

M E M O R A N D U M

February 14, 2001

TO: DIVISION OF RECORDS AND REPORTING (BAYO)  
FROM: DIVISION OF LEGAL SERVICES (FUDGE) *GF*  
RE: DOCKET NO. 010089-TP - Complaint of Charlene Hoag against  
Verizon Florida Inc. and Sprint Communications Company,  
Limited Partnership d/b/a Sprint for alleged improper  
billing.

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Please place the attached documents in the above-referenced  
docket file

Thank you.

JKF/lw

Attachment

cc: Division of Regulatory Oversight (McCoy)  
Division of Consumer Affairs (Stokes)

DOCUMENT NUMBER-DATE

02117 FEB 14 01

FPSC-RECORDS/REPORTING



Debi / B. Kampert  
Specialist-Regulatory & Govt Affairs

GTE Telephone Operations

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

June 12, 2000

Ms. Charlene Hogg  
3145 Crenshaw Court  
New Port Richey, FL 34655

Dear Ms. Hogg:

This is in regards to your Florida Public Service Commission complaint of December 7, 1999, Case Number 294613T.

Attached are copies of the November 1999 through May 25, 2000 GTE bills. Please mark each specific Extended Calling Service and long distance calls that you are disputing (deny knowledge of call) and return to GTE by June 26, 2000. If not received by June 26, GTE will assume that no calls are in dispute and full payment on the past due balance on your account is expected.

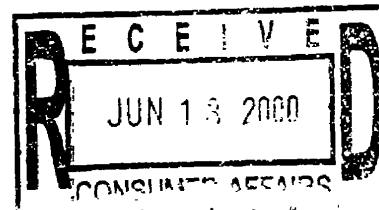
The information can be mailed to:

GTE Florida Attn: D. Kampert  
P. O. Box 110 MC FLTC 0616  
Tampa, FL 33601-0110

Sincerely,

Debby B. Kampert

DBK:aaf



A part of GTE Corporation

Request No. 294625T

Name HOAG ,CHARLENE MS.

Business Name

<p><b>Consumer Information</b></p> <p>Name: CHARLENE HOAG</p> <p>Business Name:</p> <p>Svc Address:</p> <p>3145 CRENSHAW COURT</p> <p>County: Pasco Phone: (727)-372-0048</p> <p>City/Zip: New Port Richey / 34656-</p> <p>Account Number:</p> <p>Caller's Name: CHARLENE HOAG</p> <p>Mailing Address:</p> <p>3145 CRENSHAW COURT</p> <p>City/Zip: New Port Richey ,FL 34656-</p> <p>Can Be Reached: (727)-372-0048</p>	<p><b>Florida Public Service</b></p> <p><b>Commission - Consumer Request</b></p> <p><b>2540 Shumard Oak Boulevard</b></p> <p><b>Tallahassee, Florida 32399</b></p> <p><b>850-413-6100</b></p>	<p><b>PSC Information</b></p> <p>Assigned To: KATE SMITH</p> <p>Entered By: KSMITH</p> <p>Date: 12/07/1999</p> <p>Time: 17:00</p> <p>Via: PHONE</p> <p>(Phone/Mail/Fax/E-Mail)</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO: COUNSEL</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: KES</p> <p>Date: 03/24/2000</p> <p>Closeout Type: GI-08</p> <p>Apparent Rule Violation: N</p>
<p><b>Utility Information</b></p> <p>Company Code: TI793</p> <p>Company: SPRINT</p> <p>Attn. James Thomas294625T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 12/22/1999</p> <p>Fax: 9W1,800-327-5182</p>	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: T</p> <p>Informal Conf.: N</p>	

Customer was referred by the Office of Public Counsel, Mr. Charles Beck.

I called the customer. She told me that although she wrote to our director, Ms. DeMello, she had heard nothing back. She has an ongoing complaint against Sprint-LD. It appears she is being billed for calls that she does not make. She has received credit for these calls over the past three years, but the problem has never been resolved. She is requesting that Sprint fix the problem and credit her for the disputed calls. She is sending me a copy of the bills in question. Please investigate, follow up with the customer and send a report. Cross-reference PSC

12/13/1999: Report received. Sprint sustained charges as being direct dialed from customer's home. No adjustment was given.

Request No. 294625T

Name HOAG ,CHARLENE MS.

Business Name

January 12, 2000: Received letter from the customer. She said that billing problems still have not been corrected. She sent a copy of her December 25, 1999 bill. Ms. Hoag is questioning 3 calls that appear to have been placed at night, but were billed at day rates. I cannot fax the material due to the poor condition and readability problems. It appears that Items 6, 8, and 9 are in dispute. Calls were placed at 6:40 pm 6:17 pm and 6:48 pm. When does Sprint's hours change from day to night rates? Please investigate, follow up with the customer and send a supplemental report by February 2, 2000.

March 24, 2000; Close by letter

April 11, 2000: Received an E-mail from Ms. DeMello notifying us that the customer contacted OPC. Mr. Beck suggested that the customer request an informal conference. /Kate

11-13-00 Although Verizon Florida, Inc.'s, (formerly GTE Florida) case 294613T had been noted of the customer's April 17, 2000, informal conference request. This file had not been noted of the request. Initially, it appears that this case was only regarding GTE. However, the customer is still also disputing calls that were billed by Sprint Communications.

11-14-00 FAXED TO CO. This fax serves as notice that the customer's informal conference request as noted above is also associated with Sprint Communications. I have attached a copy of the customer's January 5, 2000, letter stating that Sprint owes her a credit of \$68.84. However, Ms. Hoag's disputed call list indicates that the credit should be \$79.05, as shown on the bottom of the list.

\* PLEASE REVIEW AND LET ME KNOW IN WRITING ASAP OR BY NOVEMBER 20, 2000, IF SPRINT IS GOING TO ISSUE ANY ADDITIONAL CREDITS TO THE CUSTOMER'S ACCOUNT. I HAVE ALSO READ YOUR DECEMBER 13, 1999, REPORT, WHICH INDICATED THAT SPRINT ISSUED A \$25.40 CREDIT TO THE CUSTOMER'S ACCOUNT ON NOVEMBER 3, 1998. DUE TO THE TIMING THAT A RESPONSE IS NEEDED TO PROCEED WITH THE INFORMAL CONFERENCE REQUEST, PLEASE SEND THE REPORT TO MY (SHIRLEY STOKES) ATTENTION AND FAX IT TO 1-850-413-6126 OR E-MAIL IT TO ME AT sstokes@psc.state.fl.us. If you have any questions, please give me a call at 1-850-413-6125. Shirley Stokes

Request No. 294625T

Name HOAG, CHARLENE MS.

Business Name

## Shirley Stokes

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**From:** Donna.Turay@mail.sprint.com  
**Sent:** - Thursday, November 16, 2000 11:01 PM  
**To:** sstokes@psc.state.fl.us  
**Subject:** 1117622 response for Charlene Hoag - 294625T

Dear Shirley,

This e-mail is in response to the recent follow up complaint we received from your office on behalf of Charlene Hoag. It is my hope that this response will finalize this matter.

As a goodwill gesture and not an admission of guilt, I have issued a \$53.65 credit to her account for her long standing disputed charges. This amount was arrived from the \$79.05 requested amount minus the \$25.40 already issued equals the \$53.65 credit. ( $79.05 - 25.40 = 53.65$ ). This credit may take 30 to 45 days to appear (two invoices). Ms. Hoag's current billing appears to be correctly rated on all charges.

If you have additional questions, please feel free to contact me directly at 972-242-2073.

Donna Turay

Donna Turay  
Executive Services  
donna.turay@mail.sprint.com

MODE = MEMORY TRANSMISSION

START=NOV-14 09:36

END=NOV-14 09:39

FILE NO. =472

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	<08>	SPRINT COMM	007/007	00:01:52

-FL PUBLIC SER. COMMISSION-

\*\*\*\*\* -FL PUB SER COMM - \*\*\*\*\* 850 414 1626- \*\*\*\*\*

STATE OF FLORIDA

Commissioners:  
 J. TERRY DEASON, CHAIRMAN  
 E. LEON JACOBS, JR.  
 LILA A. JABER  
 BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS  
 BEVERLEE DeMELLO  
 DIRECTOR  
 (850) 413-6100  
 TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 294625T

DATE: November 14, 2000

TO: James E. Thomas

OFFICE/BUSINESS: Sprint Communications

FAX NUMBER: (800) 327-5182

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: PLEASE SEE NOVEMBER 13 & 14 NOTES ON THE ATTACHED FORM AND  
RESPOND TO MRS. SHIRLEY STOKES AS SOON AS POSSIBLE OR BY  
NOVEMBER 20, 2000. THANK YOU.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 9

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

March 27, 2000

Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

**Re: Final Report  
FPSC Inquiry Nos. 294613T & 294625T**

Dear Ms. Hoag:

Thank you for contacting the Florida Public Service Commission (PSC). This is our final report on the investigation we conducted into your complaints against GTE-Florida, Inc., (GTE) and Sprint Communications (Sprint). We appreciate the opportunity to help you.

Our investigation into your complaints shows that the calls you identified as being in dispute were dialed directly from your home. Therefore, Sprint is sustaining its charges.

Test calls were done to the numbers. It appears that the calls were made to your mother's residence and to your sister's place of business. We had GTE verify that your telephone lines were working properly. No problems were found. As a precaution, GTE replaced your isolated cable.

Based on the results of our investigation and the information you provided, we are unable to request the companies to issue an adjustment. We wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Please understand that our inability to be of further assistance to you stems from the limitation of our rules and the company's tariffs and not from a lack of concern on our part.

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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

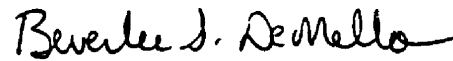
Ms. Charlene Hoag

Page 2

March 27, 2000

I hope this information is helpful to you. If you have any questions, please contact us at 1-800-342-3552 or by toll-free fax at 1-800-511-0809.

Sincerely,



Beverlee S. DeMello, Director  
Division of Consumer Affairs

BSD:kes

c: Charles Beck - Office of the Public Counsel  
GTE-Florida, Inc.  
Sprint Communications





JACK SHREVE  
PUBLIC COUNSEL

STATE OF FLORIDA  
OFFICE OF THE PUBLIC COUNSEL

c/o The Florida Legislature  
111 West Madison St.  
Room 812  
Tallahassee, Florida 32399-1400  
850-488-9330

March 21, 2000

MEMORANDUM

TO: Bev Demello  
FROM: *Charlie Beck*  
Charlie Beck  
RE: Complaint of Charlene Hoag

Bev – I'm forwarding a complaint by Ms. Charlene Hoag.

CJB:bsr

*Received from  
Carmen on March 22, 2000  
ASB*

*Kate's files 294613T-GT5  
294625T-Sprint*

To: Mr. Beck  
Office of Public Counsel

FROM: Charlene Hoag  
3145 Crenshaw Ct,  
New Port Richey, Fl, 34655  
727-372-0048  
chgreenhope@webtv.net

Mr. Beck,  
I am following up on a letter I sent to you on  
2/24/2000 concerning my complaints against GTE,  
Sprint & the Public Service Commission. To date,  
I am due a credit of \$69.90 from GTE and a credit  
of \$99.05 from Sprint. I have 4 years of compiled  
records to substantiate my claims. I cannot locate  
your address and would like to forward these  
records to you.

Sincerely,  
Charlene Hoag

TO: Office of Public Counsel  
Mr. Beck

FROM: Charlene Hoag  
3145 Crenshaw Ct.  
New Port Richey, Fl. 34655  
chgreenhope@webtv.net  
027-372-0048

Mr. Beck,

You assisted me several weeks ago concerning my long-standing problems with GTE, Sprint and the Public Service Commission. At that time you contacted the PSC and I got ~~information, results from your contact with Kate Smith~~. GTE found a problem with the cable & gave me a new line connection. The problem was not solved, however. My next GTE & Sprint bill reflected the same old problems. I was charged with calls I did not make & was also billed at day time rates for night time calls. I immediately sent a letter to ~~Kate Smith on 8/5/00~~. I have had no response from her to date & above all have received no credits from GTE or Sprint. This is a typical example of the inconsistency of GTE, Sprint & the PSC in their lack of effort to follow through with a complaint. After almost four years of dealing with them, I remain completely frustrated with a system and industry that is not working.

Can you assist me again in resolving these problems?

Sincerely,  
Charlene Hoag

8/25/2000

GTE-1096

SPRINT-1905

Ms. Kate Smith  
Public Service Commission  
2590 Shumard Oaks Blvd,  
Tallahassee, Fl. 32399-0850

RECEIVED

MAR 17 2000

Office of  
Public Counsel

Ms. Smith,

I thank you for your recent assistance with my long-standing complaints against GTE & Sprint, however, the problems remain unresolved.

GTE found a problem with my line and put me on another line on 12-3-99, it took over 3 years of complaints for them to come in person to check it out. The problem was not corrected. I have attached a copy of my current bill so you can see the problem + identify it. GTE & Sprint continue to charge me daytime rates for night calls. They continue to charge me for calls I have not made. I have repeatedly been charged for late fees when I pay it on time.

Concerning the letter from Sprint on Dec. 13, 1999, how do they expect me to identify this credit on Nov. 3, 1998 if they send me no correspondence on it?

To date I am due credit from GTE for \$66.66 and a credit from Sprint for \$67.84.

I have spent many, many taxes on this. I have asked the PSC several times to categorize the charges that these 2 companies can legally bill me. I have never received a reply. I have also asked if there are class action lawsuits against GTE & Sprint + have never received a reply. You are my last hope. Ms. Smith before going to the TV media with this.

