall accept a provider change request by telephone call or letter directly from its customers; or

(2) A LEC shall accept a change request from a certificated LP or IXC acting on behalf of the customer. A certificated LP or IXC shall submit a change request only if it has first certified to the LEC that at least one of the following actions has occurred:

(a) The provider has a letter of agency (LOA), as described in (3), from the customer requesting the change;

(b) The provider has received a customer-initiated call, and beginning six months after the effective date of this rule has obtained the following:

1. The information set forth in (3)(a)1. through 5.; and
2. Verification data including at least one of the following:
 - a. The customer's date of birth;
 - b. The last four digits of the customer's social security number; or
 - c. The customer's mother's maiden name.

(c) A firm that is independent and unaffiliated with the provider claiming the subscriber has verified the customer's requested change by obtaining the following:

1. The customer's consent to record the requested change or the customer has been notified that the call will be recorded; and

2. Beginning six months after the effective date of this rule an audio recording of the information stated in subsection (3)(a)1. through 5.; or

(d) 1. The provider has received a customer's change request, and has responded by mailing an informational package that shall include the following:

a. A notice that the information is being sent to confirm that a customer's request to change the customer's telecommunications provider was obtained;

b. A description of any terms, conditions, or charges that will be incurred;

c. The name, address, and telephone number of both the customer and the soliciting company;

d. A postcard which the customer can use to confirm a change request;

e. A clear statement that the customer's local, local toll, or toll provider will be changed to the soliciting company only if the customer signs and returns the postcard confirming the change; and

f. A notice that the customer may contact by writing the Commission's Division of Consumer Affairs, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, or by calling, toll-free (TDD & Voice) 1-800-342-3552, for consumer complaints.

2. The soliciting company shall submit the change request to the LP only if it has first received the postcard that must be signed by the customer.

(3)(a) The LOA submitted to the company requesting a provider change shall include the following information (each shall be separately stated):

1. Customer's billing name, address, and each telephone number to be changed;

2. Statement clearly identifying the certificated name of the provider and the service to which the customer wishes to subscribe, whether or not it uses the facilities of another company;

3. Statement that the person requesting the change is authorized to request the change;

4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

5. Statement that the LEC may charge a fee for each provider change;

6. Customer's signature and a statement that the customer's signature or endorsement on the document will result in a change of the customer's provider.

(b) The soliciting company's provider change fee statement, as described in (a)5. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly above the signature line.

(c) The soliciting company's provider change statement, as described in (a)6. above, shall be legible, printed in boldface at least as large as any other text on the page, and located directly below the signature line.

(4) The LOA shall not be combined with inducements of any kind on the same document. The document as a whole must not be misleading or deceptive. For purposes of this rule, the terms "misleading or deceptive" mean that, because of the style, format or content of the document or oral statements, it would not be readily apparent to the person signing the document or providing oral authorization that the purpose of the signature or the oral authorization was to authorize a provider change, or it would be unclear to the customer who the new provider would be; that the customer's selection would apply only to the number listed and there could only be one provider for that number; or that the customer's LP might charge a fee to switch service providers. If any part of the LOA is written in a language other than English, then it must contain all relevant information in each language. Notwithstanding the above, the LOA may be combined with checks that contain only the required LOA language as prescribed in subsection (3) of this section and the information necessary to make the check a negotiable instrument. The LOA check shall not contain any promotional language or material. The LOA check shall contain in easily readable, bold-face type on the front of the check, a notice that the consumer is authorizing a primary carrier change by signing the check. The LOA language shall be placed near the signature line on the back of the check.

(5) A prospective provider must have received the signed LOA before initiating the change.

(6) Information obtained under (2)(a) through (d) shall be maintained by the provider for a period of one year.

(7) Customer requests for other services, such as travel card service, do not constitute a provider change.

(8) Charges for unauthorized provider changes and all 1+ charges billed on behalf of the unauthorized provider for the first 30 days or first billing cycle, whichever is longer, shall be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. After the first 30 days up to 12 months, all 1+ charges over the rates of the preferred company will be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. Upon notice from the customer of an unauthorized provider change, the LEC shall change the customer back, or to another company of the customer's choice. The change must be made within 24 hours excepting Saturday, Sunday, and holidays, in which case the change shall be made by the end of the next business day. The provisions of this subsection apply whether or not the change is deemed to be an unauthorized carrier change infraction under subsection (13).

(9) The company shall provide the following disclosures when soliciting a change in service from a customer:

(a) Identification of the company;

(b) That the purpose of the visit or call is to solicit a change of the provider of the customer;

(c) That the provider shall not be changed unless the customer authorizes the change; and

(d) All information as referenced in Rule 25-24.490(3).

(10) During telemarketing and verification, no misleading or deceptive references shall be made while soliciting for subscribers.

(11) A provider must provide the customer a copy of the authorization it relies upon in submitting the change request within 15 calendar days of request.

(12) Each provider shall maintain a toll-free number for accepting

complaints regarding unauthorized provider changes, which may be separate from its other customer service numbers, and must be answered 24 hours a day, seven days a week. If the number is a separate toll-free number, beginning six months after the effective date of this rule new customers must be notified of the number in the information package provided to new customers or on their first bill. The number shall provide a live operator or shall record end user complaints made to the customer service number to answer incoming calls. A combination of live operators and recorders may be used. If a recorder is used, the company shall attempt to contact each complainant no later than the next business day following the date of recording and for three subsequent days unless the customer is reached. If the customer is not reached, the company shall send a letter to the customer's billing address informing the customer as to the best time the customer should call or provide an address to which correspondence should be sent to the company. Beginning six months after the effective date of this rule, a minimum of 95 percent of all call attempts shall be transferred by the system to a live attendant or recording device prepared to give immediate assistance within 60 seconds after the last digit of the telephone number listed as the customer service number for unauthorized provider change complaints was dialed; provided that if the call is completed within 15 seconds to an interactive, menu-driven, voice response unit, the 60-second answer time shall be measured from the point at which the customer selects a menu option to be connected to a live attendant. Station busies will not be counted as completed calls. The term "answer" as used in this subsection means more than an acknowledgment that the customer is waiting on the line. It shall mean the provider is ready to render assistance or accept the information necessary to process the call.

(13) (a) A company shall not be deemed to have committed an unauthorized carrier change infraction if the company, including its agents and contractors, did the following:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change;
2. Followed these procedures in good faith; and
3. Complied with the credit procedures of subsection (8).

(b) In determining whether fines or other remedies are appropriate for an unauthorized carrier change infraction, the Commission shall consider the actions taken by the company to mitigate or undo the effects of the unauthorized change. These actions include but are not limited to whether the company, including its agents and contractors:

1. Followed the procedures required under subsection (2) with respect to the person requesting the change in good faith;
2. Complied with the credit procedures of subsection (8);
3. Took prompt action in response to the unauthorized change;
4. Reported to the Commission any unusual circumstances that might have adversely affected customers such as system errors or inappropriate marketing practices that resulted in unauthorized changes and the remedial action taken;

5. Reported any unauthorized provider changes concurrently affecting a large number of customers; or

6. Took other corrective action to remedy the unauthorized change appropriate under the circumstances.

Specific Authority 350.127(2) F.S.

Law Implemented 364.01, 364.03, 364.19, 364.285 F.S.

History: New 3-4-92, Amended 5-31-95, 7-20-98, 12/28/98.

EXHIBIT NO. RK-3

DOCKET NO. 990362-TI

WITNESS: Ray Kennedy

PARTY: Florida Public Service Commission

DESCRIPTION: List of Consumer Complaints
Closed as Apparent Slamming Infractions.

PROFFERING PARTY: STAFF

I.D.#RK-3

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 1

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	BRANNAN, KELVIN	LS-13	12/15/1997	SL	03/09/1998	NJS PIN	197692I	60.28	TI355 CAP	(813)-393-2769
GTE COMMUNICATIONS CORPORAT	SANCHEZ, JOSE	LS-13	02/02/1998	SL	02/20/1999	NJS HILL	202713I	199.10	TI355 CAP	(813)-880-0250
GTE COMMUNICATIONS CORPORAT	HIGGINS, RONALD	LS-13	03/31/1998	SL	08/06/1998	KES DADE	208762I	0.00	TI355 CAP	(305)-445-6801
GTE COMMUNICATIONS CORPORAT	STRIPLIN, DONALD	LS-13	04/23/1998	ST	04/23/1998	CRP CHA	211330I	0.00	TI355 CAP	(941)-697-1957
GTE COMMUNICATIONS CORPORAT	MAHARAJ, GLORIA	LS-13	05/26/1998	SL	03/01/1999	NJS HILL	214667I	8.85	TI355 CAP	(813)-933-7016
GTE COMMUNICATIONS CORPORAT	ZUNIGA, JAIME	LS-13	06/12/1998	ST	04/29/1999	CRP DADE	217061I	1.24	TI355 CAP	(305)-545-4811
GTE COMMUNICATIONS CORPORAT	SUMAN, MICHAEL	LS-13	06/29/1998	SL	01/25/1999	CRP DADE	218610I	0.00	TI355 CAP	(305)-759-2521
GTE COMMUNICATIONS CORPORAT	SANTIAGO, MANUEL	LS-13	07/08/1998	SL	10/20/1998	TVG DADE	219572I	11.59	TI355 CAP	(305)-825-3927
GTE COMMUNICATIONS CORPORAT	LEON, CARMEN	LS-13	07/13/1998	SL	01/22/1999	CRP DADE	219918I	0.00	TI355 CAP	(305)-551-9980
GTE COMMUNICATIONS CORPORAT	BLANCO, ROBERTO	LS-13	07/13/1998	SL	08/21/1998	CRP DADE	219954I	4.79	TI355 CAP	(305)-666-4361
GTE COMMUNICATIONS CORPORAT	ROUCHER, JERRY	LS-13	07/15/1998	SL	09/04/1998	CRP SAR	220226I	3.17	TI355 CAP	(941)-349-4242
GTE COMMUNICATIONS CORPORAT	JEROME, LOUIS	LS-13	07/15/1998	SL	08/25/1998	MEP BRO	220255I	1.84	TI355 CAP	(954)-583-2534
GTE COMMUNICATIONS CORPORAT	ALDRED, TIMOTHY	LS-13	07/15/1998	ST	01/08/1999	CRP BRO	220320I	17.09	TI355 CAP	(954)-739-7586
GTE COMMUNICATIONS CORPORAT	DE CESPEDES, PEDRO	LS-13	07/16/1998	SL	09/08/1998	JRD DADE	220475I	5.38	TI355 CAP	(305)-221-7538
GTE COMMUNICATIONS CORPORAT	KILE, GORDON	LS-13	07/20/1998	SL	12/15/1998	SRG PIN	220646I	79.97	TI355 CAP	(727)-786-5739
GTE COMMUNICATIONS CORPORAT	SAVAGE, MARY	LS-13	07/20/1998	SL	12/15/1998	SRG PLB	220742I	10.65	TI355 CAP	(561)-272-8043
GTE COMMUNICATIONS CORPORAT	GERARDI, CARMELA	LS-13	07/24/1998	SL	10/07/1998	HB BRO	221219I	0.00	TI355 CAP	(954)-981-9171
GTE COMMUNICATIONS CORPORAT	GRAULICH, JAMES	LS-13	07/30/1998	ST	02/01/1999	SRG DADE	221717I	15.67	TI355 CAP	(305)-235-1403
GTE COMMUNICATIONS CORPORAT	FISHER, JIM & BARBARA	LS-13	08/03/1998	ST	08/21/1998	MEP ORN	221945I	0.61	TI355 CAP	(407)-884-8599
GTE COMMUNICATIONS CORPORAT	FELIX, GILBERT	LS-13	08/04/1998	ST	12/09/1998	KES DADE	222056I	5.38	TI355 CAP	(305)-253-4827
GTE COMMUNICATIONS CORPORAT	KELLY, CHARLES	LS-13	08/10/1998	SL	12/14/1998	KES SEM	222822I	0.00	TI355 CAP	(407)-327-1290
GTE COMMUNICATIONS CORPORAT	GONZALEZ, JUAN	LS-13	08/12/1998	SL	01/26/1999	CRP ORN	223138I	0.00	TI355 CAP	(407)-884-7271
GTE COMMUNICATIONS CORPORAT	MORRISON, LEROY	LS-13	08/13/1998	ST	01/10/1999	KES DADE	223196I	0.00	TI355 CAP	(305)-836-7155
GTE COMMUNICATIONS CORPORAT	AUSTIN, BEATRICE	LS-13	08/14/1998	ST	04/26/1999	KES BRO	223392I	79.39	TI355 CAP	(954)-430-3062
GTE COMMUNICATIONS CORPORAT	LAX, GEORGE	LS-13	08/14/1998	ST	12/14/1998	KES DADE	223461I	0.00	TI355 CAP	(305)-667-1541
GTE COMMUNICATIONS CORPORAT	GUANI, LUCINDA	LS-13	08/14/1998	ST	08/31/1998	MEP DADE	223462I	90.26	TI355 CAP	(305)-234-9496
GTE COMMUNICATIONS CORPORAT	NELSON, DAVID	LS-13	08/17/1998	SL	10/07/1998	HB DADE	223664I	0.00	TI355 CAP	(305)-229-2810
GTE COMMUNICATIONS CORPORAT	ANDERSON, ARTHUR	LS-13	08/18/1998	ST	12/01/1998	KES BRO	223708I	0.00	TI355 CAP	(954)-989-2523
GTE COMMUNICATIONS CORPORAT	DALEY, JAMES R.	LS-13	08/18/1998	ST	09/08/1998	MEP DADE	223723I	0.00	TI355 CAP	(305)-388-3891
GTE COMMUNICATIONS CORPORAT	PALLOTT, ANNE AND NORMAN	LS-13	08/22/1998	ST	09/22/1998	CAB DADE	224371I	0.00	TI355 CAP	(305)-598-5214
GTE COMMUNICATIONS CORPORAT	FERNANDEZ, MARGARITA	LS-13	08/28/1998	SL	09/25/1998	NJS DADE	225231I	39.20	TI355 CAP	(305)-381-9844
GTE COMMUNICATIONS CORPORAT	PALACIO, CRIS	LS-13	08/28/1998	ST	09/23/1998	MEP DADE	225255I	0.00	TI355 CAP	(305)-238-0853
GTE COMMUNICATIONS CORPORAT	SIEGEL, HOWARD	LS-13	08/28/1998	ST	09/23/1998	MEP DADE	225310I	1.22	TI355 CAP	(305)-949-7015
GTE COMMUNICATIONS CORPORAT	BAKER, LEE E.	LS-13	08/31/1998	SL	10/23/1998	TVG ORN	225490I	0.00	TI355 CAP	(407)-645-0625
GTE COMMUNICATIONS CORPORAT	LABALLE, LOUIS	LS-13	08/31/1998	ST	10/04/1998	CAB PLB	225493I	0.00	TI355 CAP	(954)-943-3693
GTE COMMUNICATIONS CORPORAT	SASTRE, DOMINGO	LS-13	08/31/1998	SL	10/26/1998	NJS DADE	225586I	0.61	TI355 CAP	(305)-267-1146