3-13-2000

no response to date

Sincerely,

Charlene Hoag

to my account

*OP*

<u>date</u>	<u>number</u>	<u>amount</u>
12/14/98	912-924-5179	.50
12/29/98	912-555-1212	1.10
12/29/98	912-924-0081	4.75
12/29/98	912-924-9362	.25
12/29/98	912-924-9362	.25
1/6/99	912-924-9304	.30
1/25/99	#18	.85
2/25/99	#6	3.00
12/14/98	912-924-9304	.50
12/29/98		
3/30/99	202-547-1141	.50
4/9/99	850-488-4661	.25
4/9/99	850-921-8118	.25
4/25/99	#20	.63
4/25/99	#21	.85
2/14/99	415-977-5765	.10
2/15/99	415-977-5784	.50
2/19/99	912-924-9304	.50
2/21/99	404-712-3498	.20
2/21/99	352-686-9248	.50
2/25/99	352-686-9248	
3/7/99	912-924-5179	1.40
3/8/99	202-547-1141	.50
3/11/99	303-221-0077	.25
3/25/99	#16	.85
1/19/99	912-924-9304	.75
1/22/99	912-924-9304	.75
1/23/99	912-924-2154	1.00
1/24/99	912-924-5179	.80
2/13/99	912-924-9304	.25
2/17/99	912-924-9304	.30
2/17/99	912-924-5179	1.70
2/17/99	912-924-9856	.10
2/25/99	#16	.85
12/1/98	912-924-5179	1.50
12/2/98	852-796-7211	.25
12/8/98	912-924-9856	.70
12/12/98	912-924-5179	1.00

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.56
12-2-98	352-796-7211	.25
12-8-98	912-924-9856	.70
12-12-98	912-924-5179	1.00
12-25-98	#15	.85
10-28-98	912-924-5179	1.50
11-3-98	912-924-5179	.80
11/25/98	#15	.85
4/14/99	912-924-9856	.10
5/2/99	912-924-5179	.10
5/2/99	912-924-5179	.10
5/8/99	850-224-1275	.10
5/9/99	912-924-9856	1.90
5/10/99	912-924-9304	.50
5/25/99	#19	.61
5/25/99	#20	.85
8/16/98	912-924-9856	.20
8/21/98	352-567-9809	1.25
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	1.20
9/6/98	912-924-5179	2.00
9/7/98	912-924-9856	.10
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	.70
9/25/98	#20	.85
9/21/98	912-924-5179	.60
10/5/98	<del>912-924-517</del> 850-224-6989	.25
10/25/98	#15	.85

*Sprint*

21.21
549.94
+ 12.86 12/31/99
62.80
+ 5.04 11/5/00
68.84
75.94 11/28/00
74.78
4127-2/25/00
79.05

28.73





This did not copy well & I had to write over it for legibility, CW

LOCAL SERVICE PROVIDER

Company Name **GTE**

Phone Number **727-372-0048**

Date **12-9-99** Time **2:30 PM**

Technician **4845**

**SORRY WE MISSED YOU**

We were here to complete your service request. Unfortunately, a service technician has been contacted. The problem has not been completed.

The problem service has NOT been completed.  
● Request

Please call your local Service Provider for a more convenient time for a technician to service your problem.

We were here to repair a service problem  
Date repaired: 12/9/99  
Request to repair service:

Problem corrected

Access is necessary to complete the repair. Associated with this problem is the need for additional equipment.

Please call your local Service Provider for a more convenient time for a technician to service your problem.

Comments **I have put you on a new phone line to correct your phone problem.**



BTE 10-25-99  
 727-824-8813 .11  
 727-824-0936 .19  
 #19 .53

11/25/99  
 10/26 727-446-0058 .25  
 11/9 727-736-3442 .25  
 11/19 727-787-8491 .25  
 11/20 727-734-8264 .25  
 11/5 727-367-3592 6.21  
 11/5 727-821-4343 .19  
 11/20 #3 1.02  
 11/25 #7 .36

12/25/99  
 11/28/99 727-736-3442 .25  
 11/29/99 727-441-3721 .25  
 12/6/99 727-535-9770 .25  
 12/9/99 724-424-0253 .25  
 12/14/99 727-787-6057 .25  
 11/30/99 727-824-8813 .19  
 12/9/99 727-893-2765 .28  
 12/25/99 #13 .56

10-25-99  
 912-924-5179 2.50  
 912-924-9304 .30  
 912-924-5179 .75  
 352-377-5250 .25  
 352-375-8036 .20  
 352-378-0461 .10  
 #24 .96  
 #25 1.50

11/25/99  
 10/16 612-624-9856 10  
 10/19 912-924-9304 .15  
 10/19 912-924-5179 .75  
 10/25 850-488-4892 .50  
 10/28 912-924-9304 .15  
 11/11 912-555-1212 1.40  
 11/11 912-924-2465 .75  
 11/25 #23 1.00  
 11/25 #24 1.50

12-25-99  
 11/19/99 912-924-5179-2.25  
 11/26/99 912-924-5179-.60  
 12/3/99 912-924-9856 40  
 12/25/99 #16717 2.79

FE PHOL.COM

1-28-2000	
1/28/99 - 727-736-3442	.25
1/29/99 - 727-441-3721	.25
2/6/99 - 727-535-9770	.25
1/9/99 - 727-424-0253	.25
1/14/99 - 727-787-6057	.25
1/30/99 - 727-824-8813	.19
1/6/99 - 727-824-0936	.18
1/9/99 - 727-893-2765	.18
13	.56
17	.36

= 2.72

125/2000	
130/00 - 727-824-0936	-.19
130/00 - 727-824-0936	-.11
130/00 - 727-824-0936	-.11
130/00 - 727-824-0936	-.11
	.82

1/28/2000 SPRINT

11/19/99 912-924-5179	-2.25
11/26/99 912-924-5199	.60
12/3/99 912-924-9856	.30
#16	1.29
#17	1.50
<hr/>	
	= 5.94
2/25/2000	
1/24/00 - 912-924-5179	-.15
1/28/00 - 912-924-5179	-1.95
#6	-.67
#7	-1.50

4.27

12/19 813-81-8006-.25  
 12/20 813-84-3332-.25  
 2/20 813-88-1653-.25  
 2/21 813-84-3332-.25  


---

 12/5/97 = 1.22  
 5/12 813-84-3800-.25  
 5/13 813-88-9004-.25  
 5/19 813-86-6569-.25  
 5/20 813-88-9004-.25  
 5/10 813-88-8087-.12  
 4/8 912-24-9304-.50  
 5/11 912-24-2154-.60

12/28/96 813-446-5554-.25  
 11/29/97 813-784-3203-.25  
 1/21/97 813-588-9447-.25  
 1/21/97 813-462-6800-.25  
 1/25/97 813-949-8079-.25  
 1/23/97 813-354-2828-.24

4/25/97 = 5.40  
 3/27 813-895-3325-.42  
 3/29 813-664-0042-.48  
 3/31 813-860-0051-.63  
 3/31 813-879-1000-.63  
 4/20 813-367-3592-.12  
 4/20 813-367-3592-.72  
 home call -.40  
 4/10 813-462-6800-.25  
 4/10 813-530-1812-.25  
 4/10 813-530-1812-.25  
 4/13 813-462-2628-.25  
 4/20 813-584-8889-.25  
 4/22 813-734-1098-.25  
 4/22 813-562-5015-.25  
 4/23 813-789-9004-.25

4/25/96 = 5.05  
 3/17 912-24-2154-.130  
 #4 19 call @.25-4.75

\*\* contact call = .77  
 9/25/96-#11  
 10/25/96-#11  
 11/25/96-#11  
 6/25/97-#11  
 3/25/98-#11  
 4/25/98-#11  
 2/25/97-#11

7/19 813-530-0431-.25  
 6/25/96 = 2.73  
 6/4 813-887-5546-.168  
 6/6 813-887-5546-.42  
 6/7 813-887-5546-.21  
 6/19 813-576-9877-.42

8/25/96 = .75  
 8/9 813-920-0453-.25  
 8/14 813-784-3800-.25  
 8/23 813-787-3333-.25

9/25/96 = 1.25  
 8/27 813-733-0303-.25

10/25/96 = 2.07  
 9/28 813-595-3336-.25  
 8/8 813-949-3204-.25  
 9/30 813-933-7894-.63  
 10/7 813-885-2040-.21  
 10/23 813-968-9133-.63  
 10/6 912-924-5179-.10

11/25/96 = 1.17  
 11/19 813-287-2555-.42  
 11/6 813-738-1892-.25  
 11/6 813-949-3204-.25  
 11/11 813-791-1216-.25

3/25/97 = 3.65  
 2/27 941-665-5127-1.05  
 2/16 274746039-.75  
 2/23 " -1.50  
 3/5 912-924-5179-.10  
 3/11 912-924-9304-.25

6/25/97 = 1.50  
 6/24 813-949-3204-.25  
 6/25 813-595-3336-.25

2/25/97 = 1.25  
 2/13 813-784-3800-.25

3/25/98 = 3.01  
 #4 regulatory fee-3.80  
 3/19 813-461-5835-1.10  
 3/5 813-962-7100-.11

#8 -3.80  
 2/25/96 = 1.00  
 #6 -1.00

Diana 12-20-95  
 Linda 6-12-96  
 Sandra Parker 11-6-9  
 610 Zuck St.  
 MC-FL PP1997  
 Tampa 33601

8/25/98 #24 -1.25  
 #34-1/25/97-3.00  
 = 3.85

\* continued = 6.96  
 #4-1/25/97-.122  
 #13-4/25/97-.28  
 #8-5/25/95-.20  
 #7-4/25/95-.46  
 #6-4/25/95-.35  
 #9-3/25/95-.16  
 #6-10/19/94-1.75  
 #7-10/19/94-1.35  
 #13-7/25/95-1.36  
 #6-11/25/96-.14  
 #2-6/25/95-.54  
 #14-3/25/97-.39  
 #4-6/25/97-.16  
 #7-3/25/98-.50  
 #13-4/25/98-1.00  
 #8-2/25/96-.10

#118.35

69.43  
 34.94 98.92  
 33.95 118.35





TELEPHONE NUMBER 727 372-0048 941130  
 ACCOUNT NUMBER 155322062828785201  
 STATEMENT ENDING Feb 25, 2000

OF 5 OF 6

print billing  
 inquiry call  
 (888) 361-8794

**COMMUNICATIONS SERVICES**

Billing for Sprint



The following charges appear on your GTE bill as a service to Sprint.  
 Direct your billing questions to the phone number in the yellow border  
 of this page.

Charges for  
 account  
 D 0185922575  
 invoice# 0202801

**Sprint Dial-I Calls**

Date	Time	Place called	Number called	Period	Min.	Amount
1 Jan 24	6:59 pm	Americus	GA 912 924 5179	Day	8.0 MO	\$ .95
2 Jan 28	5:58 pm	Americus	GA 912 924 5179	Day	13.0 MO	3.25
3 Feb 3	7:04 pm	Americus	GA 912 924 5179	Night	13.0V	1.30
4 Feb 6	5:42 pm	Americus	GA 912 924 9856	Night	9.0	.90
<b>Total</b>						<b>\$ 6.40</b>

**Summary of Sprint Usage**

5 Domestic Dial-I usage	\$ 6.40
<b>Total call usage</b>	<b>\$ 6.40</b>

1.80  
 1.30  
 1.30  
 .90  
 4.30

**Other Charges**

	Amount
6 Carrier Universal Service Charge	\$ .67
7 Presubscribed line charge	NO 1.50
<b>Total</b>	<b>\$ 2.17</b>

**Taxes and Fees on Sprint Long Distance Services**

	Amount
8 Federal excise tax	\$ .26
9 State and local tax	.12
10 State and local surcharge	.19
<b>Total</b>	<b>\$ .57</b>

**Total for this invoice**

**9.14**



TELEPHONE NUMBER 27 372 4048 941100  
 ACCOUNT NUMBER 155322062828785261  
 STATEMENT ENDING Feb 25, 2000

Page 3 of 7

Call Summary  
 Prepaid and  
 Service Line Call  
 Detail  
 800-488-6888

**GTE REGULATED SERVICE** (Feb 25 to Mar 25)

Description	Qty	Unit Rate	
Tele access act charge	1	.09	.09
Residence line	1	10.86	10.86
FCC access charge	1	3.50	3.50
<b>Total</b>			<b>\$ 14.45</b>

**GTE LOCAL CALLS**

Call Summary  
 727-877-0028

**Extended Calling Service Summary**

Call area	No. of calls	Rate per call	
Clearwater	9	25.00	2.25
			Subtotal 2.25
			Focal call detail per page charge .11
			<b>Total \$ 2.36</b>

Call Summary  
 727-877-0028

**Local Call Detail**

Date	Time	Number called	Minutes
1 Jan 26	9:20 am	727 796 8158 ✓	0:05
2 Jan 26	10:54 am	727 595 3336 ✓	22:08
3 Jan 27	2:31 pm	727 445 4185 ✓	:35
4 Jan 27	2:55 pm	727 796 8158 ✓	5:21
5 Jan 27	7:00 pm	727 595 3336 ✓	4:56
6 Feb 13	7:30 pm	727 535 9770 ✓	:32
7 Feb 15	6:58 pm	727 535 9770 ✓	:04
8 Feb 20	7:58 pm	727 535 9770 ✓	:03
9 Feb 21	5:14 pm	727 535 9770 ✓	4:41

Total local calls \$ 2.36

**GTE REGULATED REGIONAL CALLS**

Call Summary  
 727-877-0048

**Direct Dialed Calls**

Day	Date	Time	Place called	Number called	Period	Min.
5 Thu	Jan 27	2:54 pm	StPetersbg	11 727 824 8813 ✓	Day	1 19
6 Sun	Jan 30	6:00 pm	StPetersbg	11 727 824 0936	MC Night	1 11
7 Sun	Jan 30	6:01 pm	StPetersbg	11 727 824 0936	MC Night	1 11
8 Sun	Jan 30	6:03 pm	StPetersbg	11 727 824 0936	MC Night	1 11
9 Sun	Jan 30	6:06 pm	StPetersbg	11 727 824 0936	MC Night	1 11
					<b>Total</b>	<b>\$ 63</b>

Total regulated regional charges \$ 63



TELEPHONE NUMBER 727 372-0048 941130  
 ACCOUNT NUMBER 155322062828785201  
 STATEMENT ENDING Jan 25, 2000

PAGE 5 OF 6

Sprint billing  
 inquiry call  
 1 (888) 361-87

**COMMUNICATIONS SERVICES**

Billing for Sprint



The following charges appear on your GTE bill as a service to Sprint  
 Direct your billing questions to the phone number in the yellow border  
 of this page.