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 2

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	REVUELTA, ANGELICA	LS-13	09/02/1998	SL	09/22/1998	SRG	DADE	225780I	14.59	TI355 CAP	(305)-261-0456
GTE COMMUNICATIONS CORPORAT	ROSENTHAL, ALLEN	LS-13	09/02/1998	ST	09/25/1998	NCS	DADE	225937I	0.00	TI355 CAP	(305)-937-3812
GTE COMMUNICATIONS CORPORAT	LAZAR, RONNIE	LS-13	09/08/1998	ST	09/25/1998	NJS	BRO	226151I	0.00	TI355 CAP	(954)-457-4201
GTE COMMUNICATIONS CORPORAT	EBENGER, JOHN	LS-13	09/09/1998	SL	01/29/1999	CAB	DADE	226343I	0.00	TI355 CAP	(305)-829-1130
GTE COMMUNICATIONS CORPORAT	KOUSOUROU, GEORGE S.	LS-13	09/11/1998	ST	10/12/1998	NCS	DADE	226835I	0.00	TI355 CAP	(305)-266-1286
GTE COMMUNICATIONS CORPORAT	LOWRY, PAUL	LS-13	09/11/1998	ST	10/05/1998	NCS	PLB	226849I	0.00	TI355 CAP	(561)-732-7188
GTE COMMUNICATIONS CORPORAT	MONROE, MARTY	LS-13	09/14/1998	SL	10/07/1998	TVG	DADE	226905I	0.00	TI355 CAP	(305)-868-6470
GTE COMMUNICATIONS CORPORAT	CURRLIN, HENRIETTE	LS-13	09/14/1998	SL	11/05/1998	CAB	BRO	227072I	0.00	TI355 CAP	(954)-456-0751
GTE COMMUNICATIONS CORPORAT	COLELLA, JOSEPH	LS-13	09/16/1998	ST	10/04/1998	CAB	SAR	227326I	8.39	TI355 CAP	(941)-924-2848
GTE COMMUNICATIONS CORPORAT	THERESA RENAUT	LS-13	09/17/1998	SL	10/30/1998	HB	BRO	227587I	0.00	TI355 CAP	(954)-764-8956
GTE COMMUNICATIONS CORPORAT	SUMMEY, MARY E.	LS-13	09/17/1998	ST	10/06/1998	KES	DADE	227667I	65.46	TI355 CAP	(305)-893-6768
GTE COMMUNICATIONS CORPORAT	BRUMBY, CHIA	LS-13	09/21/1998	SL	10/27/1998	TVG	STL	227870I	59.41	TI355 CAP	(561)-336-8581
GTE COMMUNICATIONS CORPORAT	TOOTLE, NICK	LS-13	09/21/1998	ST	01/12/1999	NCS	DADE	228050I	0.00	TI355 CAP	(305)-569-9532
GTE COMMUNICATIONS CORPORAT	CARDINAL, GISSELLE	LS-13	09/22/1998	SL	10/12/1998	CRP	BRO	228168I	560.67	TI355 CAP	(954)-457-0032
GTE COMMUNICATIONS CORPORAT	CHIUSANO, ANTHONY	LS-13	09/22/1998	SL	10/27/1998	NJS	PLB	228209I	0.00	TI355 CAP	(561)-498-7502
GTE COMMUNICATIONS CORPORAT	CASS, ALEXANDER & IRENE	LS-13	09/22/1998	SL	10/12/1998	CRP	SAR	228222I	25.00	TI355 CAP	(941)-388-4161
GTE COMMUNICATIONS CORPORAT	GOLDMAN, JASON	LS-13	09/22/1998	SL	11/05/1998	NCS	DADE	228273I	0.00	TI355 CAP	(305)-547-1644
GTE COMMUNICATIONS CORPORAT	MOORE, HERBERT	LS-13	09/24/1998	SL	01/10/1999	KES	DADE	228549I	0.00	TI355 CAP	(305)-758-8040
GTE COMMUNICATIONS CORPORAT	SHAM, MICHAEL	LS-13	09/25/1998	SL	10/20/1998	VSM	ORN	228822I	3.65	TI355 CAP	(407)-678-8310
GTE COMMUNICATIONS CORPORAT	RODRIGUEZ, NATHANIEL & GENTILE, APRIL	LS-13	09/28/1998	SL	11/03/1998	HB	DADE	228957I	0.00	TI355 CAP	(305)-654-9150
GTE COMMUNICATIONS CORPORAT	HERNANDEZ, SANTIAGO	LS-13	09/28/1998	SL	10/16/1998	VSM	PLB	229092I	0.00	TI355 CAP	(561)-883-9494
GTE COMMUNICATIONS CORPORAT	MOORE, ERIC	LS-13	09/28/1998	ST	01/15/1999	KES	DADE	229119I	36.61	TI355 CAP	(305)-661-1622
GTE COMMUNICATIONS CORPORAT	HACK, NIZAM	LS-13	09/29/1998	SL	02/01/1999	NJS	DADE	229137I	36.44	TI355 CAP	(305)-252-7754
GTE COMMUNICATIONS CORPORAT	CALLEJAS, OSCAR	LS-13	09/29/1998	SL	10/20/1998	SRG	DADE	229156I	36.81	TI355 CAP	(305)-221-7171
GTE COMMUNICATIONS CORPORAT	MAY, JOHN	LS-13	09/29/1998	ST	10/19/1998	SRG	DADE	229159I	0.00	TI355 CAP	(305)-448-7867
GTE COMMUNICATIONS CORPORAT	AGNACINA, GEORGE	LS-13	09/29/1998	ST	10/08/1998	NJS	SAR	229188I	8.22	TI355 CAP	(941)-371-6236
GTE COMMUNICATIONS CORPORAT	DEBONO, THOMAS	LS-13	09/30/1998	ST	03/31/1999	NJS	PLB	229412I	0.00	TI355 CAP	(561)-746-2453
GTE COMMUNICATIONS CORPORAT	QUICK, DAVID	LS-13	10/01/1998	SL	10/20/1998	NCS	DADE	229729I	0.00	TI355 CAP	(305)-232-8467
GTE COMMUNICATIONS CORPORAT	GONZALEZ, JOSE	LS-13	10/02/1998	ST	10/29/1998	EAA	DADE	229974I	50.47	TI355 CAP	(305)-854-4180
GTE COMMUNICATIONS CORPORAT	PAGAN, ALEX	LS-13	10/06/1998	ST	02/01/1999	NJS	DADE	230221I	0.00	TI355 CAP	(305)-232-3746
GTE COMMUNICATIONS CORPORAT	FALK, MYRNA LEE	LS-13	10/07/1998	ST	10/23/1998	TVG	DADE	230398I	0.00	TI355 CAP	(305)-666-4320
GTE COMMUNICATIONS CORPORAT	NAPOLITANO, WILLIAM F III	LS-13	10/07/1998	ST	10/27/1998	HB	OSC	230412I	0.00	TI355 CAP	(407)-348-2049
GTE COMMUNICATIONS CORPORAT	KORROS, DAVID	LS-13	10/08/1998	SL	10/27/1998	NJS	DADE	230565I	0.00	TI355 CAP	(305)-651-8319
GTE COMMUNICATIONS CORPORAT	CASTILLO, ELSA	LS-13	10/08/1998	ST	10/27/1998	NJS	DADE	230604I	71.14	TI355 CAP	(305)-823-7338
GTE COMMUNICATIONS CORPORAT	IVIE, HARVEY GLEN	LS-13	10/09/1998	ST	10/29/1998	NCS	DADE	230842I	0.00	TI355 CAP	(305)-758-4023
GTE COMMUNICATIONS CORPORAT	BEAUCAGE, DONALD	LS-13	10/12/1998	ST	04/13/1999	EAA	SEM	230867I	0.00	TI355 CAP	(407)-321-1053