Charges for  
 account  
 ID 0185922578  
 invoice# 010448

**Sprint Dial-1 Calls**

Date	Time	Place called	Number called	Period	Min.	Amount
1 Dec 14	8:20 pm	Americus	GA 912 924-9856 MO	Night	1.0	\$ 10
2 Dec 14	8:21 pm	Americus	GA 912 924-5179 ✓	Night	3.0	.30
3 Dec 15	5:25 pm	Americus	GA 912 924-9856 ✓	Day	11.0	2.75
4 Dec 17	2:47 pm	Tallahassee	FL 850 488-4491 ✓	Day	2.0	.50
5 Dec 18	1:07 pm	Americus	GA 912 924-5179 ✓	Night	2.0	.20
6 Dec 31	5:36 pm	Americus	GA 912 924-5179 ✓	Night	14.0	1.40
7 Jan 4	5:16 pm	Americus	GA 912 924-2154 ✓	Day	5.0	1.25
8 Jan 7	4:12 pm	Americus	GA 912 924-9303 ✓	Day	11.0	2.75
9 Jan 7	7:55 pm	Americus	GA 912 924-5179 ✓	Night	7.0	.70
10 Jan 8	2:56 pm	Leesburg	FL 352 326-2766 ✓	Night	2.0	.20
11 Jan 11	6:23 pm	Americus	GA 912 924-5179 ✓	Day	10.0	2.50
<b>Total</b>						<b>\$ 12.65</b>

**Summary of Sprint Usage**

12 Domestic Dial-1 usage	\$ 12.65	-1.65
Total call usage	\$ 12.65	-1.75

**Other Charges**

13 Carrier universal service charge	MO	\$ 1.15
14 Presubscribed line charge	MO	1.50
<b>Total</b>		<b>\$ 2.65</b>

**Taxes and Fees on Sprint Long Distance Services**

15 Federal excise tax	\$ .47
16 State and local tax	.17
17 State and local surcharge	.37
<b>Total</b>	<b>\$ 1.01</b>

**Total for this invoice**

**16.31**



TELEPHONE NUMBER 727 372-0048 941130  
 ACCOUNT NUMBER 155322062828785201  
 STATEMENT DATING Dec 25, 1999

PAGE 7 OF 8  
 Sprint billing  
 regular call  
 888) 361-8794

COMMUNICATIONS SERVICES

Billing for Sprint



*extra charges  
 for night  
 time calls*

The following charges appear on your GTE bill as a service to Sprint.  
 Direct your billing questions to the phone number in the yellow border  
 of this page.

Sprint Dial-I Calls

Charges for  
 account  
 ID 0155922575  
 invoice# 12045573

Date	Time	Place called	Number called	Period	Min.	Amount
1 Nov 14	3:46 pm	Americus	GA 912 924-2154 ✓	Night	10.0	\$ 1.00
2 Nov 14	3:56 pm	Birmingham	AL 205 939-3717 ✓	Night	1.0	.10
3 Nov 19	9:32 am	Birmingham	AL 205 324-7896 ✓	Day	2.0	.50
4 Nov 19	10:09 am	Tallahassee	FL 850 487-4177 ✓	Day	2.0	.50
5 Nov 19	10:24 am	Tallahassee	FL 850 487-4177 ✓	Day		.50
6 Nov 19	6:40 pm	Americus	GA 912 924-5179 ✓	Day	1.0	1.50 (3.75)
7 Nov 19	8:13 pm	Birmingham	AL 205 324-7896 ✓	Night	1.0	.10
8 Nov 26	6:07 pm	Americus	GA 912 924-5179 ✓	Day	4.0	1.00
9 Dec 3	1:00 pm	Americus	GA 912 924-9856 ✓	Day	21.0	2.10 (2.10)
10 Dec 5	7:03 pm	Americus	GA 912 924-9856 ✓	Night	7.0	.70
11 Dec 5	7:42 pm	Americus	GA 912 924-5179 ✓	Night	11.0	1.10
12 Dec 6	4:07 pm	Tallahassee	FL 850 488-9853 ✓	Day	2.5	.50
13 Dec 7	1:26 pm	Tallahassee	FL 850 488-9853 ✓	Day	4.0	.40
14 Dec 10	4:44 pm	Americus	GA 912 924-5179 ✓	Day	13.0	1.30
<b>Total</b>						<b>\$ 16.40</b>

Summary of Sprint Usage

15 Domestic Dial-I usage \$ 16.40  
 Total call usage \$ 16.40

*- 2.25  
 .60  
 2.10  
 + .95*

Other Charges

16 Carrier universal service charge  
 17 Presubscribed line charge  
 Total \$ 2.79

Taxes and Fees on Sprint Long Distance Services

18 Federal excise tax  
 19 State and local tax  
 20 State and local surcharge  
 Total \$ 1.37

Total for this invoice ✓ 20.56





P.O. Box 569290  
Dallas, TX 75356-9290  
Telephone (800) 347-8988  
Fax: (800) 327-5182

December 13, 1999

Florida PSC  
Attn: Kate Smith  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hoag / 294625T

Dear Ms. Smith:

This letter is in response to an inquiry we received from your office on behalf of Charlene Hoag. According to the information provided, Ms. Hoag has received long distance charges, which she did not make. She states she has been trying to resolve this issue for two years.

Sprint's records indicate that Sprint's last response to Ms. Hoag was September 1998. Since that period, an account was found and a \$25.40 credit was applied to her account on November 3, 1998. If Ms. Hoag is still receiving calls that she does not recognize she may need to contact her local telephone company to check her lines. Sprint recognizes these calls as directly dialed and legitimate.

I apologize to Ms. Hoag for any inconvenience this matter may have caused. If I can be of further assistance to you regarding this matter, please contact me.

Sincerely,

*Donna Turay*

Donna Turay  
Executive Analyst

DT: 1016342

c: Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655



P.O. Box 569290  
Dallas, TX 75356-9290  
Telephone (800) 347-8988  
Fax: (800) 327-5182

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Florida PSC  
Attn: Kate Smith  
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Sincerely,

*Donna Turay*

Donna Turay  
Executive Analyst

DT: 1016342

c: Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

To my account

Spent

127-372-00

<u>date</u>	<u>number</u>	<u>amount</u>
12/14/98	912-924-5179	.60
12/29/98	912-924-5179	.10
12/29/98	912-924-0181	4.75
12/29/98	912-924-9362	.25
12/29/98	912-924-9362	.25
11/2/99	912-924-5179	.30
11/25/99	#18	.85
2/25/99	#1	3.00
12/14/98	912-924-9856	.50
12/29/98		
3/30/99	202-547-124	.50
7/14/99	711-488-400	.25
4/9/99	850-921-3118	.25
4/25/99	#20	.50
4/25/99	#21	.50
2/14/99	415-927-5765	.10
2/15/99	415-927-5794	.15
2/19/99	912-924-9364	.150
2/21/99	424-712-3498	.20
2/21/99	352-636-9247	.50
2/25/99	352-686-9248	
2/27/99	912-924-5179	.40
3/5/99	347-1141	.50
3/11/99	35-0097	.25
3/23/99		.85
4/9/99	912-924-7304	.75
4/11/99	912-924-7304	.75
4/23/99	912-924-2154	1.00
5/2/99	912-924-5179	.80
5/31/99	912-924-7304	.25
6/1/99	912-924-9364	.30
6/7/99	912-924-5179	1.70
6/17/99	912-924-9856	.10
6/25/99	#16	.85
6/28/99	912-924-5179	1.50
7/2/98	352-796-7211	.25
7/8/98	912-924-9856	.70
7/12/98	912-924-5179	1.00

28.73

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.50
12-2-98	352-74-7211	.25
12-8-98	912-924-9856	.70
12-12-98	912-924-5179	1.00
12-25-98	#1	.85
10-23-98	912-924-5179	.50
11-3-98	912-924-5179	.80
11/25/98	#1	.85
4/14/99	912-924-9856	.10
5/12/99	912-924-5179	.10
5/22/99	912-924-5179	.10
5/8/99	850-224-215	.10
5/19/99	912-924-9364	1.90
5/19/99	912-924-9304	.50
5/25/99	#19	.61
5/25/99	#10	.85
5/26/98	912-924-9856	.20
3/2/99	352-796-9247	1.25
8/2/98	912-924-9856	.10
7/2/98	912-924-9856	.10
7/21/98	912-924-9856	1.20
9/16/98	912-924-5179	2.00
9/17/98	912-924-9856	.10
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	.70
9/25/98	#20	.85
9/21/98	912-924-5179	.60
10/5/98	912-924-5179 850-224-6934	.25
10/25/98	#15	.35

Spent

21.21  
 \$49.94  
 + 12.86 (12/3/99)  
 62.80

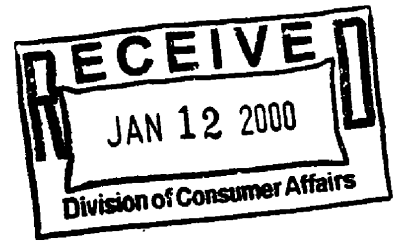
62.20  
 54.77  
 \$122.57  
 credit  
 call

1170	112-224-7304	1.25
2129/98	912-555-1212	1.10
12/29/98	912-924-0031	4.75
12/29/98	912-924-9562	1.25
1/4/99	912-924-5179	2.25
1/6/99	912-924-9304	.30
4/8		.85
29/98	727-449-8810	1.25
	727-449-8810	1.20
	727-447-8805	1.25
	727-447-6879	1.25
	727-824-8813	1.25
	727-327-0879	1.14
		.12
	727-7297	1.57
		.80
	352-567 2600	.50
	#21 + #22	3.80
	#5	.80
	912-924-5179	2.60
	924-5179	1.50
	404-562-9961	1.25
	850-438-7039	1.25
	850-410-1670	1.25
	#22 + 23	1.54
	727-391-7801	.19
	727-391-7801	.19
	727-345-2474	.11
	727-824-0932	1.38
	#1	.79
	#15	1.38
	#5 + #6	.40
	727-734-7661	1.25
	727-733-9302	1.25
	727-781-0948	1.25
	727-734-8264	1.25
	727-784-2958	1.25
	727-787-6057	1.25
	727-441-8628	1.25
	813-949-0321	1.25
	727-539-6301	1.25
		1.25
		1.25
22/99	727-725-9446	1.25
22/99	727-738-8120	1.25
		<u>32.27</u>

6/18/99	912-924-9302	1.25
6/18/99	912-924-9856	1.15
6/19/99	912-924-9856	.10
6/19/99	912-924-9856	.30
7/8/99	912-924-579	3.75
7/12/99	912-924-5179	3.25
7/26/99	#22 + 23	1.17
7/14/99	727-449-8810	1.50
7/16/99	727-787-6057	1.25
6/28/99	727-319-3195	.19
6/28/99	727-319-3199	.19
	727-521-4318	.19
9/6/99		
7/25/99	#4	.49
7/31/99	727-595-3336	1.25
8/9/99	727-786-1082	1.25
8/9/99	727-784-8860	1.25
8/9/99	727-797-0400	1.25
9/10/99	727-786-4600	1.25
8/5/99	727-824-8813	.19
8/5/99	727-824-0936	.22
8/25/99	#8	1.68
7/31/99	727-595-3336	1.25
7/26/99	850-224-1275	1.50
8/3/99	850-922-3100	2.25
8/25/99	#9410	1.74
9/2/99	727-403-5354	.12
9/4/99	727-734-8264	1.25
9/25/99	813-946-4693	1.25
9/25/99	#5	.48
9/25/99	#9	1.36
8/25/99	850-224-1275	1.25
9/1/99	912-924-9304	1.50
9/20/99	#18 + 19	2.13/

32.27  
 27.50  
 59.77  
 41.61 (2/31/99)  
 64.38  
839.77

Ms. Kate Smith  
Public Service Commission  
40 Edmund Baker Blvd.  
Tallahassee, FL 32399-0850



Ms. Smith,

Thank you for your recent assistance with my long-standing complaints against GTE & Sprint. However, the problems remain unresolved.

GTE found a problem with my line and put me on another line on 12-3-99. It took over 3 years of complaints for me to come in person to check it out. The problem is not corrected. I have attached a copy of my current bill so you can see the problem + identify it. GTE & Sprint continue to charge me daytime rates for night calls. They continue to charge me for calls I have not made. I have repeatedly been charged for late fees when I pay it on time.

Concerning the letter from Sprint on Dec. 13, 1999, how do they expect me to identify this credit on Nov. 3, 1998 if they send me no correspondence on it?

To date I am due credit from GTE for \$66.66 and a credit from Sprint for \$68.84.

I have spent many, many hours on this. I have asked the PSC several times to investigate the charges that these 2 companies can legally bill me. I have never received a reply. I have also asked if there are class action lawsuits against GTE & Sprint + have never received a reply. You are my last hope. Ms. Smith before going to the TV media with this.

Sincerely,

Charlene Harg

SERVICE PROVIDER

Technician Name G.T.E.

Phone Circuit # 702 372 0045

Date 7-11 Time 2:30 AM/PM

Technician 4845

# SORRY WE MISSED YOU

We were here to complete your service. Telephone service has been connected. If any additional service activity is necessary, please call our local Service Provider business office.

Telephone service has NOT been completed.  
Reason:

Phone service will be provided to arrange a service visit. Technician to return.