FLORIDA PUBLIC SERVICE COMMISSION
 DIVISION OF CONSUMER AFFAIRS

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	FORNES, RANDY	LS-13	10/13/1998	ST	03/26/1999	KES	OSC	231058I	42.78	TI355	CAF (407)-344-3997
GTE COMMUNICATIONS CORPORAT	STACK, VINCENT	LS-13	10/13/1998	ST	03/01/1999	NCS	SEM	231118I	9.90	TI355	CAF (407)-332-6895
GTE COMMUNICATIONS CORPORAT	STACK, KEVIN	LS-13	10/13/1998	ST	10/29/1998	NCS	SEM	231119I	0.00	TI355	CAF (407)-332-9469
COMMUNICATIONS CORPORAT	MILLER, FRANK	LS-13	10/14/1998	ST	12/07/1998	CAB	DADE	231192I	0.00	TI355	CAF (305)-661-7021
GTE COMMUNICATIONS CORPORAT	MALEK, SANDRA	LS-13	10/14/1998	ST	04/26/1999	EAA	DADE	231284I	26.07	TI355	CAF (305)-255-5771
GTE COMMUNICATIONS CORPORAT	DAVALOS, FILIBERTO	LS-13	10/15/1998	ST	11/12/1998	NJS	DADE	231302I	13.92	TI355	CAF (305)-827-1690
GTE COMMUNICATIONS CORPORAT	WITZKE, RALPH	LS-13	10/15/1998	SL	02/20/1999	KES	BRO	231370I	0.00	TI355	CAF (954)-723-0664
GTE COMMUNICATIONS CORPORAT	BABOURI, MAURICE	LS-13	10/16/1998	ST	11/03/1998	JRD	DADE	231508I	72.13	TI355	CAF (305)-947-5842
GTE COMMUNICATIONS CORPORAT	CORTINA, ARMANDO	LS-13	10/19/1998	ST	04/13/1999	EAA	DADE	231655I	2.44	TI355	CAF (305)-854-7469
GTE COMMUNICATIONS CORPORAT	SAMUEL, MARIE	LS-13	10/19/1998	ST	12/10/1998	NCS	DADE	231667I	413.60	TI355	CAF (305)-893-9872
GTE COMMUNICATIONS CORPORAT	SISSELMAN, MURRAY	LS-13	10/20/1998	ST	03/03/1999	CRP	DADE	231858I	40.41	TI355	CAF (305)-932-3881
GTE COMMUNICATIONS CORPORAT	DEVARONA, MARTINA	LS-13	10/20/1998	ST	11/18/1998	KBB	DADE	231930I	0.56	TI355	CMU (305)-220-3104
GTE COMMUNICATIONS CORPORAT	LABRIT, MARIO	LS-13	10/23/1998	ST	02/18/1999	KES	DADE	232422I	2.08	TI355	CAF (305)-279-4062
GTE COMMUNICATIONS CORPORAT	FUENTES, MARIA C.	LS-13	10/23/1998	ST	02/18/1999	HB	DADE	232475I	66.61	TI355	CAF (305)-264-5435
GTE COMMUNICATIONS CORPORAT	ROTH, AUDREY	LS-13	10/26/1998	ST	02/01/1999	NJS	DADE	232591I	0.88	TI355	CAF (305)-235-0765
GTE COMMUNICATIONS CORPORAT	DAVIS, PAUL	LS-13	10/26/1998	ST	12/29/1998	EAA	SAR	232595I	7.65	TI355	CAF (941)-366-6120
GTE COMMUNICATIONS CORPORAT	GRENIER, GUILLERMO	LS-13	10/26/1998	ST	02/01/1999	NJS	DADE	232657I	5.00	TI355	CAF (305)-388-6469
GTE COMMUNICATIONS CORPORAT	MARTINEZ, CARLOS A.	LS-13	10/27/1998	ST	01/10/1999	KES	DADE	232935I	4.13	TI355	CAF (305)-378-6710
GTE COMMUNICATIONS CORPORAT	MENDEZ, PAUL	LS-13	10/27/1998	ST	03/23/1999	SRG	DADE	232943I	13.05	TI355	CAF (305)-274-1736
COMMUNICATIONS CORPORAT	ALEJANDRO, CELINA	LS-13	10/28/1998	SL	12/11/1998	NJS	DADE	232987I	0.00	TI355	CAF (305)-258-5715
GTE COMMUNICATIONS CORPORAT	KNIGHTON, ROBERT	LS-13	10/28/1998	ST	02/01/1999	NJS	DADE	232990I	60.11	TI355	CAF (305)-251-5206
GTE COMMUNICATIONS CORPORAT	NEMORE, DAVID	LS-13	10/28/1998	ST	12/09/1998	NCS	COLL	233103I	0.00	TI355	CAF (941)-262-8715
GTE COMMUNICATIONS CORPORAT	DRIVER, NEOL	LS-13	10/28/1998	SL	11/19/1998	VSM	DADE	233116I	36.27	TI355	CAF (305)-893-9867
GTE COMMUNICATIONS CORPORAT	WALKER, PAUL	LS-13	10/29/1998	ST	11/23/1998	SRG	BRO	233127I	34.41	TI355	CAF (954)-525-9617
GTE COMMUNICATIONS CORPORAT	GROSSMAN, HERMAN	LS-13	10/29/1998	ST	11/23/1998	SRG	SAR	233239I	12.73	TI355	CAF (941)-388-2265
GTE COMMUNICATIONS CORPORAT	LUKER, JAMES	LS-13	10/30/1998	ST	12/16/1998	CAB	SAR	233258I	0.00	TI355	CAF (941)-921-5253
GTE COMMUNICATIONS CORPORAT	GUMPP, RACHAEL	LS-13	10/30/1998	ST	02/01/1999	NJS	COLL	233293I	0.00	TI355	CAF (941)-793-7920
GTE COMMUNICATIONS CORPORAT	PERRY, J. HENRY	LS-13	10/30/1998	SL	02/01/1999	NJS	MAN	233305I	4.26	TI355	CAF (941)-753-9482
GTE COMMUNICATIONS CORPORAT	LONGUERA, MANUEL	LS-13	10/30/1998	SL	12/24/1998	EAA	VOL	233373I	0.00	TI355	CAF (904)-756-8153
GTE COMMUNICATIONS CORPORAT	DAVIS, BENITA	LS-13	11/02/1998	SL	01/26/1999	NJS	DADE	233395I	8.03	TI355	CAF (305)-242-9618
GTE COMMUNICATIONS CORPORAT	FAZIO, CHRIS	LS-13	11/02/1998	ST	02/01/1999	NJS	DADE	233426I	1.03	TI355	CAF (305)-821-5684
GTE COMMUNICATIONS CORPORAT	ZOCK, MOUHAMAD	LS-13	11/02/1998	ST	11/23/1998	HB	DADE	233454I	0.00	TI355	CAF (305)-685-6017
GTE COMMUNICATIONS CORPORAT	JONES, HOWARD	LS-13	11/03/1998	ST	11/28/1998	CAB	VOL	233565I	0.00	TI355	CAF (904)-304-2626
GTE COMMUNICATIONS CORPORAT	NURHUSEN, DANIEL	LS-13	11/03/1998	ST	04/09/1999	NJS	BRO	233582I	0.00	TI355	CAF (954)-566-6098
GTE COMMUNICATIONS CORPORAT	GARCIA, EDWARD	LS-13	11/03/1998	ST	11/28/1998	CAB	PLB	233614I	7.63	TI355	CAF (561)-582-2038
GTE COMMUNICATIONS CORPORAT	PIEDRA, ALFONSO	LS-13	11/03/1998	ST	01/07/1999	KES	DADE	233634I	14.24	TI355	CAF (305)-223-3646