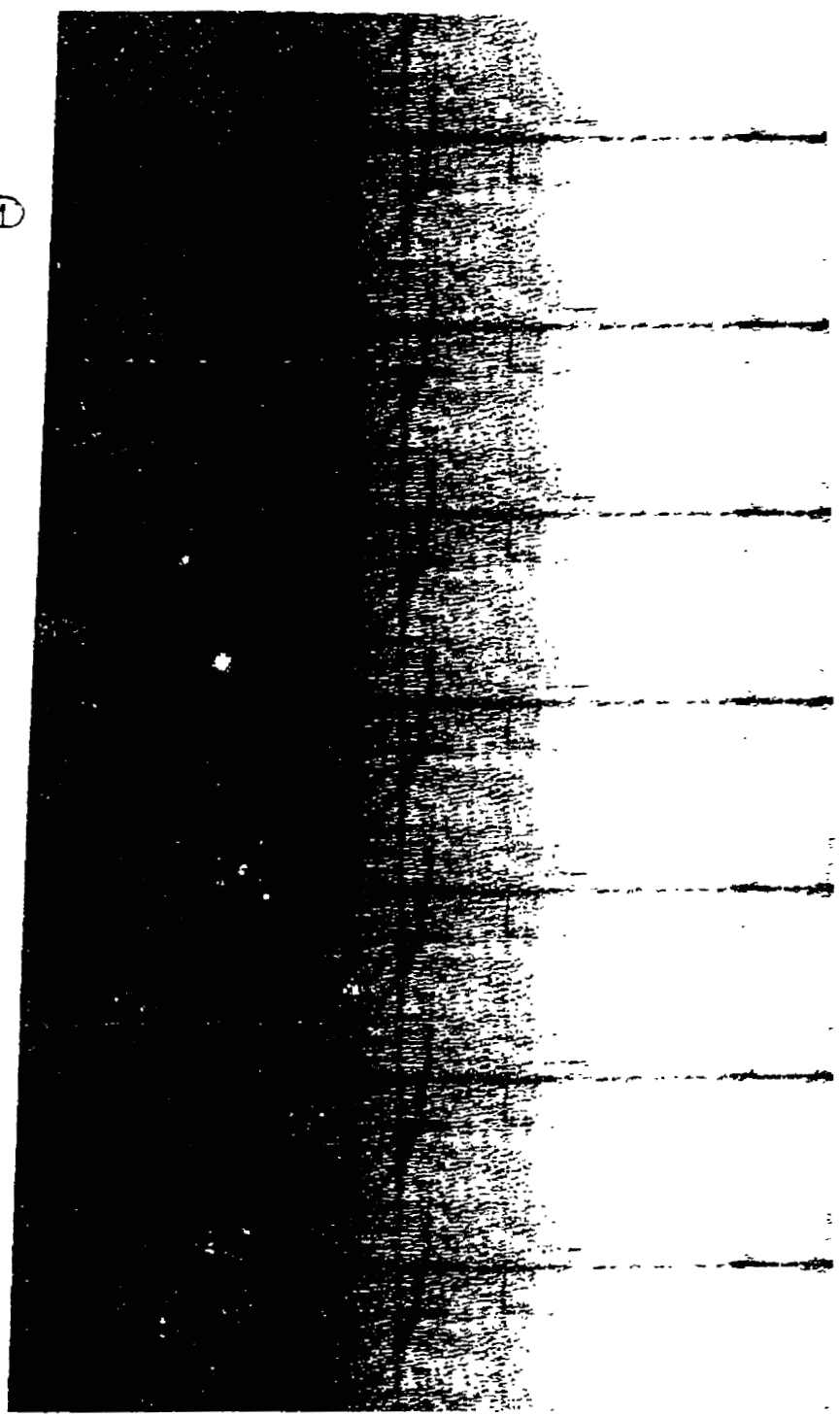
We were here to repair a service problem. We were unable to test equipment. Additional technician required.

Problem corrected

Access is necessary. Equipment has been returned. Technician to return.

Work will be completed. Service Provider to arrange a service visit. Technician to return.

Comments: Service provided by G.T.E.  
100% satisfied with service.  
Thank you for your service.





TELEPHONE NUMBER 727 372-0048 941130  
 ACCOUNT NUMBER 155322062828785201  
 STATEMENT ENDING Dec 25, 1999

AGL 7 OF 8  
 Sprint billing  
 inquiry call  
 1-888-361-8794

COMMUNICATIONS SERVICES

Billing for Sprint



*Charges  
 day-time  
 rates  
 for night  
 calls*

The following charges appear on your GTE bill as a service to Sprint. Direct your billing questions to the phone number in the yellow border of this page.

Charges for  
 account  
 ID 0185922575  
 service# 12045575

Sprint Dial-1 Calls

Date	Time	Place called	Number called	Period	Min.	Amount
1 Nov 14	3:46 pm	Americus	GA 912 924-2154 ✓	Night	10.0	\$ 1.00
2 Nov 14	3:56 pm	Birmingham	AL 205 939-3717 ✓	Night	1.0	.10
3 Nov 19	9:32 am	Birmingham	AL 205 324-7896 ✓	Day	2.0	.50
4 Nov 19	10:09 am	Tallahassee	FL 850 487-4177 ✓	Day	2.0	.50
5 Nov 19	10:24 am	Tallahassee	FL 850 487-4177 ✓	Day	2.0	.50
6 Nov 19	6:40 pm	Americus	GA 912 924-5179 ✓	Day	15.0	isc (3.75)
7 Nov 19	8:13 pm	Birmingham	AL 205 324-7896 ✓	Night	1.0	.10
8 Nov 26	6:17 pm	Americus	GA 912 924-5179 ✓	Day	4.0	4.00
9 Dec 3	6:58 pm	Americus	GA 912 924-9856 ✓	Day	21.0	2.10 (2.40)
10 Dec 5	7:33 pm	Americus	GA 912 924-9856 ✓	Night	7.0	.70
11 Dec 5	7:42 pm	Americus	GA 912 924-5179 ✓	Night	11.0	1.10
12 Dec 6	4:07 pm	Tallahassee	FL 850 488-9853 ✓	Day	2.0	.50
13 Dec 7	1:20 pm	Tallahassee	FL 850 488-9853 ✓	Day	4.0	1.00
14 Dec 10	4:44 pm	Americus	GA 912 924-5179 ✓	Day	13.0	3.25
<b>Total</b>						<b>\$ 16.40</b>

Summary of Sprint Usage

15 Domestic Dial-1 usage	\$ 16.40	- 2.25	- 4.95
Total call usage	\$ 16.40	.68	11.75
		2.10	
		4.95	

Other Charges

16 Carrier universal service charge	Amount	\$ 1.29
17 Presubscribed line charge	1.50	1.50
<b>Total</b>		<b>\$ 2.79</b>

Taxes and Fees on Sprint Long Distance Services

18 Federal excise tax	Amount	\$ .60
19 State and local tax	.31	.31
20 State and local surcharge	.46	.46
<b>Total</b>		<b>\$ 1.37</b>

Total for this invoice

✓ 20.56



TELEPHONE NUMBER  
ACCOUNT NUMBER  
STATEMENT ENDING

727 372-0048  
155322062828785201  
Dec 25, 1999

941130

PAGE 4 OF 8

**GTE REGULATED REGIONAL CALLS**

*Calls billed to  
727 372 0048*

**Direct Dialed Calls**

Day	Date	Time	Place called		Number called	Period	Min.	
1 Sat	Nov 27	10:08 am	StPetersbg	11	727 824-8813	Night	2	
2 Mon	Nov 29	9:55 am	Tampa	11	813 272 3473	Day	2	
3 Tue	Nov 30	8:51 am	StPetersbg	11	727 893-2765	Day	8	
4 Tue	Nov 30	9:09 am	StPetersbg	11	727 824-8813	MDay	1	
5 Tue	Nov 30	9:59 am	StPetersbg	11	727 824-8813	Day	1	
6 Tue	Nov 30	3:41 pm	StPetersbg	11	727 824-8813	Day	6	
7 Tue	Nov 30	3:51 pm	StPetersbg	11	727 824-0936	Day	3	
8 Mon	Dec 6	5:18 pm	StPetersbg	11	727 824-0936	Day	2	1.22
9 Thu	Dec 9	9:52 am	StPetersbg	11	727 893-2765	Day	2	1.10
10 Sat	Dec 11	1:09 pm	Tampa	11	813 987-6771	Night	1	
11 Mon	Dec 13	7:07 pm	Tampa	11	813 727 5336	Night	18	1.9
12 Tue	Dec 14	10:04 am	StPetersbg	11	727 824-8813	Day	1	
							<b>Total</b>	<b>\$ 7.2</b>

Total regulated regional charges \$ 7.2

**MISCELLANEOUS CHARGES AND CREDITS**

13 Late payment charge on \$37.22 at 1.50%

*2 paid this  
interest on  
Total  
12-4-99  
6.85  
no \$ .5*

**REGULATED SERVICE TAXES AND SURCHARGES**

14 Federal excise tax at 3.00%	.7
15 Florida intrastate gross receipts tax	.6
16 County 911 Funding Fee	.3
17 Svc Provider Number Portability Fee	.3
<b>Total</b>	<b>\$ 2.0</b>

**GTE regulated service charges \$ 27.1**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.





TELEPHONE NUMBER: 155322062828785201  
 ACCOUNT NUMBER: Dec 25, 1999  
 STATEMENT ENDING:

AGE 3 OF 8

**STATEMENTS**

Payment received on Nov 27.  
 Payment received on Dec 08  
 Payment(s) applied to previous charges.

CR 30 74  
 CR 38 37  
 Total: CR \$ 69 11

GTE SmartCall  
 Products and  
 Services Automated  
 Help  
 1 800 483 6855

**GTE REGULATED SERVICE (Dec 25 to Jan 25)**

Description	Qty	Unit Rate	
Tele:access act charge	1	09	09
Residence fee	1	10.86	10.86
ICC access charge	1	3.50	3.50
<b>Total</b>			<b>\$ 14.45</b>

**GTE LOCAL CALLS**

**Extended Calling Service Summary**

Call area	No. of calls	Rate per call	
Tampa N/W	1	2500	2500
Clearwater	8	2500	20000
<b>Subtotal</b>			<b>22500</b>
<b>Total</b>			<b>\$ 2.86</b>

**Local Call Detail**

Date	Time	Number called	Minutes
Nov 28	6:50 pm	727 736-3442 <i>no</i>	6.5
Nov 29	3:22 pm	727 441-3721 <i>no</i>	47
Dec 2	3:00 pm	727 595-3336 ✓	3:04
Dec 5	7:01 pm	727 535-9770 ✓	.35
Dec 6	7:37 pm	727 535 9770 <i>no</i>	.53
Dec 9	2:35 pm	727 424-0253 <i>no</i>	25
Dec 10	3:36 pm	727 538-7277 ✓	6:50
Dec 13	5:31 pm	813 996-4693 ✓	35
Dec 14	8:02 pm	727 787 6057 <i>no</i>	26
Dec 15	7:05 pm	813 973 7181 ✓	3:20
Dec 15	7:09 pm	813 996-5575 ✓	14:47

Total local calls \$ 2.86

Billing for  
 727 372-0048

Billing for  
 727 372-0048

Handwritten notes and a circled number '2'.



credit to my account

*Sprint*

12-312-0047

<u>date</u>	<u>number</u>	<u>amount</u>
12/14/98	912-924-5179	1.50
12/29/98	912-555-1212	1.10
12/29/98	912-024-0031	4.75
12/29/98	912-924-9362	.25
12/29/98	912-924-9362	.25
1/6/99	912-924-9304	1.30
1/25/99	#18	.85
2/25/99	#6	3.00
12/14/98	912-924-9304	.50
12/29/98		
3/30/99	202-547-1141	1.50
4/9/99	850-224-6959	.25
5/9/99	3118	.25
5/24/99	#20	1.63
5/25/99	#19	.85
5/25/99	912-924-9304	1.10
5/25/99	912-924-9304	1.50
5/25/99	912-924-9304	1.50
5/25/99	912-924-9304	1.20
2/25/99	912-924-9304	.50
2/25/99	912-924-9304	.50
3/7/99	912-924-5179	1.40
3/8/99	912-924-5179	.50
3/11/99	912-924-5179	.25
3/25/99	#16	.85
1/19/99	912-924-9304	.75
1/22/99	912-924-9304	.75
1/23/99	912-924-2154	1.00
1/24/99	912-924-5179	.80
2/13/99	912-924-9304	.25
2/17/99	912-924-9304	1.30
2/17/99	912-924-5179	1.70
2/17/99	912-924-9856	1.0
2/25/99	#16	.85
12/11/98	912-924-5179	1.50
12/2/98	352-796-7211	.25
12/3/98	912-924-9856	.70
12/12/98	912-924-5179	1.00

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.50
12-2-98	352-796-7211	.25
12-8-98	912-924-9856	.70
12-12-98	912-924-5179	1.00
12-25-98	#15	.85
10-28-98	912-924-5179	1.50
11-3-98	912-024-5179	.80
11/25/98	#15	.75
4/14/99	912-924-9304	1.0
5/2/99	912-924-5179	1.0
5/2/99	912-924-5179	1.0
5/8/99	850-224-6959	1.0
5/9/99	912-924-9856	1.90
5/10/99	912-924-9304	.50
5/25/99	#19	.61
5/25/99	#20	.85
8/16/98	912-924-9856	.20
8/21/98	352-567-9859	1.25
8/21/98	912-924-9856	1.0
8/21/98	912-924-9856	1.0
8/21/98	912-924-9856	1.20
9/6/98	912-924-5179	2.00
9/7/98	912-924-9856	1.0
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	.70
9/25/98	#20	.85
9/21/98	912-924-5179	60
10/5/98	912-924-5179 850-224-6959	.25
10/25/98	#15	.85

*Sprint*

21.21  
 \$49.94  
 + 12.86 12/31/99  
 -----  
 62.80  
 + 6.04 11/5/00  
 -----  
 68.84

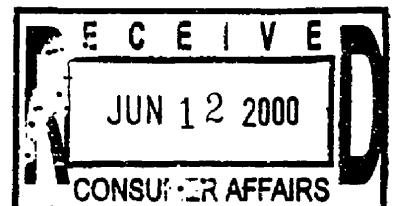
28.73

To: Mr. Leroy Rasberry  
Bureau of Complaint Resolution  
From: Charlene Hoag  
3145 Crenshaw St.  
New Port Richey, Fl. 34655

Mr. Rasberry,

On April 14, 2000 I requested an informal hearing concerning my 4 year long complaints against GTE, Sprint and the Public Service Commission. It has been almost 2 months and I feel that my rights are being denied. Why have I not been notified of a hearing date?

Charlene Hoag





# Public Service Commission

State of Florida

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

---

**DATE:** April 19, 2000

**TO:** John Plescow - Division of Consumer Affairs

**FROM:** Leroy A. Rasberry - Bureau Chief of Complaint Resolutions - Division of Consumer Affairs *LAR*

**RE:** Informal Conference Request

---

Please do a preliminary review of the informal conference request concerning Ms. Charlene Hoag against GTE Florida Incorporated.

**294613T - Hoag, Charlene**

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

***FACSIMILE TRANSMITTAL COVER SHEET***

**RE: Inquiry #** 294613T

**DATE:** April 19, 2000

**TO:** Debby Kampert

**OFFICE/BUSINESS:** GTE Florida Incorporated

**FAX NUMBER:** (813) 227-9661

**FROM: DIVISION OF CONSUMER AFFAIRS**

**FAX NUMBER: (850) 413-7168**

**TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552**

**COMMENTS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NUMBER OF PAGES, INCLUDING THIS COVER SHEET:** 3

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

April 19, 2000

Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

Dear Ms. Hoag:

This is to inform you that the Florida Public Service Commission (PSC) received your request for an informal conference against GTE Florida Incorporated (GTE). Your request is being processed and a staff member of my division will be contacting you in the near future to discuss your concerns.