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 4

SPECIAL REQUEST REPORT

REPORT # 7

PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	LAMAR, DONALD	LS-13	11/03/1998	ST	12/29/1998	EAA	PLB	233721I	24.77	TI355	CAF (561)-694-2518
GTE COMMUNICATIONS CORPORAT	MR. CHARLES DETWILER	LS-13	11/04/1998	ST	11/28/1998	CAB	PLB	233782I	0.00	TI355	CAF (561)-547-3460
GTE COMMUNICATIONS CORPORAT	WEHKING, MICHAEL	LS-13	11/04/1998	SL	01/19/1999	KBS	DADE	233800I	70.67	TI355	CAF (305)-387-3431
COMMUNICATIONS CORPORAT	KINKY, CIYNTHIA	LS-13	11/04/1998	ST	01/13/1999	HB	BRO	233848I	82.52	TI355	CAF (954)-781-5760
GTE COMMUNICATIONS CORPORAT	TEAGUE, JOHN	LS-13	11/04/1998	ST	12/10/1998	NCS	DADE	233885I	2.04	TI355	CAF (305)-557-5219
GTE COMMUNICATIONS CORPORAT	MARQUEZ, EDUARDO	LS-13	11/04/1998	SL	12/16/1998	CAB	BRO	233919I	48.13	TI355	CAF (954)-721-5023
GTE COMMUNICATIONS CORPORAT	BECKER, JOHN	LS-13	11/05/1998	ST	12/16/1998	CAB	ORN	233922I	0.00	TI355	CAF (407)-282-1608
GTE COMMUNICATIONS CORPORAT	SOTO, MERCEDES	LS-13	11/05/1998	SL	01/29/1999	NJS	DADE	233949I	0.00	TI355	CAF (305)-446-0649
GTE COMMUNICATIONS CORPORAT	LEE, RANDALL	LS-13	11/06/1998	ST	11/30/1998	SRG	DADE	234182I	3.05	TI355	CAF (305)-256-3969
GTE COMMUNICATIONS CORPORAT	ODAM, JORGE	LS-13	11/09/1998	ST	04/08/1999	NJS	DADE	234287I	0.37	TI355	CAF (305)-412-1164
GTE COMMUNICATIONS CORPORAT	AREDI, ALEX	LS-13	11/10/1998	ST	02/18/1999	EAA	DADE	234520I	130.26	TI355	CAF (305)-251-3050
GTE COMMUNICATIONS CORPORAT	GARCIA, JOSE	LS-13	11/10/1998	ST	01/12/1999	NCS	PLB	234603I	0.92	TI355	CAF (561)-790-1380
GTE COMMUNICATIONS CORPORAT	MACIAP, DAPHNEY	LS-13	11/10/1998	SL	01/14/1999	NCS	DADE	234607I	0.00	TI355	CAF (305)-892-9937
GTE COMMUNICATIONS CORPORAT	DAVIS, JOHN	LS-13	11/12/1998	ST	03/02/1999	SRG	DADE	234688I	10.06	TI355	CAF (305)-669-4400
GTE COMMUNICATIONS CORPORAT	SMITH, RICHARD W.	LS-13	11/12/1998	ST	12/10/1998	NCS	BRO	234775I	1.47	TI355	CAF (954)-456-4241
GTE COMMUNICATIONS CORPORAT	NESSELT, RICH	LS-13	11/16/1998	ST	01/12/1999	KES	DADE	235129I	89.03	TI355	CAF (305)-251-4966
GTE COMMUNICATIONS CORPORAT	GRAF, DAVID & LINDA	LS-13	11/18/1998	ST	01/19/1999	KES	DADE	235430I	45.16	TI355	CAF (305)-596-5450
GTE COMMUNICATIONS CORPORAT	TWIGG, DAVID K.	LS-13	11/18/1998	ST	03/19/1999	KES	DADE	235440I	2.36	TI355	CAF (305)-279-2590
GTE COMMUNICATIONS CORPORAT	RYAN, ROBERT G.	LS-13	11/19/1998	ST	03/19/1999	KES	ORN	235692I	13.15	TI355	CAF
COMMUNICATIONS CORPORAT	RODRIGUEZ, ANGEL	LS-13	11/19/1998	SL	02/01/1999	HB	DADE	235695I	50.61	TI355	CAF (305)-826-8183
GTE COMMUNICATIONS CORPORAT	MICHAUD, JUSELLE	LS-13	11/20/1998	ST	01/11/1999	KES	BRO	235877I	38.80	TI355	CAF
GTE COMMUNICATIONS CORPORAT	ABAD, RODOLFO	LS-13	11/23/1998	SL	01/12/1999	SRG	DADE	236104I	5.30	TI355	CAF (305)-823-6715
GTE COMMUNICATIONS CORPORAT	BLANCHARD, RICHARD B.	LS-13	11/25/1998	SL	01/13/1999	TVG	BRO	236245I	1.52	TI355	CAF (954)-581-5465
GTE COMMUNICATIONS CORPORAT	TATARFKY, HERBERT	LS-13	11/25/1998	ST	01/13/1999	HB	BRO	236311I	0.00	TI355	CAF (954)-978-2270
GTE COMMUNICATIONS CORPORAT	AVILA, ROLANDO	LS-13	11/30/1998	ST	02/18/1999	EAA	DADE	236414I	5.77	TI355	CAF (305)-227-2184
GTE COMMUNICATIONS CORPORAT	QUINTIANA, JORGE	LS-13	11/30/1998	SL	03/05/1999	HB	DADE	236467I	93.12	TI355	CAF (305)-558-8226
GTE COMMUNICATIONS CORPORAT	BACCHUS, RABIAH	LS-13	12/01/1998	ST	01/12/1999	SRG	BRO	236624I	305.50	TI355	CAF (954)-458-9794
GTE COMMUNICATIONS CORPORAT	USHER, PAUL	LS-13	12/01/1998	ST	01/20/1999	KES	DADE	236672I	0.66	TI355	CAF (305)-871-4577
GTE COMMUNICATIONS CORPORAT	CHAVARREA, CLARA	LS-13	12/01/1998	ST	01/27/1999	NCS	DADE	236680I	43.97	TI355	CAF (305)-864-7429
GTE COMMUNICATIONS CORPORAT	RODRIGUEZ, JOSEFINA	LS-13	12/01/1998	ST	01/12/1999	NCS	DADE	236691I	2.63	TI355	CAF (305)-598-5774
GTE COMMUNICATIONS CORPORAT	ZERIVITZ, ELLIOTT	LS-13	12/03/1998	ST	01/10/1999	CAB	DADE	236921I	10.63	TI355	CAF (305)-893-6305
GTE COMMUNICATIONS CORPORAT	WILSON, ANDRIA	LS-13	12/03/1998	ST	01/08/1999	NJS	BRO	236941I	4.38	TI355	CAF (954)-968-6797
GTE COMMUNICATIONS CORPORAT	THOMAS, MARGARET	LS-13	12/08/1998	SL	02/01/1999	NJS	ORN	237306I	42.50	TI355	CAF (407)-869-5568
GTE COMMUNICATIONS CORPORAT	ABRAMOVICI, LIDYA	LS-13	12/08/1998	ST	02/01/1999	JRD	DADE	237419I	588.16	TI355	CAF (305)-682-1555
GTE COMMUNICATIONS CORPORAT	SOCOL, SIRI	LS-13	12/08/1998	SL	01/25/1999	SRG	DADE	237442I	26.59	TI355	CAF (305)-932-4990
GTE COMMUNICATIONS CORPORAT	SARMIENTO, DALIA	LS-13	12/10/1998	ST	01/25/1999	JRD	DADE	237607I	38.56	TI355	CAF (305)-259-7913