If you have any questions, please contact me toll-free at 1-800-342-3552, or by e-mail at [lrasberr@psc.state.fl.us](mailto:lrasberr@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Leroy A. Rasberry".

Leroy A. Rasberry, Chief  
Bureau of Complaint Resolution  
Division of Consumer Affairs

LAR:ewe

cc: GTE Florida Incorporated

4-11-2000

TO: Beverly Demello  
Public Service Commission

FROM: Charlene Hoag  
3145 Crenshaw Ct.,  
New Port Richey, FL 34655

Ms. Demello -

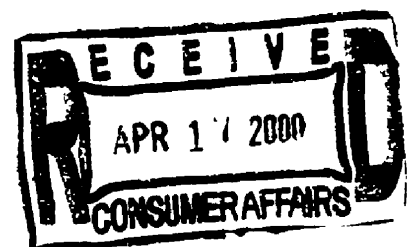
I have been informed by the Office of Public Service that I have a right to an informal hearing concerning my 4 year-long complaints against Sprint and the Public Service Commission. I hereby request an informal hearing with the Public Service Commission concerning these complaints.

Charlene Hoag

Case  
294613T



Charlene Hoag  
3145 Crenshaw Ct  
New Port Richey, FL 34655





*Hoag, Charlene*

**Kate Smith**

---

**From:** Carmen Pena  
**Sent:** Tuesday, April 11, 2000 2:44 PM  
**To:** Bev DeMello  
**Cc:** Carmen Pena; Kate Smith  
**Subject:** RE: fyi--Charlene Hoag (SP)

**Please note the following:**

**Case 294613T - ISSUE: Customer alleges that she did not make the calls billed to her.(GTE-Lec)**

**RESULTS OF THE INVESTIGATION: All the calls were traced to frequently dialed numbers. They were made to her family members. In addition other calls were directory assistance. The phone numbers at issue were dialed before and calls were never disputed and paid for. No credit is forthcoming.**

**Case 294625T - ISSUE: Customer alleges that she was billed day rates when her calls were actually done at night. (Sprint Long Distance)**

**RESULTS OF THE INVESTIGATION: Night rates start at 7:00 p.m. All of the calls the customer made were before this time, therefore the day rate is correctly billed by the company. No credit is forthcoming.**

**—Original Message—**

**From:** Bev DeMello  
**Sent:** Tuesday, April 11, 2000 10:46 AM  
**To:** Carmen Pena  
**Subject:** fyi--Charlene Hoag (SP)

**Carmen: Charlie Beck from OPC called. He said Ms. Charlene Hoag (SP?) isn't happy with the way I handled her complaint. He's probably going to tell her to ask for an informal conference. FYI. Thanks.**

## STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
E. LEON JACOBS, JR.  
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

# Public Service Commission

March 27, 2000

Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

**Re: Final Report  
FPSC Inquiry Nos. 294613T & 294625T**

Dear Ms. Hoag:

Thank you for contacting the Florida Public Service Commission (PSC). This is our final report on the investigation we conducted into your complaints against GTE-Florida, Inc., (GTE) and Sprint Communications (Sprint). We appreciate the opportunity to help you.

Our investigation into your complaints shows that the calls you identified as being in dispute were dialed directly from your home. Therefore, Sprint is sustaining its charges.

Test calls were done to the numbers. It appears that the calls were made to your mother's residence and to your sister's place of business. We had GTE verify that your telephone lines were working properly. No problems were found. As a precaution, GTE replaced your isolated cable.

Based on the results of our investigation and the information you provided, we are unable to request the companies to issue an adjustment. We wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Please understand that our inability to be of further assistance to you stems from the limitation of our rules and the company's tariffs and not from a lack of concern on our part.

---

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An Affirmative Action/Equal Opportunity Employer

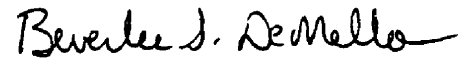
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Ms. Charlene Hoag  
Page 2  
March 27, 2000

I hope this information is helpful to you. If you have any questions, please contact us at 1-800-342-3552 or by toll-free fax at 1-800-511-0809.

Sincerely,



Beverlee S. DeMello, Director  
Division of Consumer Affairs

BSD:kes

c: Charles Beck - Office of the Public Counsel  
GTE-Florida, Inc.  
Sprint Communications



JACK SHREVE  
PUBLIC COUNSEL

**STATE OF FLORIDA**  
**OFFICE OF THE PUBLIC COUNSEL**

c/o The Florida Legislature  
111 West Madison St.  
Room 812  
Tallahassee, Florida 32399-1400  
850-488-9330

March 21, 2000

**MEMORANDUM**

TO: Bev Demello  
FROM: *Charlie Beck*  
Charlie Beck  
RE: Complaint of Charlene Hoag

Bev - I'm forwarding a complaint by Ms. Charlene Hoag.

CJB:bsr

*Received from  
Carmen on March 22, 2000  
Kate's files 294613T-GTE  
294625T-Sprint*

3/8/2000

To: Mr. Beck  
Office of Public Counsel

FROM: Charlene Hoag  
3145 Crenshaw Ct,  
New Port Richey, Fl, 34655  
727-372-0048  
chgreenhope@webtv.net

Mr. Beck,  
I am following up on a letter I sent to you on  
2/18/2000 concerning my complaints against GTE,  
Sprint & the Public Service Commission. To date,  
I am due a credit of \$69.90 from GTE and a credit  
of \$9.05 from Sprint. I have 4 items of compiled  
records to substantiate my claims. I cannot locate  
your address and would like to forward these  
records to you.

Sincerely,  
Charlene Hoag

2-21-2000

TO: Office of Public Counsel  
Mr. Beck

FROM: Charlene Hoag  
3145 Crenshaw Ct.  
New Port Kichey, Fl. 34655  
chgreenhope@webtv.net  
027-372-0048

Mr. Beck,

You assisted me several weeks ago concerning my long-standing problems with GTE, Sprint and the Public Service Commission. At that time you contacted the PSC and I got immediate results from your contact with Kate Smith. GTE found a problem with the cable & gave me a new line connection. The problem was not solved, however. My next GTE & Sprint bill reflected the same old problems. I was charged with calls I did not make & was also billed day time rates for night time calls. I immediately sent a letter to Kate Smith on Jan. 5. I have had no response from her to date & above all have received no credits from GTE or Sprint. This is a typical example of the inconsistency of GTE, Sprint & the PSC in their lack of effort to follow through with a complaint. After almost four years of dealing with them, I remain completely frustrated with a system and industry that is not working.

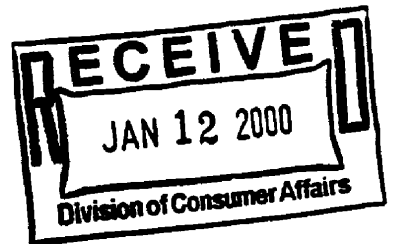
Can you assist me again in resolving these problems?

Sincerely,  
Charlene Hoag

2/23/2000  
GTE - 1990  
SPRINT - 1905

1-5-2000

Mrs. Kate Smith  
Public Service Commission  
540 Edmund Baker Blvd.  
Tallahassee, FL 32399-0850



Mrs. Smith,

I thank you for your recent assistance with my long-standing complaints against GTE & Sprint, however, the problems remain unresolved.

GTE found a problem with my line and put me on another line on 12-3-99, it took over 3 years of complaints for them to come in person to check it out. The problem is not corrected. I have attached a copy of my current bill so you can see the problem + identify it, GTE & Sprint continue to charge me daytime rates for night calls, I also continue to charge me for calls I have not made, I have repeatedly been charged for late fees when I pay it on time.

Concerning the letter from Sprint on Dec. 13, 1999, how do they expect me to identify this credit on Nov. 3, 1998 if they send me no correspondence on it?

To date I am due credit from GTE for \$66.66 and a credit from Sprint for \$68.84.

I have spent many, many hours on this, I have asked the PSC several times to categorize the charges that these 2 companies can legally tell me, I have never received a reply, I have also asked if there are class action lawsuits against GTE & Sprint + have never received a reply, you are my last hope, Ms. Smith before going to the TV media with this,

Sincerely,

Charlene Hies

I was did not  
copy well + I had  
to write over it  
for legibility,  
CW

Company Name: **GTE**

Phone Circuit: **727-372-0048**

Date: **12-9-99** 2130

Technician: **4845**

### SORRY WE MISSED YOU

We were here to complete your service request  
but your service has been completed  
by another technician.

Your service has NOT been completed  
• Please call us again.

Please call us again if you need service or have  
any questions about your service.

We were here to repair a service problem  
Date repaired: **12-9-99**  
By: **4845**

Problem corrected

Access is necessary to complete service  
located in your home.

Please call us again if you need service or have  
any questions about your service.

Comments: **I have put you on a  
new phone line to correct  
your phone problem!!**

FORM NUMBER 100





TELEPHONE NUMBER 727 372-0048 941130  
 ACCOUNT NUMBER 155322062828785201  
 STATEMENT ENDING Dec 25, 1999

AGE 7 OF 8

Sprint billing  
 inquiry call  
 1 (888) 361-8794

**COMMUNICATIONS SERVICES**

Billing for Sprint



*Charges  
 day-time  
 rates  
 for night  
 calls*

The following charges appear on your GTE bill as a service to Sprint. Direct your billing questions to the phone number in the yellow border of this page.

Charges for  
 account  
 ID: 0185922575  
 invoice# 12045575

**Sprint Dial-1 Calls**

Date	Time	Place called	Number called	Period	Min.	Amount
1 Nov 14	3:46 pm	Americus	GA 912 924-2154 ✓	Night	10.0	\$ 1.00
2 Nov 14	3:56 pm	Birmingham	AL 205 939-3717 ✓	Night	1.0	.10
3 Nov 19	9:32 am	Birmingham	AL 205 324-7896 ✓	Day	2.0	.50
4 Nov 19	10:09 am	Tallahassee	FL 850 487-4177 ✓	Day	2.0	.50
5 Nov 19	10:24 am	Tallahassee	FL 850 487-4177 ✓	Day	2.0	.50
6 Nov 19	6:40 pm	Americus	GA 912 924-5179 ✓	Day	15.0	3.75
7 Nov 19	8:13 pm	Birmingham	AL 205 324-7896 ✓	Night	1.0	.10
8 Nov 26	6:17 pm	Americus	GA 912 924-5179 ✓	Day	4.0	1.00
9 Dec 3	6:58 pm	Americus	GA 912 924-9856 ✓	Day	21.0	2.40
10 Dec 5	7:33 pm	Americus	GA 912 924-9856 ✓	Night	7.0	.70
11 Dec 5	7:42 pm	Americus	GA 912 924-5179 ✓	Night	11.0	1.10
12 Dec 6	4:07 pm	Tallahassee	FL 850 488-9853 ✓	Day	2.0	.50
13 Dec 7	1:26 pm	Tallahassee	FL 850 488-9853 ✓	Day	4.0	1.00
14 Dec 10	4:44 pm	Americus	GA 912 924-5179 ✓	Day	13.0	3.25

**Total** \$ 16.40

**Summary of Sprint Usage**

15 Domestic Dial-1 usage	\$ 16.40	162	11.75
Total call usage	\$ 16.40	210	11.75

**Other Charges**

16 Carrier universal service charge	no	\$ 1.29
17 Presubscribed line charge		1.50
<b>Total</b>		\$ 2.79

**Taxes and Fees on Sprint Long Distance Services**

18 Federal excise tax	\$ .60
19 State and local tax	.31
20 State and local surcharge	.46
<b>Total</b>	\$ 1.37

**Total for this invoice** ✓ 20.56

**GTE REGULATED REGIONAL CALLS**

*calls billed to  
727 824-0048*

**Direct Dialed Calls**

Day	Date	Time	Place called	Number called	Period	Min.
1 Sat	Nov 27	10:08 am	StPetersbg	FL 727 824-8813	Night	2
2 Mon	Nov 29	9:55 am	Tampa	FL 813 272-3473	Day	2
3 Tue	Nov 30	8:51 am	StPetersbg	FL 727 893-2765	Day	8
4 Tue	Nov 30	9:09 am	StPetersbg	FL 727 824-8813	Day	1
5 Tue	Nov 30	9:59 am	StPetersbg	FL 727 824-8813	Day	1
6 Tue	Nov 30	3:41 pm	StPetersbg	FL 727 824-8813	Day	6
7 Tue	Nov 30	3:51 pm	StPetersbg	FL 727 824-0936	Day	3
8 Mon	Dec 6	5:18 pm	StPetersbg	FL 727 824-0936	Day	2
9 Thu	Dec 9	9:52 am	StPetersbg	FL 727 893-2765	Day	2
10 Sat	Dec 11	1:09 pm	Tampa	FL 813 987-6771	Night	1
11 Mon	Dec 13	7:07 pm	Tampa	FL 813 727-5336	Night	18
12 Tue	Dec 14	10:04 am	StPetersbg	FL 727 824-8813	Day	1
<b>Total</b>						<b>5</b>

Total regulated regional charges

**MISCELLANEOUS CHARGES AND CREDITS**

13 Late payment charge on \$37.22 at 1.50%

*I paid this  
on time on  
Total  
12-4-99*

**REGULATED SERVICE TAXES AND SURCHARGES**

- 14 Federal excise tax at 3.00%
- 15 Florida intrastate gross receipts tax
- 16 County 911 Funding Fee
- 17 Svc Provider Number Portability Fee

**Total** \$ 2

*GTE regulated service charges*

\$ 2

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on Page 1.



TELEPHONE NUMBER 155322062828785201  
 ACCOUNT NUMBER Dec 25, 1999  
 STATEMENT ENDING

PAGE 3 OF 8

**PAYMENTS**

- 1 Payment received on Nov 27.
- 2 Payment received on Dec 08.
- 3 Payment(s) applied to previous charges.