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 5

SPECIAL REQUEST REPORT

REPORT # 7

PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	LAM, SHUIMAH	LS-13	12/10/1998	ST	01/16/1999VSM	DADE	237628I	1201.49	TI355 CAF	(305)-947-5529
GTE COMMUNICATIONS CORPORAT	ALGOR, NELSON	LS-13	12/11/1998	SL	12/11/1998CRP	BRO	237893I	0.00	TI355 CAF	(954)-726-5424
GTE COMMUNICATIONS CORPORAT	HERNANDEZ, CAROLE	LS-13	12/14/1998	ST	02/02/1999NJS	LEE	237950I	121.41	TI355 CAF	(941)-498-0061
GTE COMMUNICATIONS CORPORAT	MONDI, FRANK	LS-13	12/15/1998	ST	01/25/1999EAA	BRO	238085I	61.18	TI355 CAF	(954)-968-3262
GTE COMMUNICATIONS CORPORAT	DEXTER, ELIZABETH A.	LS-13	12/17/1998	ST	01/12/1999CRP	SAR	238256I	28.28	TI355 CAF	(941)-922-9187
GTE COMMUNICATIONS CORPORAT	JACKSON, JOHNNY	LS-13	12/21/1998	ST	02/12/1999NJS	ORN	238490I	211.51	TI355 CAF	(407)-299-1180
GTE COMMUNICATIONS CORPORAT	MONTOYA, JUAN	LS-13	12/21/1998	ST	02/26/1999CAB	PLB	238522I	22.09	TI355 CAF	(561)-588-2920
GTE COMMUNICATIONS CORPORAT	MIRON, ELIA	LS-13	12/23/1998	ST	02/16/1999CAB	DADE	238796I	180.34	TI355 CAF	(305)-638-4292
GTE COMMUNICATIONS CORPORAT	THIVIERGE, CLEMENT	LS-13	12/30/1998	ST	01/22/1999HB	BRO	239206I	113.19	TI355 CAF	(954)-456-7695
GTE COMMUNICATIONS CORPORAT	ANDERSON, GREG	LS-13	12/31/1998	ST	02/02/1999JRD	BRO	239277I	1.40	TI355 CAF	(954)-522-3462
GTE COMMUNICATIONS CORPORAT	GONZALEZ, CARMEN	LS-13	01/04/1999	ST	02/12/1999NJS	DADE	239318I	8.80	TI355 CAF	(305)-557-1285
GTE COMMUNICATIONS CORPORAT	DIEGUEZ, MANUEL	LS-13	01/05/1999	ST	02/02/1999NJS	DADE	239517I	0.00	TI355 CAF	(305)-226-8999
GTE COMMUNICATIONS CORPORAT	BENITEZ, MARIA	LS-13	01/05/1999	ST	01/28/1999EAA	BRO	239523I	12.93	TI355 CAF	(954)-724-4246
GTE COMMUNICATIONS CORPORAT	PETERS, MARIE	LS-13	01/06/1999	ST	02/12/1999NJS	DADE	239529I	101.02	TI355 CAF	(305)-891-6739
GTE COMMUNICATIONS CORPORAT	GERACE, VINCENT	LS-13	01/06/1999	ST	02/16/1999CAB	BRO	239568I	10.05	TI355 CAF	(954)-938-0365
GTE COMMUNICATIONS CORPORAT	SANTA, VICTOR	LS-13	01/07/1999	ST	02/05/1999SRG	PLB	239673I	143.41	TI355 CAF	(561)-622-5564
GTE COMMUNICATIONS CORPORAT	REAVELEY, PETER	LS-13	01/12/1999	ST	01/29/1999MEP	DADE	240196I	42.45	TI355 CAF	(305)-932-2492
GTE COMMUNICATIONS CORPORAT	ZAMORA, MARISELA	LS-13	01/22/1999	ST	07/21/1999CAB	DADE	241320I	743.35	TI355 CAF	(305)-552-5060
GTE COMMUNICATIONS CORPORAT	WILLIAMS, ANN	LS-13	01/25/1999	ST	02/16/1999CAB	BRO	241435I	0.00	TI355 CAF	(954)-426-5284
GTE COMMUNICATIONS CORPORAT	TOVAR, RAFAEL	LS-13	01/26/1999	ST	03/30/1999NJS	DADE	241633I	14.89	TI355 CAF	(305)-255-2351
GTE COMMUNICATIONS CORPORAT	CHARLES, ERROL	LS-13	01/26/1999	ST	03/11/1999VSM	BRO	241653I	666.53	TI355 CAF	(954)-436-9756
GTE COMMUNICATIONS CORPORAT	TAMAYO, EUGENIO	LS-13	02/01/1999	ST	03/01/1999NCS	DADE	242174I	0.00	TI355 CAF	(305)-541-3513
GTE COMMUNICATIONS CORPORAT	SILVERIO, PELAYO	LS-13	02/02/1999	SL	03/09/1999NJS	DADE	242426I	38.00	TI355 CAF	(305)-669-6188
GTE COMMUNICATIONS CORPORAT	BABL, ROBERT	LS-13	02/04/1999	ST	03/31/1999CAB	DADE	242821I	531.47	TI355 CAF	(305)-253-7397
GTE COMMUNICATIONS CORPORAT	MAC NEILL, JOSEPH	LS-13	02/05/1999	ST	04/16/1999CAB	DADE	243052I	13.48	TI355 CAF	(305)-638-7219
GTE COMMUNICATIONS CORPORAT	CURRY, DAVID	LS-13	02/10/1999	ST	04/20/1999CAB	COLL	243355I	42.55	TI355 CAF	(941)-695-2645
GTE COMMUNICATIONS CORPORAT	LOPEZ, PETER	LS-13	02/11/1999	SL	03/09/1999SRG	ORN	243727I	365.11	TI355 CAF	(407)-381-8451
GTE COMMUNICATIONS CORPORAT	REINHARDT, ROBERT	LS-13	02/12/1999	ST	08/10/1999CAB	ORN	243930I	14.06	TI355 CAF	(407)-345-8789
GTE COMMUNICATIONS CORPORAT	ESCOTO, ANGEL	LS-13	02/15/1999	ST	03/19/1999CAB	DADE	243980I	8.96	TI355 CAF	(305)-667-4231
GTE COMMUNICATIONS CORPORAT	PICCA, PHILLIP	LS-13	02/16/1999	ST	03/31/1999NJS	HILL	244157I	56.09	TI355 CAF	(813)-654-2830
GTE COMMUNICATIONS CORPORAT	MONTALVO, ORLANDO	LS-13	02/16/1999	ST	04/27/1999NCS	DADE	244183I	18.82	TI355 CAF	(305)-558-9502
GTE COMMUNICATIONS CORPORAT	MATHIEW, ROLAND	LS-13	02/17/1999	SL	03/18/1999HB	BRO	244500I	410.66	TI355 CAF	(954)-966-1531
GTE COMMUNICATIONS CORPORAT	DELGADO, DOROTHY	LS-13	02/18/1999	ST	02/18/1999HB	DADE	244652I	0.00	TI355 CAF	(305)-262-4600
GTE COMMUNICATIONS CORPORAT	ROBERTSON, JAMES	LS-13	02/22/1999	ST	03/10/1999NJS	SEM	245194I	15.43	TI355 CAF	(407)-333-4791
GTE COMMUNICATIONS CORPORAT	TEMPLER, DAVID	LS-13	02/22/1999	SL	05/26/1999NJS	DADE	245222I	59.12	TI355 CAF	(305)-919-8893
GTE COMMUNICATIONS CORPORAT	SIMMON, MARIANN	LS-13	02/25/1999	ST	03/31/1999NJS	PLB	245896I	95.52	TI355 CAF	(561)-391-6257

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 6

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/20/2000

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	DIV. PHONE
GTE COMMUNICATIONS CORPORAT	MILLER, BELLE	LS-13	03/09/1999	SL	04/30/1999	CAB	PLB	247651I	23.17	TI355	CAP (561)-965-5092
GTE COMMUNICATIONS CORPORAT	SANTOYO, ALFREDO	LS-13	03/10/1999	ST	04/15/1999	NCS	DADE	247860I	5.00	TI355	CAP (305)-553-4751
GTE COMMUNICATIONS CORPORAT	CALCINEP, RAUL	LS-13	03/19/1999	SL	04/21/1999	HB	DADE	249360I	31.52	TI355	CAP (305)-823-5803
GTE COMMUNICATIONS CORPORAT	GOLDSMITH, MARK	LS-13	03/22/1999	ST	04/20/1999	EAA	DADE	249558I	40.20	TI355	CAP (305)-256-9376
GTE COMMUNICATIONS CORPORAT	LEVINE, CAROL	LS-13	03/24/1999	ST	04/13/1999	KBB	ORN	250106I	384.57	TI355	CMU (407)-672-1666
GTE COMMUNICATIONS CORPORAT	NAPLES AUTO EXCHANGE	LS-13	03/24/1999	ST	04/16/1999	SRG	COLL	250262I	192.45	TI355	CAP (941)-775-7546
GTE COMMUNICATIONS CORPORAT	SAMUELS, SYLVIA	LS-13	03/25/1999	SL	04/20/1999	NBP	BRO	250342I	228.95	TI355	CMU (954)-476-7547
GTE COMMUNICATIONS CORPORAT	WILSON, FRANCES	LS-13	03/26/1999	ST	05/25/1999	NJS	DADE	250561I	6.68	TI355	CAP (305)-681-8886
GTE COMMUNICATIONS CORPORAT	CARBALLO, ERBIO	LS-13	03/29/1999	SL	04/30/1999	CAB	DADE	250672I	28.18	TI355	CAP (305)-854-5362
GTE COMMUNICATIONS CORPORAT	LONG, MARY	LS-13	03/31/1999	SL	04/30/1999	CAB	ORN	251417I	100.21	TI355	CAP (941)-695-2481
GTE COMMUNICATIONS CORPORAT	SINHAN, NIRANJAN	LS-13	04/02/1999	ST	05/24/1999	NJS	DADE	251704I	93.28	TI355	CAP (305)-558-0784
GTE COMMUNICATIONS CORPORAT	FREEMAN, MICHAEL	LS-13	04/07/1999	SL	04/28/1999	TVG	DADE	252386I	269.64	TI355	CAP (305)-385-8302
GTE COMMUNICATIONS CORPORAT	ZIBLEWICZ, JAN	LS-13	04/09/1999	ST	04/27/1999	EAA	DADE	252765I	317.87	TI355	CAP (305)-956-9589
GTE COMMUNICATIONS CORPORAT	GANDARA, MIRTA	LS-13	04/13/1999	ST	05/03/1999	NCS	DADE	253304I	31.11	TI355	CAP (305)-541-1711
GTE COMMUNICATIONS CORPORAT	BLANCO, JUAN	LS-13	04/13/1999	ST	08/28/1999	JDV	DADE	253448I	49.62	TI355	CAP (305)-558-6988
GTE COMMUNICATIONS CORPORAT	BLANCHARD, RICHARD	LS-13	04/15/1999	ST	05/03/1999	NCS	ORN	253912I	0.00	TI355	CAP (407)-859-8810
GTE COMMUNICATIONS CORPORAT	SANCHEZ, RIGOBERTO	LS-13	04/26/1999	ST	05/24/1999	NJS	DADE	255429I	34.39	TI355	CAP (305)-681-0633
GTE COMMUNICATIONS CORPORAT	RODRIGUEZ, RAQUEL	LS-13	05/11/1999	ST	08/12/1999	NJS	DADE	257941I	24.55	TI355	CAP (305)-858-3477
GTE COMMUNICATIONS CORPORAT	GONZALEZ, EDELIA	LS-13	05/11/1999	ST	10/14/1999	NJS	DADE	257945I	30.43	TI355	CAP (305)-740-9686
GTE COMMUNICATIONS CORPORAT	QUINTANILLA, ILEANA	LS-13	05/13/1999	ST	08/12/1999	NJS	DADE	258406I	54.73	TI355	CAP (305)-545-8491
GTE COMMUNICATIONS CORPORAT	PIERRE, CHARLES	LS-13	06/18/1999	SL	07/30/1999	CAB	PLB	264257I	0.00	TI355	CAP (561)-375-9321
GTE COMMUNICATIONS CORPORAT	MAYOR, NELSON	LS-13	06/18/1999	ST	07/20/1999	NJS	DADE	264262I	467.85	TI355	CAP (305)-264-3320
GTE COMMUNICATIONS CORPORAT	ORTEGA, NICOLAS	LS-13	06/18/1999	ST	07/16/1999	NCS	DADE	264357I	320.83	TI355	CAP (305)-823-8587