CR 30.74  
 CR 38.37  
 Total CR \$ 69.11

GTE SmartCall  
 Products and  
 Services Automated  
 Help Line  
 1 800 483-6855

**GTE REGULATED SERVICE (Dec 25 to Jan 25)**

Description	Qty	Unit Rate	
3 Tele/access act charge	1	.09	10.86
4 Residence line	1	10.86	3.50
5 FCC access charge	1	3.50	\$ 14.45
		<b>Total</b>	

**GTE LOCAL CALLS**

**Extended Calling Service Summary**

Call area	No. of calls	Rate per call	
6 Tampa N/W	3	.2500	2.00
7 Clearwater	8	.2500	2.75
		<b>Subtotal</b>	.11
		<b>Total</b>	\$ 2.86

Billing for  
 727 372-0048

**Local Call Detail**

Date	Time	Number called	Minutes
9 Nov 28	6:50 pm	727 736-3442 <i>no</i>	6.37
10 Nov 29	3:22 pm	727 441-3721 <i>no</i>	.47
11 Dec 2	3:00 pm	727 595-3336 ✓	3.04
12 Dec 5	7:01 pm	727 535-9770 ✓	.35
13 Dec 6	7:37 pm	727 535-9770 <i>no</i>	.53
14 Dec 9	2:35 pm	727 424-0253 <i>no</i>	.25
15 Dec 9	3:36 pm	727 538-7277 ✓	6.50
16 Dec 10	5:31 pm	813 996-4693 ✓	.35
17 Dec 13	8:02 pm	727 787-6057 <i>no</i>	.26
18 Dec 14	7:05 pm	813 973-7181 ✓	3.20
19 Dec 15	7:09 pm	813 996-5575 ✓	14.47

Total local calls \$ 2.86

Billing for  
 727 372-0048

Handwritten notes and calculations:  
 14.45  
 11.61  
 6.97  
 2.86  
 11.45  
 1.37  
 37.22 (circled)

calls erroneously charged  
to my account

Sprint

727-372-0048

<u>date</u>	<u>number</u>	<u>amount</u>
12/14/98	912-924-5179	1.50
12/29/98	912-555-122	1.10
12/29/98	912-924-0081	4.75
12/29/98	912-924-9362	.25
12/29/98	912-924-9362	.25
1/6/99	912-924-9304	1.30
1/25/99	#18	.85
2/25/99	#6	3.00
12/14/98	912-924-9304	.50
12/29/98		
3/30/99	202-547-1141	1.50
4/9/99	850-438-4661	.25
4/9/99	850-224-8118	.25
4/25/99	#20	1.63
4/25/99	#21	.85
5/1/99	415-977-5765	1.10
5/1/99	415-977-5784	1.50
5/1/99	912-924-9304	1.50
5/21/99	404-712-3498	1.20
5/21/99	352-686-9248	.50
5/25/99	552-286-9248	
5/27/99	912-924-5179	1.40
5/28/99	202-547-1141	.50
5/31/99	303-221-0077	.25
5/31/99	#16	.85
6/19/99	912-924-9304	.75
6/22/99	912-924-9304	.75
6/23/99	912-924-2154	1.00
6/24/99	912-924-5179	.80
7/3/99	912-924-9304	.25
7/7/99	912-924-9304	.30
7/7/99	912-924-5179	1.70
7/7/99	912-924-9856	.10
7/25/99	#16	.85
12/1/98	912-924-5179	1.50
12/2/98	352-796-7211	.25
12/8/98	912-924-9856	.70
12/12/98	912-924-5179	1.00

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.56
12-2-98	352-796-7211	.25
12-8-98	912-924-9856	.70
12-12-98	912-924-5179	1.00
12-25-98	#15	.85
10-28-98	912-924-5179	1.50
11-3-98	912-924-5179	.80
11/25/98	#15	.85
4/14/99	912-924-9856	.10
5/2/99	912-924-5179	.10
5/2/99	912-924-5179	.10
5/8/99	850-224-1215	.10
5/9/99	912-924-9856	1.90
5/10/99	912-924-9304	.50
5/25/99	#19	.61
5/25/99	#20	.85
8/16/98	912-924-9856	.20
8/21/98	352-567-9809	1.25
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	1.20
9/6/98	912-924-5179	2.00
9/7/98	912-924-9856	.10
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	.70
9/25/98	#20	.85
9/21/98	912-924-5179	.60
10/5/98	<del>912-924-5179</del> 850-224-6989	.25
10/25/98	#15	.85

Sprint

21.21  
 \$49.94  
 + 12.86 12  
 - 62.80  
 + 6.04 11  
 -----  
 68.84



Debby B. Kampert  
Specialist-Regulatory & Gov't Affairs

GTE Service Corporation

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

December 15, 1999

Ms. Kate Smith  
Consumer Affairs Analyst  
Division of Consumer Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hogg  
Case Number: 294613T

Dear Ms. Smith:

The following information is in response to Charlene Hogg's FPSC complaint of December 7, 1999.

On November 16, 1999 GTE contacted several of the disputed telephone numbers on the list. Two calls were to Ms. Hogg's mother's residence, her sister's place of business, and long distance directory assistance.

On December 9, 1999, as a precautionary measure, Ms. Hogg's isolated cable pair was changed out, however, the feed pair could not be changed due to a full crossbox. The isolated pair and feed pair does not show up in any other location except the crossbox and the customer's terminal. There also was no apparent tampering of the customer's protector or terminal.

Attached are several letters sent to the FPSC and Better Business Bureau regarding Ms. Hogg's previous complaints.

**Please note:** The disputed calls are direct dialed from the residence, and no further credit will be issued.

We trust this information will help you resolve this matter.

Sincerely,

  
Debby B. Kampert

DBK:aaf

Tarpon Springs



P.O. Box 569290  
Dallas, TX 75356-9290  
Telephone (800) 347-8988  
Fax: (800) 327-5182

December 13, 1999

Florida PSC  
Attn: Kate Smith  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hoag / 294625T

Dear Ms. Smith:

This letter is in response to an inquiry we received from your office on behalf of Charlene Hoag. According to the information provided, Ms. Hoag has received long distance charges, which she did not make. She states she has been trying to resolve this issue for two years.

Sprint's records indicate that Sprint's last response to Ms. Hoag was September 1998. Since that period, an account was found and a \$25.40 credit was applied to her account on November 3, 1998. If Ms. Hoag is still receiving calls that she does not recognize she may need to contact her local telephone company to check her lines. Sprint recognizes these calls as directly dialed and legitimate.

I apologize to Ms. Hoag for any inconvenience this matter may have caused. If I can be of further assistance to you regarding this matter, please contact me.

Sincerely,

*Donna Turay*

Donna Turay  
Executive Analyst

DT: 1016342

c: Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

Better Business Bureau Serving Northeast Florida  
7820 Arlington Expressway #147  
Jacksonville, Florida 32211

November 1, 1999

TO: Director/Manager  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

FROM: Lisa S. Summitt  
Resolution Specialist  
extension 307

RE: Charlene Hoag

Enclosed is a copy of correspondence we have received concerning your company.

In as much as this matter has been requested to be made part of the Better Business Bureau's file on your company, we are providing you the opportunity to reply to this correspondence.

Should you choose to respond, please do so in writing, within 10 working days. We will forward a copy of your response to the complainant.

Thank you.

*W. J. ... 11-3  
see back -*



BETTER BUSINESS BUREAU  
7320 Arlington Expressway #147 • Jacksonville Florida 32211-7428 • (904) 721-2288

*Handwritten:*  
11-3-99

**CUSTOMER EXPERIENCE RECORD**

TO THE CUSTOMER: **IMPORTANT** This report will be sent to the company for review and reply **READ** the instructions on other side before filling out this form

YOUR NAME ~~SPRINT~~ CHARLENE HOAG COMPLAINT AGAINST (company) SPRINT  
 ADDRESS 3143 CRENSHAW CT. ADDRESS BOX 152046  
 CITY NEW PORT RICHEY STATE FL ZIP 34655 CITY IRVING STATE TX ZIP 750  
 HOME PHONE NO. 727-372-6048 BUS. NO. \_\_\_\_\_ PHONE NO. 1-800-877-7746 - 204  
 DATE OF TRANSACTION 1998-1999 DATE FIRST COMPLAINED TO COMPANY 1994 TO WHOM \_\_\_\_\_  
 WHAT IS GUARANTEE (IF ANY) \_\_\_\_\_

COMPLAINT INVOLVES (CHECK ONE)  PRODUCT  SALES  SERVICE  ADVERTISING  
 IF ADVERTISED, WHERE (ATTACH COPY) \_\_\_\_\_

DETAILS OF COMPLAINT - Explain briefly, attach additional page if necessary.

*Sprint charges me for calls that I have not made. After a credit has been issued, they continue to over-charge my account*

WHAT ADJUSTMENT DO YOU CONSIDER MUTUALLY FAIR? \$59.77 to date 10-14-99

SIGNATURE Charlene Hoag DATE Charlene Hoag

TO THE COMPANY: Return to the Better Business Bureau. Please record your disposition of this case so that our files will reflect your comments, and/or handling. Attach additional page if necessary. A copy of your reply will be sent to the complainant.

HAVE ADJUSTED \_\_\_\_\_ Date \_\_\_\_\_  WILL ADJUST BY \_\_\_\_\_ Date \_\_\_\_\_  UNWILLING TO RECONSIDER (Explain below)

COMMENTS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SIGNATURE \_\_\_\_\_ TITLE \_\_\_\_\_ DATE \_\_\_\_\_

B.B.B. Comments: \_\_\_\_\_ Date sent to Business \_\_\_\_\_ Follow-up to Business \_\_\_\_\_  
 Answer to Consumer \_\_\_\_\_ Recorded to file \_\_\_\_\_





11/11/98

copy

To: Ms. Carol Broome  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

FROM: Charlene Hoag  
3145 Crenshaw Ct.  
New Port Richey, Fl. 34655

Case # 229059 I  
# 229064 I

Dear Ms. Broome,

This is my second letter of complaint since 9/12/98. Tom Hordox is the person I have spoken with previously. GTE has since that time issued a credit of over \$100 to my account but continues to charge me for calls I have not made.

Ms. Hordox did not send me the information that I requested on 9-28-98; i.e., (1) a list of charges GTE & Sprint are authorized to make each month, (2) a copy of the 2 complaints against GTE & Sprint which I called in on 9/12/98 & 9/22/98. I have heard nothing from the Sprint complaint to date. Why has not someone followed up on this.

Sincerely,

Charlene Hoag

3  
Debby B. Kampert  
Specialist-Regulatory & Govt Affairs

GTE Telephone Operations

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

November 23, 1999

B. J. Baker  
Director of Dispute Resolution  
Better Business Bureau  
5830 142nd Avenue N.  
Clearwater, FL 33758  
Tallahassee, Fl 32399-0850

*K Smith*

Re: Charlene Hogg  
727-372-0048

Dear B. J. Baker:

The following information is provided in response to Charlene Hogg's Better Business Bureau inquiry of November 3, 1999.

On November 16, 1999, Ms. Hunter GTE Customer Relations, left a message for Ms. Hogg to contact her to discuss the disputed charges referenced on the complaint.

Ms. Hunter contacted several of the disputed numbers on the list, two of which were Ms. Hogg's mother's residence, her sister's place of business, and one to long distance directory assistance. The disputed calls are direct dialed from the residence, and at this time no credit is warranted.

In a letter dated October 6, 1998, to the Florida Public Service Commission regarding the Sprint "Regulatory Related Charges", Ms. Hogg was advised that she needs to contact Sprint to discuss these charges.

On November 19, Ms. Hunter spoke with "Frances" at the Hogg residence and advised that Ms. Hogg would be receiving a letter of response in reference to her inquiry.

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

Sincerely,

*Debby B. Kampert*  
Debby B. Kampert

DBK:aaf

CCC

A part of GTE Corporation



Debby B. Kampert  
Specialist-Regulatory & Govt Affairs

GTE Telephone Operations

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

July 2, 1999

Ms. Ellen Plendt  
Consumer Affairs Analyst  
Division of Consumer Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Fl 32399-0850

*K. Smith*

Re: Charlene Hogg  
Case Number 2261541

Dear Ms. Plendt::

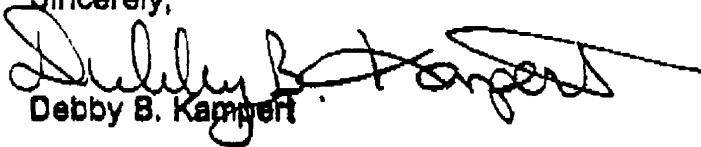
The following information is provided in supplemental response to Charlene Hogg's FPSC Inquiry of September 28, 1998.

On June 15, 1999, the attached letter was mailed to Ms. Hogg to contact GTE to discuss her additional concerns.

On June 30, 1999, Ms. C. Keppel, GTE Executive Assistant received a letter from Ms. Hogg which listed the calls that she was disputing. A credit was issued in the amount of \$27.71 (including tax) which should appear within 2-3 billing cycles.

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

Sincerely,

  
Debby B. Kampert

DBK:aaf

CCC

*la: 15*

C. Keppel  
Florida Customer Relations

~~CONFIDENTIAL~~  
GTE Telephone Operations

One Tampa City Center  
Post Office Box 110, FLTC0874  
Tampa, Florida 33601-0110

June 15, 1999

Ms. Charlene Hogg  
3145 Crenshaw Court  
New Port Richey, FL 34655

*K. Smith*

Re: (727) 372-0048

Dear Ms. Hogg:

I have been unsuccessful in speaking with you regarding your Florida Public Service Commission inquiry of June 7, 1999 concerning billing questions.

I am sorry for the inconvenience you've experienced and would like the opportunity to discuss this matter with you.

Please call 1 (800) 483-7988 option #5, before June 22, 1999. My office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday.

Sincerely,

C. Keppel  
Customer Relations Representative

STATE OF FLORIDA

Commissioners:  
JOE GARCIA, CHAIRMAN  
J. TERRY DEASON  
SUSAN F. CLARK  
JULIA L. JOHNSON  
E. LEON JACOBS, JR.



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 7, 1999

Ms. Charlene Hoag  
3145 Crenshaw Court  
New Port Richey, FL 34655

RE: FPSC 229064I

Dear Ms. Hoag:

This is in response to your communications with the Florida Public Service Commission concerning GTE-Florida.

In an effort to resolve your complaint, we contacted the company and requested a detailed written report regarding your concerns. It is my understanding that a representative from the utility contacted you to discuss this matter. Based on a review of the information provided to the Florida Public Service Commission, it appears that the company issued a credit of \$21.71 to the account for the calls that you disputed in a letter GTE received on June 30, 1999. This credit should appear on the account in one to two billing cycles.

My initial determination, based on the information provided by you and the utility, is that the company has violated neither its tariffs nor this Commission's rules and regulations in its handling of this matter.

Thank you for the opportunity to address your concerns. If you wish to discuss this or have any questions, please let me know. You may reach me at 1-800-342-3552 or at [eplendl@psc.state.fl.us](mailto:eplendl@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read "Ellen Plendl", with a long horizontal line extending to the right.

Ellen Plendl  
Regulatory Specialist

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: [www.scri.net/psc](http://www.scri.net/psc)

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

**Ellen,**

**Please note that the response for Charlene Hogg was answered under 226154I. Case number 229064I should have been deleted since the issues are the same.**

**Any questions, call me.**

**Arlene - GTEFL**

4-29-99

TO: Mrs. Beverlee Demello  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0850

FROM: Charlene Hoag  
3145 Crenshaw Ct.  
New Port Richey, Fl. 34655  
804/phone 727-372-0048

Dear Mrs. Demello,

You can see by the attached correspondence the difficulty I have had with GTE, Sprint and the Public Service Commission.

I requested 2 complaint forms on 3-11-98 & have received nothing. Please note the other requests I made of Sarah Gordon & the dates. I consider her incompetent & request my account be handled by someone who is efficient. Sarah Gordon is responsible for my phone service being cut off last year because she filed my complaint with the wrong long distance carrier.

Why haven't my requests of 8-28-98 been acknowledged?

Charlene Hoag



3-11-98 <sup>Phone</sup> 719

TO: Public Service Commission  
Tarah Gordon

FROM: Charlene Hoag  
3145 Crenshaw Ct.  
New Port Richey, FL 34655

Ms. Gordon -

I am responding to your letter of 3/1/99. No, I am not satisfied with the results of the credit & TE issued me last year. Each month I continue to receive charges on my bill which were erroneously printed on my statement! Please, send me a complaint form so that I may list these errors & receive further credit. Spunt, also, is charging for calls I have not made. They charge me a daytime rate for night calls!

Sincerely  
Charlene Hoag

9/18/98

TO: Mr. Beverly Demello  
 Public Service Commission  
 2540 Stumard Oak Blvd.  
 Tallahassee, FL 32399-0950

FROM: Charlene Hoag  
 3145 Crenshaw Ct.  
 New Port Richey, FL 34655  
 home phone 813-372-0048

Dear Ms. Demello,

On 9/8/98 I registered a complaint against GTE concerning a two year period in which I was charged for phone calls which I did not make. I have tried repeatedly to resolve this matter with no success. I spoke with Janah Gordon # 226154 I is my assigned case number. She took the information assuring me that GTE had 15 days to respond to the complaint and would not disrupt my phone service during that period.

On 9/15/98 my phone service was temporarily disconnected. I called the P.S.C. and spoke with Nancy Simmonds. After being put on hold several times over a period of about 30 minutes, I received little satisfaction along with ambiguous & confusing information from her. Nothing was resolved & I was left with the impression that the paperwork was never even sent to GTE.

Later that day I went to Gulfview Mall to pay my bill under protest for the sole purpose of reestablishing phone service.

On 9/16/98 at approximately 7 A.M. a sheriff's deputy appeared at my door. My parents who are elderly had been trying to get in touch with me and were very distraught.

To say I am disgusted with the manner in which this has been handled is an understatement!

I would appreciate a prompt response as I was told that my service may be subject to disconnection again.

<u>date</u>	<u>number</u>	<u>amount</u>
12/11/98	912-924-5179	1.50
12/24/98	912-555-7212	1.10
12/24/98	912-924-0021	4.75
12/29/98	912-924-9302	.25
12/29/98	912-924-9302	.25
1/6/99	912-924-9304	1.30
1/25/99	#18	1.35
2/25/99	#16	3.00
12/14/98	912-924-9304	1.50
12/29/98		
3/20/99	202-547-1141	1.50
4/17/99	350-438-4661	.25
4/14/99	350-921-3113	.25
4/25/99	#20	1.03
4/25/99	#21	.25
2/14/99	415-977-5765	1.10
2/15/99	415-977-5784	1.50
2/17/99	912-924-9304	.50
2/21/99	404-712-3413	.20
2/21/99	352-686-4243	1.50
2/25/99	352-686-4243	
3/7/99	912-924-5179	1.40
3/2/99	202-547-1141	1.50
3/11/99	303-221-0017	1.25
3/25/99	#16	.85
4/19/99	912-924-9304	.75
4/21/99	912-924-9304	.75
4/23/99	912-924-2154	1.00
4/24/99	912-924-5179	.20
5/1/99	912-924-9304	.25
5/7/99	912-924-9304	.30
5/7/99	912-924-5179	1.70
5/7/99	912-924-9856	1.0
5/25/99	#16	.85
12/1/99	412-628-5179	1.50
12/2/99	352-746-7211	1.25
2/2/99	912-924-9856	.20

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.50
12-2-98	352-746-7211	.25
12-8-98	912-924-9856	.75
12-12-98	912-924-5179	1.00
12-25-98	#15	.85
10-23-98	912-924-5179	1.10
11-3-98	912-924-5179	1.20
11-25/98	#15	.85
4/14/99	912-924-9856	1.10
5/21/99	912-924-5179	1.10
5/21/99	912-924-5179	1.10
5/21/99	850-224-7275	1.10
5/19/99	912-924-9856	1.90
5/10/99	912-924-9304	1.50
5/25/99	#19	1.61
5/25/99	#20	.25
5/16/98	912-924-9856	1.20
3/21/98	352-567-4309	1.25
3/21/98	912-924-9856	1.0
3/21/98	912-924-9856	1.10
3/21/98	912-924-9856	1.20
4/6/98	912-924-5179	2.00
4/7/98	912-924-9856	1.10
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	1.20
9/25/98	#20	.85
9/21/98	412-924-5179	1.00
10/5/98	<del>412-924-5179</del> 850-224-6921	1.25
10/25/98	#15	.35

674

549.94  
credit  
due



5325 Kelly Road • Tampa, Florida 33615  
(813) 886-9107 • Fax 886-8244

727-372-0048

12/7/99

Mrs. Smith -

These are the charges  
that were billed to my  
account in error.

Also, I have asked several  
times for the PSC to send me  
a categorized list of charges  
that ETE & Sprintly can legally  
bill me, & have received  
nothing - I have only been  
given service, no bills.

Thanks for your help.

Your #1 Full Service Quick Printer in Florida

*Call Today*

calls erroneously charged to my account:

<u>date</u>	<u>number</u>	<u>amount</u>	<u>date</u>	<u>number</u>	<u>amount</u>
1/19/99	727-327-0879	.38			
1/19/99	727-824-8813	.19	6/17/99	912-924-9856	2.00
1/22/99	727-327-0879	1.14	6/18/99	912-924-9303	.25
12/14/98	912-924-9304	.50	6/18/99	912-924-9303	.60
12/29/98	912-555-1212	1.10	6/18/99	912-924-9303	.25
12/29/98	912-924-0081	4.75	6/18/99	912-924-9856	1.15
12/29/98	912-924-9362	.25	6/19/99	912-924-9856	.10
1/4/99	912-924-5179	2.25	6/19/99	912-924-9856	.30
1/6/99	912-924-9304	.30	7/8/99	912-924-5179	3.75
#18		.85	7/12/99	912-924-5179	3.25
2/29/98	727-449-8810	.25	7/25/99	# 22 + 23	1.50
2/29/98	727-449-8810	.25	7/14/99	727-449-8810	.25
1/6/99	727-447-8805	.25	7/16/99	727-787-6057	.25
1/9/99	727-327-0879	.25	8/28/99	727-319-3199	.19
1/9/99	727-824-8813	.25	8/28/99	727-319-3199	.19
12/2/99	727-327-0879	1.14	9/6/99	727-521-4318	.19
#17		.12	7/25/99	# 4	.49
7/9/98	727-898-7297	.57	7/31/99	727-595-3336	.25
1/25/98	# 3	.80	8/9/99	727-786-1082	.25
1/18/98	352-547-2600	.50	8/9/99	727-784-8860	.25
12/5/98	# 21 + # 22	3.80	8/9/99	727-797-0400	.25
12/5/98	# 5	.80	8/10/99	727-786-4600	.25
12/8/98	912-924-5179	2.60	8/5/99	727-824-8813	.19
12/9/98	912-924-5179	1.50	8/25/99	727-824-0936	.22
3/99	404-562-9961	.25	8/25/99	# 8	.68
3/99	850-488-7039	.25	7/31/99	727-595-3336	.25
3/99	850-410-1630	.25	7/26/99	850-224-1275	.50
5/99	# 22 + 23	1.54	8/3/99	850-922-3100	2.25
7/199	727-391-7801	.19	8/25/99	# 9 + 10	1.74
2/7/99	727-391-7801	.19	9/2/99	727-403-5354	.25
1/7/99	727-345-2494	.11	9/14/99	727-734-8264	.25
2/8/99	727-824-0936	.38	9/25/99	813-986-4693	.25
2/5/99	# 1	.79	9/25/99	# 5	.48
2/5/99	# 15	.37	9/25/99	# 9	.36
2/5/99	# 5 + # 6	.40	8/25/99	850-224-1275	.25
6/99	727-734-7661	.25	9/1/99	912-924-9304	.50
2/6/99	727-733-9302	.25	9/25/99	# 18 + 19	2.13
2/9/99	727-781-0948	.25			
2/9/99	727-734-8264	.25			
2/9/99	727-784-2958	.25			
2/9/99	727-787-6057	.25			
7/99	727-441-8628	.25			
8/99	813-949-0321	.25			
1/9/00	727-544-6301	.25			

32.27  
 27.50  
 59.77  
 SPRINT  
 \$59.77  
 credit due

Request No. 294613T

Name HOAG ,CHARLENE MS.

Business Name \_\_\_\_\_

**Consumer Information**

Name: CHARLENE HOAG

Business Name:

Svc Address:

3145 CRENSHAW COURT

County: Pasco

Phone: (727)-372-0048

City/Zip: New Port Richey / 34655-

Account Number:

Caller's Name: CHARLENE HOAG

Mailing Address:

3145 CRENSHAW COURT

City/Zip: New Port Richey ,FL 34655-

Can Be Reached: (727)-372-0048

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TL710 .

Company: VERIZON FLORIDA INC.

Attn. Debby Kampert294613T

Response Needed From Company? Y

Date Due: 12/22/1999

Fax: 6W1,813-227-9661

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: Y

**PSC Information**

Assigned To: KATE SMITH

Entered By: KSMITH

Date: 12/07/1999

Time: 16:45

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: IMPROPER BILLS

PO: BEV DEMELLO

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KES

Date: 03/24/2000

Closeout Type: GI-08

Apparent Rule Violation: N

Customer was referred by the Office of Public Counsel, Mr. Charles Beck.

I called the customer. She told me that although she wrote to our director, Ms. DeMello, she had heard nothing back. She has an ongoing complaint against GTE. It appears she is being billed for calls that she does not make. She has received credit for these calls over the past three years, but the problem has never been resolved. She is requesting that GTE fix the problem and credit her for the disputed calls. She is sending me a copy of the bills in question. Please investigate, follow up with the customer and send a report. Cross-reference PSC #229064I

December 8, 1999: Received fax from company.

December 9, 1999: Called GTE and asked for clarification of a note that did not fax legibly. Ms. Favata told me that the note referred to a letter from GTE to Ms. Gordon advising her that there were duplicate

Request No. 294613T

Name HOAG ,CHARLENE MS.

Business Name \_\_\_\_\_

cases on this customer and requesting that case no. 229064I be deleted. It appears that it was never deleted. GTE responded to case no. 226154I. Ms. Favata told me that she did test calls on the numbers identified by the customer as ones she did not make. The calls were to family members and numbers frequently dialed and not disputed in the past, and to directory assistance. GTE's position is that the customer is making the calls and no more credits will be issued. A report will follow.

December 15, 1999: Final report received. The company checked the customer's service. There is no apparent tampering. As a precaution the isolated cable was changed. Calls in dispute were checked and it was found that the calls were to the customer's's mother and her sister's place of employment. Customer has paid these calls many times in the past without disputing them. Charges sustained.

March 24, 2000: Closed by letter.

04-17-00 CAF received customer's informal conference request. Shirley Stokes

04-18-00 I received the informal conference request today from Ms. Carmen Pena. Shirley Stokes

04-18-00 FAXED TO CO. DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, DO NOT TAKE ANY DISCONNECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, PENDING THE OUTCOME OF THIS REQUEST. Shirley Stokes

04-18-00 I entered the case in the informal conference system. Shirley Stokes

04-19-00 Late today, I received an e-mail stating the fax server was down yesterday. Shirley Stokes

04-20-00 REFAXED TO CO. Shirley Stokes

05-01-2000 - I spoke to GTE, and I was told that the customer's line. The company wants to get detailed information about the calls the customer has been placing. Note, the company has not informed the customer that a trap has been placed on her line./JPLESCOW

05-19-2000 - I spoke to GTE, and the trap and trace will be done around 05-25-200. I was told that the customer's bill would not print until 05-25-2000, and they would not have a copy of the customer's bill until around 05-31-2000. The company will follow up with the PSC around 05-31-2000./JPLESCOW

05-31-2000 - I spoke to the company, and the customer's bill has not yet been made available. Once the bill can be printed, the bill will be compared to the trap and trace./JPLESCOW

06-05-2000 - Company is still working on comparing the trap and trace to the customer's bills./JPLESCOW

06-09-2000 - Company is mailing the customer a letter with copies of the bills for the time in question. The company is requesting the customer indicate which calls are in dispute. /JPLESCOW

06-12-2000 - Copy of GTE's letter to customer received by FAX. A copy of the letter with attachments has been mailed./JPLESCOW

06-12-2000 - Letter from customer received. The customer wants to know when she will be given a date for her informal conference./JPLESCOW

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Request No. 294613T Name HOAG ,CHARLENE MS. Business Name \_\_\_\_\_

06-12-2000 - I spoke to the company, and I was told that they had received a signed copy of the receipt, which shows the customer received the certified letter and attachments on 06-12-2000./JPLESCOW

06/13/2000: Received report via Fax. Forwarded to K.Smith. RRoland

06-14-2000 - I sent a copy of the disputed calls to the company. This was a list originally sent by the customer. This does not include recent disputed calls. Note, during my previous conversation with the customer, she said she would send a complete list of the disputed calls. Additionally, GTE sent the customer copies of her bills, so she could indicate which calls were in dispute./JPLESCOW

06-22-2000 - FAX from GTE received. THE FAX was sent by the customer to GTE, originally, and it is a list of more disputed calls. Note, I spoke to the company, and Some of the calls on this most recent list are to the customer's mother. /JPLESCOW

08-01-2000 - Received correspondence from customer. Customer wants to know about her informal conference./JPLESCOW

08-03-2000 - Ms. Pena has informed me that the file will be given to Ms. Stokes for further handling./JPLESCOW

08-08-2000 I received a copy of this file. Shirley Stokes

08-14-2000 CAF received a memo from Mr. Charlie Beck, Office of Public Counsel, with a copy of Ms. Hoag's August 12, 2000, letter to him. Shirley Stokes

08-15-2000 I received the noted correspondence listed above on August 14, 2000, from Mr. John Plescow. Shirley Stokes.