203 records printed

TOTAL SAVINGS: 12384.55

**FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS QUERY REPORT**

06/15/2000

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
CAF							
	GISILLA ALBOUY	283521T	GTE COMMUNICATIONS CORPORATION	TI355	10/12/1999	GI-07	T
Date Closed:	11/29/1999	Assigned Analyst:	Angela Hashisho	Closed Analyst:	Tarrah Gordon		
Service/Billing:	S	Savings:	33.69	How Received:	PHONE	Preliminary Type: SLAMMING	
County:	Pinellas	Customer Phone:	(727)-736-8107	Sent To Company:	Y	Apparent Rule Violation:	N
				PSA:	TELEPHONE		
	ALDO SUAREZ	283571T	GTE COMMUNICATIONS CORPORATION	TI355	10/12/1999	LS-13	L
Date Closed:	11/10/1999	Assigned Analyst:	Carol Broome	Closed Analyst:	Carol Broome		
Service/Billing:	S	Savings:	89.77	How Received:	MAIL	Preliminary Type: SLAMMING	
County:		Customer Phone:	(941)-643-5391	Sent To Company:	Y	Apparent Rule Violation:	Y
				PSA:	OTHER		
	ROBERT LUNDQUIST	284776T	GTE COMMUNICATIONS CORPORATION	TI355	10/19/1999	GI-07	T
Date Closed:	12/16/1999	Assigned Analyst:	Noelia Santiago	Closed Analyst:	Tarrah Gordon		
Service/Billing:	S	Savings:	380.79	How Received:	PHONE	Preliminary Type: SLAMMING	
County:	Polk	Customer Phone:	(941)-984-9716	Sent To Company:	Y	Apparent Rule Violation:	N
				PSA:	REFERRED BY		
	ANTHONY CONBOY	285776T	GTE COMMUNICATIONS CORPORATION	TI355	10/25/1999	GI-07	T
Date Closed:	11/29/1999	Assigned Analyst:	Nancy Cortijo-Simmonds	Closed Analyst:	Nancy Cortijo-Simmonds		
Service/Billing:	S	Savings:	84.16	How Received:	PHONE	Preliminary Type: SLAMMING	
County:	Manatee	Customer Phone:	(941)-746-0289	Sent To Company:	Y	Apparent Rule Violation:	N
				PSA:	OTHER		
	SUSAN LALIBERTE	287510T	GTE COMMUNICATIONS CORPORATION	TI355	11/02/1999	GI-07	T
Date Closed:	12/28/1999	Assigned Analyst:	Angela Hashisho	Closed Analyst:	Tarrah Gordon		
Service/Billing:	S	Savings:	45.97	How Received:	PHONE	Preliminary Type: SLAMMING	
County:	Pinellas	Customer Phone:	(727)-526-3361	Sent To Company:	Y	Apparent Rule Violation:	N
				PSA:	OTHER		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
		289410T	GTE COMMUNICATIONS CORPORATION	TI355	11/10/1999	GI-07	L
Date Closed:	02/23/2000	Assigned Analyst:	Samuel Gonzalez	Closed Analyst:	Randy Roland		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-683-7000	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	CUSTOMER'S BILL
	KEITH BLACK	292166T	GTE COMMUNICATIONS CORPORATION	TI355	11/24/1999	GI-99	T
Date Closed:	01/20/2000	Assigned Analyst:	Angela Hashisho	Closed Analyst:	Victor McKay		
Service/Billing:	S	Savings:	48.49	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-367-3783	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
	JOHN O'KEEFE	292503T	GTE COMMUNICATIONS CORPORATION	TI355	11/29/1999	GI-07	T
Date Closed:	01/11/2000	Assigned Analyst:	Stanley Sullivan	Closed Analyst:	Victor McKay		
Service/Billing:	S	Savings:	196.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Sarasota	Customer Phone:	(941)-423-9165	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	REFERRED BY
	ANDREW MADAK	292515T	GTE COMMUNICATIONS CORPORATION	TI355	11/29/1999	GI-07	T
Date Closed:	02/09/2000	Assigned Analyst:	Noelia Santiago	Closed Analyst:	Tarrah Gordon		
Service/Billing:	S	Savings:	240.91	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pasco	Customer Phone:	(727)-862-6392	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	NEWSPAPER ARTICLE
		292989T	GTE COMMUNICATIONS CORPORATION	TI355	11/30/1999	GI-07	T
Date Closed:	01/28/2000	Assigned Analyst:	Stanley Sullivan	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	82.64	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Hernando	Customer Phone:	(352)-799-6934	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	CUSTOMER'S BILL
	RAMON MENENDEZ	295255T	GTE COMMUNICATIONS CORPORATION	TI355	12/10/1999	GI-07	T
Date Closed:	01/05/2000	Assigned Analyst:	John Plescow	Closed Analyst:	Ellen Plendl		
Service/Billing:	S	Savings:	60.27	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Dade	Customer Phone:	(305)-638-3555	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
		296257T	GTE COMMUNICATIONS CORPORATION	TI355	12/16/1999	GI-07	T
Date Closed:	01/10/2000	Assigned Analyst:	Careny Sirianni	Closed Analyst:	Carol Broome		
Service/Billing:	S	Savings:	0.42	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-533-8618	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	NEWSPAPER ARTICLE
	ERNIE AUERBACH	297970T	GTE COMMUNICATIONS CORPORATION	TI355	12/29/1999		
Date Closed:	//	Assigned Analyst:	Angela Hashisho	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Sarasota	Customer Phone:	(941)-497-6632	Sent To Company:	Y	Apparent Rule Violation:	
						PSA:	OTHER
	HERTHA SPENCER	298038T	GTE COMMUNICATIONS CORPORATION	TI355	12/29/1999	GI-07	T
Date Closed:	01/31/2000	Assigned Analyst:	Angela Hashisho	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Volusia	Customer Phone:	(904)-788-7950	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	REFERRED BY
	DAYLE KRIEGER	299050T	GTE COMMUNICATIONS CORPORATION	TI355	01/05/2000	GI-07	T
Date Closed:	02/17/2000	Assigned Analyst:	Ryan Inman	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	380.53	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(941)-956-4665	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
	SERGIO SILVA	299221T	GTE COMMUNICATIONS CORPORATION	TI355	01/06/2000	GI-07	T
Date Closed:	05/04/2000	Assigned Analyst:	Ryan Inman	Closed Analyst:	Tarrah Gordon		
Service/Billing:	S	Savings:	204.68	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Dade	Customer Phone:	(305)-947-0138	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	PUBLIC OFFICIAL/AGEN
	RENE CABRERA	301294T	GTE COMMUNICATIONS CORPORATION	TI355	01/19/2000	GI-07	T
Date Closed:	02/07/2000	Assigned Analyst:	VICTOR MCKAY	Closed Analyst:	Victor McKay		
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Hillsborough	Customer Phone:	(813)-962-8198	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	TELEPHONE

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
		301450T	GTE COMMUNICATIONS CORPORATION	TI355	01/19/2000		
Date Closed:	/ /	Assigned Analyst: CAROL BROOME		Closed Analyst:			
Service/Billing:	S	Savings: 0.00		How Received: MAIL	Preliminary Type: SLAMMING		
County: Pinellas		Customer Phone: (727)-298-8000	Sent To Company: Y	Apparent Rule Violation:	PSA: CUSTOMER'S BILL		
MARY VAUGHAN		302604T	GTE COMMUNICATIONS CORPORATION	TI355	01/25/2000	GI-99	T
Date Closed:	02/18/2000	Assigned Analyst: VICTOR MCKAY		Closed Analyst: Victor McKay			
Service/Billing:	S	Savings: 0.00		How Received: PHONE	Preliminary Type: SLAMMING		
County: Hillsborough		Customer Phone: (813)-926-0452	Sent To Company: Y	Apparent Rule Violation: N	PSA: OTHER		
DORIS BUCKINGHAM		303351T	GTE COMMUNICATIONS CORPORATION	TI355	01/28/2000	GI-14	T
Date Closed:	06/06/2000	Assigned Analyst: NANCY		Closed Analyst: Nancy Cortijo-Simmonds			
Service/Billing:	S	Savings: 0.00		How Received: MAIL	Preliminary Type: SLAMMING		
County: Pinellas		Customer Phone: (727)-544-7288	Sent To Company: Y	Apparent Rule Violation: N	PSA: CUSTOMER'S BILL		
DON HOLTON		303968T	GTE COMMUNICATIONS CORPORATION	TI355	02/02/2000	GI-07	T
Date Closed:	03/13/2000	Assigned Analyst: ELSIE AKANBI		Closed Analyst: Elsie Akanbi			
Service/Billing:	S	Savings: 0.00		How Received: PHONE	Preliminary Type: SLAMMING		
County: Pasco		Customer Phone: (813)-991-4821	Sent To Company: Y	Apparent Rule Violation: N	PSA: OTHER		
ELLEN ZIMMERMAN		306018T	GTE COMMUNICATIONS CORPORATION	TI355	02/15/2000	GI-07	T
Date Closed:	03/15/2000	Assigned Analyst: NOELIA SANTIAGO		Closed Analyst: Noelia Santiago			
Service/Billing:	S	Savings: 127.01		How Received: PHONE	Preliminary Type: SLAMMING		
County: Sumter		Customer Phone: (727)-525-7709	Sent To Company: Y	Apparent Rule Violation: N	PSA: OTHER		
DIONISIA SANCHEZ		307627T	GTE COMMUNICATIONS CORPORATION	TI355	02/28/2000	GI-07	T
Date Closed:	04/10/2000	Assigned Analyst: RANDY ROLAND		Closed Analyst: Randy Roland			
Service/Billing:	S	Savings: 96.08		How Received: PHONE	Preliminary Type: SLAMMING		
County: Dade		Customer Phone: (305)-642-9713	Sent To Company: Y	Apparent Rule Violation: N	PSA: TV PSA		

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
JOHN HEANEY		310245T	GTE COMMUNICATIONS CORPORATION	TI355	03/14/2000	GI-07	T
Date Closed:	05/10/2000	Assigned Analyst:	RANDY ROLAND	Closed Analyst:	Randy Roland		
Service/Billing:	S	Savings:	242.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-422-2543	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	CUSTOMER'S BILL
JOHN WILSON		311320T	GTE COMMUNICATIONS CORPORATION	TI355	03/21/2000	GI-07	T
Date Closed:	06/13/2000	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	0.00	How Received:	INTERNET	Preliminary Type:	SLAMMING
County:	Manatee	Customer Phone:	(941)-747-8474	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	PSC WEBSITE
FELIX LOPEZ		311716T	GTE COMMUNICATIONS CORPORATION	TI355	03/23/2000	GI-07	T
Date Closed:	05/24/2000	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:	Noelia Santiago		
Service/Billing:	S	Savings:	0.00	How Received:	MAIL	Preliminary Type:	SLAMMING
County:	Hillsborough	Customer Phone:	(813)-673-8015	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
JOHN SEAGRAVES		312608T	GTE COMMUNICATIONS CORPORATION	TI355	03/30/2000	GI-07	T
Date Closed:	04/20/2000	Assigned Analyst:	RANDY ROLAND	Closed Analyst:	Randy Roland		
Service/Billing:	S	Savings:	7.06	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pasco	Customer Phone:	(727)-848-8308	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
		314192T	GTE COMMUNICATIONS CORPORATION	TI355	04/13/2000	GI-99	T
Date Closed:	06/15/2000	Assigned Analyst:	VICTOR MCKAY	Closed Analyst:	Victor McKay		
Service/Billing:	S	Savings:	39.56	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-443-3231	Sent To Company:	Y	Apparent Rule Violation:	N
						PSA:	OTHER
GEORGE MOUNTRAKIS		314495T	GTE COMMUNICATIONS CORPORATION	TI355	04/14/2000		
Date Closed:	/ /	Assigned Analyst:	VICTOR MCKAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-934-3774	Sent To Company:	Y	Apparent Rule Violation:	
						PSA:	OTHER

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
	RAMON L BILLMAN	315376T	GTE COMMUNICATIONS CORPORATION	TI355	04/21/2000		
Date Closed:	//	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Osceola	Customer Phone:	(407)-870-9843	Sent To Company:	Y	Apparent Rule Violation:	PSA: CUSTOMER'S BILL
	W.A. MAXWELL	315701T	GTE COMMUNICATIONS CORPORATION	TI355	04/25/2000		
Date Closed:	//	Assigned Analyst:	TARRAH GORDON	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-447-6393	Sent To Company:	Y	Apparent Rule Violation:	PSA: REFERRED BY
	MARIA ESPINO	317754T	GTE COMMUNICATIONS CORPORATION	TI355	05/12/2000		
Date Closed:	//	Assigned Analyst:	VICTOR MCKAY	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-859-6241	Sent To Company:	Y	Apparent Rule Violation:	PSA: CUSTOMER'S BILL
	WILLIS WEBB	319197T	GTE COMMUNICATIONS CORPORATION	TI355	05/25/2000		
Date Closed:	//	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Pinellas	Customer Phone:	(727)-596-5681	Sent To Company:	Y	Apparent Rule Violation:	PSA: NEWSPAPER ARTICLE
	RAMON A BRICENO	319644T	GTE COMMUNICATIONS CORPORATION	TI355	06/01/2000		
Date Closed:	//	Assigned Analyst:	NOELIA SANTIAGO	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Hillsborough	Customer Phone:	(813)-972-4921	Sent To Company:	Y	Apparent Rule Violation:	PSA: REFERRED BY
	JANIFER F ELLIS	320308T	GTE COMMUNICATIONS CORPORATION	TI355	06/07/2000		
Date Closed:	//	Assigned Analyst:	RANDY ROLAND	Closed Analyst:			
Service/Billing:	S	Savings:	0.00	How Received:	PHONE	Preliminary Type:	SLAMMING
County:	Polk	Customer Phone:	(863)-984-3354	Sent To Company:	Y	Apparent Rule Violation:	PSA: TV PSA

Division	Customer Name	Case No.	Utility	Code	Date Rec'd	Type	On Time
H BUCKLEY		321139T	GTE COMMUNICATIONS CORPORATION	TI355	06/15/2000		
Date Closed: //	Assigned Analyst: TARRAH GORDON	Closed Analyst:					
Service/Billing: S	Savings: 0.00	How Received: PHONE		Preliminary Type: SLAMMING			
County: Pinellas	Customer Phone: (727)-541-1193	Sent To Company: Y		Apparent Rule Violation:		PSA: TELEPHONE	
CA ⁷	Total Cases: 36			CAF	Total Savings: 2360.03		
	Total Cases: 36				Total Savings: 2360.03		

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against GTE Communications Corporation (n/k/a Verizon Select Services Inc.) for apparent violation of Rule 25-4.118, F.A.C., Local, Local Toll, or Toll Provider Selection.

DOCKET NO. 990362-TI

FILED: NOVEMBER 13, 2000

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of Staff's Direct Testimony and Exhibits of Ray Kennedy, have been served VIA-U.S. MAIL, this 13th day of November, 2000, to the following:

Office of Public Counsel
Jack Shreve/Charles Beck
c/o The Florida Legislature
111 W. Madison St., #812
Tallahassee, FL 32399-1400

Kimberly Caswell, Esq.
Verizon Select Services, Inc.
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110

Diana W. Caldwell for Lee Fordham

C. LEE FORDHAM
Staff Counsel

- APP _____
- CAF _____
- CMP _____
- COM 3 + 1st.
- CTR _____
- EGR _____
- LEG _____
- OPC _____
- PAI _____
- RCO _____
- SEC 1
- SER _____
- OTH _____

FLORIDA PUBLIC SERVICE COMMISSION
Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
(850) 413-6199

DOCUMENT NO.
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