09-11-2000 I received a message from Ms. Carmen Peña via Mrs. Beverlee DeMello regarding the Public Counsel Office's, Mr. Charlie Beck, call concerning Ms. Hoag's call about not granting an informal conference. Shirley Stokes

09-11-2000 At 10:04 a.m., I called Mr. Beck. He says that Ms. Hoag stated that she wanted to sue the PSC for not granting an informal conference. I explained that her case is in a stack of informal conferences, but the PSC can write a rec to dismiss, if it appears no rules were violated in this case. Mr. Beck understands and asked me to give her a call. Shirley Stokes

09-11-2000 At 10:14 a.m., I left a message on Ms. Hoag's answering machine explaining that her case is in a stack of informal conference requests. We may not get to her case until November or December, and we may get to it before that time. However, we will follow up with her regarding the outcome. I asked her to give me a call at our toll-free telephone number. Shirley Stokes

11-06-00 At 3:25 p.m., I called GTE and spoke with Ms. Kampert. I explained that the file is noted that GTE

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Request No. 294613T Name HOAG ,CHARLENE MS. Business Name \_\_\_\_\_



sent us a copy of Ms. Hoag's June 20, 2000, letter with a list of the disputed calls. Ms. Kampert says that she sent Ms. Peña a response in July, and I told her that I don't have a copy of it. She will overnight a copy of the response to me. Shirley Stokes

11-08-00 At 11:34 a.m., I called GTE and spoke with Ms. Arlene Favata about the report. She says that it was sent out Airborne Express yesterday. Shirley Stokes

11-09-00 Around 4:30 p.m., Ms. Carmen Peña gave me the July 10, 2000, report that I requested from GTE, which CAF received on November 7, 2000. Shirley Stokes

11-14-00 I asked GTE, Ms. Debby Kampert, to send me a report ASAP regarding the total amount of credit issued to the customer's account as of today. Since Ms. Arlene Favata is out due to surgery, she will try to get it to me by tomorrow or ASAP. Shirley Stokes

11-14-00 Around 10:05 a.m., I left a message for Ms. Kampert that I heard Mr. Plescow and Ms. Peña talking about a trap and trace that was performed on the customer's line. However, I don't have a report regarding that concern. I asked the company to also include that information in the report that I requested as noted above. Shirley Stokes

11-16-00 Received Sprint's report, stating that the company issued a goodwill gesture credit of \$53.65 for the long disputed charges. The company stated that the credit was arrived from the \$79.05 requested amount minus \$25.40 already issued, which resulted in the \$53.65 credit. Sprint stated that the credit should take 30 to 45 days (two invoices) to appear on the customer's account. Additionally, Sprint stated that the current billing appears to be properly rated. Shirley Stokes

11-20-00 I called Ms. Kampert to let her know about the information in Sprint Communications' report about the \$53.65 credit as noted above. I also asked if she had sent out the requested additional information. She's still working on the report. Shirley Stokes

12-05-00 While I was responding about another case via e-mail, I asked Ms. Debby Kampert about what time she will finish up with the requested information.

12-06-00 At 11:10 a.m., Ms. Arlene Favata, Verizon Florida, Inc., called to get information regarding the requested breakdown. She wanted to know how far to go back. I explained that the customer's disputed call list shows calls in 1998. Therefore, I asked her to send the information from January 1998. I also explained that I asked for information regarding the trap and trace. She says that it did not stay on long. However, I explained that I need to get the information regarding the results. Ms. Favata also said that it may take some time to get the breakdown since she has to get the information from another department. Shirley Stokes

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Request No. 294613T Name HOAG, CHARLENE MS. Business Name \_\_\_\_\_

12-08-00 At 9:30 a.m., Ms. Hoag's call was transferred to me. She asked for Mr. John Plescow. I explained that I'm now handling her case, and Mr. Plescow was handling the case during preconference negotiations. She says that Verizon is supposed to disconnect her service on December 20, 2000, and wants to get another extension. I explained that the PSC does not have authority over extensions. I also asked her to explain the reason for the requested extension. She says that some time ago, she got the company to give her a six-month extension and other extensions due to the disputed calls over four years ago. Now, she wants to get an additional extension. I explained that the PSC sent a letter on March 27, 2000, explaining the outcome of the investigation. I read the information to her in the fourth paragraph which states, "Based on the results of our investigation and the information you provided, we are unable to request the companies to issue an adjustment." To avoid service disconnection, she needs to pay her bill. Also, staff can write a recommendation to the Commissioners to dismiss her informal conference request if it appears that no rules or regulations were violated in this case. Ms. Hoag says that she needs to call Mr. Beck. I explained that I also discussed this information with Mr. Beck on September 11, 2000. I explained that although Sprint Communications maintained that her account was billed properly for the calls, the company sent me a report on November 16, 2000, explaining that it issued a goodwill credit of \$53.65 on her account, and it should appear on her account within the next 30 to 45 days. However, I explained that I have requested additional information from Verizon. We will follow up with her to let her know the outcome of her informal conference request. She said okay. Shirley Stokes

12-14 FAXED AND E-MAILED TO CO. Please provide me with the requested billing breakdown ASAP or by December 22, 2000. Also, at the end of the billing breakdown, please include the outstanding balances for the calls as follows:

- a. intrastate calls
- b. ECS calls
- c. intralata calls
- d. interstate calls

Thanks. Shirley Stokes

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Request No. 294613T Name HOAG ,CHARLENE MS. Business Name \_\_\_\_\_



Deborah B. Kampert  
Specialist - Regulatory Affairs

Verizon Communications  
One Tampa City Center  
Post Office Box 110,  
FLTC0616  
Tampa, FL 33601-0110

December 15, 2000

Ms. Shirley Stokes, Consumer Affairs Analyst  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hogg  
Case Number 294613T

Dear Ms. Stokes:

The following information is provided in response to Charlene Hogg's FPSC complaint.

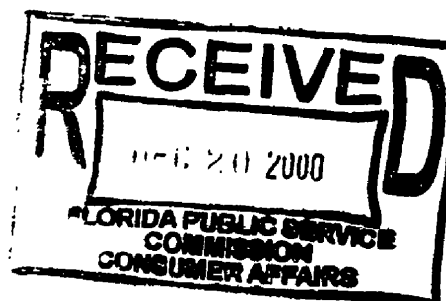
Attached is a bill breakdown from January 1998 through current. Note the Sprint adjustment posted to Mrs. Hogg account on December 13th. Verizon has issued a total of \$193.01 in compromise credit to Ms. Hogg (even though charges were valid).

A security trace was placed on the line from April 27, through May,26. Unfortunately, the incorrect type of trap was placed on the line which recorded incoming calls and not outgoing calls. On May 20, the error was corrected to trap outgoing calls. Below are only the outgoing calls that Ms. Hogg has denied making.

On May 23, and May 24, Ms. Hogg made calls to Exotica which appeared on the security trap. These calls were denied by Ms. Hogg, however the customer at the called number acknowledges knowing Ms. Hogg.

On May 24, several outgoing calls was made to Senator Jack Latvala which appeared on the security trap. These calls were denied by Ms. Hoag.

On May 24, an outgoing call was made to Susan Glickman which appeared on the security trap. This call was denied by Ms. Hogg. Ms. Glickman acknowledges knowing Ms. Hogg.



Ms. Shirley Stokes  
December 15, 2000  
Page 2

Re: Charlene Hogg

On May 26, an outgoing call was made to Congressman Bilirakus which appeared on the security trap. This call was denied by Ms. Hogg.

Although all charges due are valid, as a goodwill gesture, Verizon will prevent disconnection of service until this case is closed by the Division of Consumer Affairs.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Debby B. Kampert". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Debby B. Kampert  
Specialist - Regulatory Affairs

DBK:aaf

Enclosure

Charlene Hogg (727) 372-0048

ECS charges include \$.11 detail page charge

\*Credits are compromise Verizon billing adjustments

Month	Balance Forward	(Local) Verizon Current Regulated Charges	Verizon ECS Charges	Interlata & Interstate Sprint Charges	Intralata Verizon Local Toll	Payment/ Credits	Total Due
01/25/98	\$61.18	\$16.57	\$5.11	\$5.37	\$.74		\$88.97
02/25/98	\$63.78	\$16.65	\$3.36	\$11.65	\$1.97	\$25.19	\$97.41
03/25/98	\$66.80	\$16.54	\$1.31	\$5.81	\$2.53	\$30.61	\$93.29
04/25/98	\$93.29	\$16.92	\$1.36	\$8.30	\$.49	0.00	\$120.36
05/25/98	\$95.93	\$16.77	\$1.61	\$7.65	\$3.99	\$24.43	\$125.95
06/25/98	\$101.98	\$17.24	\$2.36	\$7.50	\$3.54	\$23.97	\$132.62
07/25/98	\$83.92	\$16.71	\$1.36	\$17.20	\$.68	\$48.70	\$119.87
08/25/98	\$119.87	\$17.90	\$7.11	\$27.32	\$7.55	0.00	\$179.75
09/25/98	\$89.69	\$35.00	\$2.11	\$14.53	\$3.86	\$90.06	\$145.19
10/25/98	\$5.29	\$16.18	\$.86	\$11.64	\$6.08	0.00 *\$139.90	\$40.05
11/25/98	-\$23.07	\$16.12	\$2.36	\$13.56	\$3.53	\$37.72 *\$25.40	\$12.50
12/25/98	\$8.10	\$16.14	\$5.11	\$15.51	\$1.33	\$4.40	\$46.19
01/25/99	\$46.19	15.91	\$1.11	\$20.97	\$2.66	0.00	\$86.84
02/25/99	\$55.54	\$16.19	\$3.36	\$12.65	\$3.43	\$31.30	\$91.15
03/25/99	\$62.55	\$16.86	\$3.36	\$8.87	\$4.82	\$28.60	\$96.46
04/25/99	\$73.67	\$17.89	\$2.61	\$13.02	2.31	\$22.79	\$109.50
05/25/99	\$83.07	\$17.18	\$4.86	\$12.52	\$3.37	\$26.43	\$121.00
06/25/99	\$90.41	\$17.59	\$4.36	\$14.78	\$2.29	\$30.59	\$129.43
07/25/99	\$71.91	\$16.60	\$2.61	\$22.78	\$.57	\$29.81 *\$27.71	\$114.47
08/25/99	\$87.69	\$17.01	\$3.11	\$8.05	\$3.37	\$26.78	\$119.23
09/25/99	\$63.55	\$16.57	\$1.61	\$14.22	\$.79	\$55.68	\$96.74

Month	Balance Forward	(Local) Verizon Current Regulated Charges	Verizon ECS Charges	Interlata & Interstate Sprint Charges	Intralata Verizon Local Toll	Payment/ Credits	Total Due
10/25/99	\$68.20	\$16.71	\$2.11	\$17.57	\$1.74	\$28.54	\$106.33
11/25/99	\$106.33	\$17.37	\$2.61	\$23.96	\$4.28	0.00	\$154.55
12/25/99	\$85.44	\$17.08	\$2.86	\$20.56	\$7.25	\$69.11	\$133.19
01/25/00	\$133.19	\$19.75	\$1.36	\$16.31	\$1.01	0.00	\$169.25
02/25/00	\$131.33	\$17.58	\$2.36	\$9.14	\$0.63	\$37.92	\$161.04
03/25/00	\$134.46	\$17.70	\$2.11	\$10.54	\$0.57	\$26.58	\$165.38
04/25/00	\$142.36	\$18.32	\$7.61	\$11.95	\$4.18	\$23.02	\$184.42
05/25/00	\$160.57	\$18.14	\$3.61	\$12.19	\$3.05	\$23.85	\$197.56
06/25/00	\$162.66	\$18.24	\$3.86	\$6.48	\$2.45	\$34.90	\$193.69
07/25/00	\$161.19	\$19.98	\$1.86	\$8.31	\$1.28	\$32.50	\$192.62
08/25/00	\$142.96	\$19.04	\$2.36	\$8.09	\$1.73	\$49.66	\$174.18
09/25/00	\$174.18	\$20.80	\$5.11	\$8.10	\$2.37	0.00	\$210.48
10/25/00	\$183.02	\$20.12	\$5.11	\$9.86	\$7.22	\$27.46	\$225.33
11/25/00	\$198.44	\$19.79	\$3.36	\$9.84	\$0.49	\$26.89	\$231.92
As of 12/15/00				(\$ 53.65)		\$33.45	\$144.82



Deborah B. Kimper  
Specialist - Regulatory Affairs

Verizon Communications  
One Tampa City Center  
Post Office Box 110,  
FLTC0818  
Tampa, FL 33601-0110

December 15, 2000

Ms. Shirley Stokes, Consumer Affairs Analyst  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hogg  
Case Number 294613T

Dear Ms. Stokes:

The following information is provided in response to Charlene Hogg's FPSC complaint.

Attached is a bill breakdown from January 1998 through current. Note the Sprint adjustment posted to Mrs. Hogg account on December 13th. Verizon has issued a total of \$193.01 in compromise credit to Ms. Hogg (even though charges were valid).

A security trace was placed on the line from April 27, through May 26. Unfortunately, the incorrect type of trap was placed on the line which recorded incoming calls and not outgoing calls. On May 20, the error was corrected to trap outgoing calls. Below are only the outgoing calls that Ms. Hogg has denied making.

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On May 24, an outgoing call was made to Susan Glickman which appeared on the security trap. This call was denied by Ms. Hogg. Ms. Glickman acknowledges knowing Ms. Hogg.

Ms. Shirley Stokes  
December 15, 2000  
Page 2

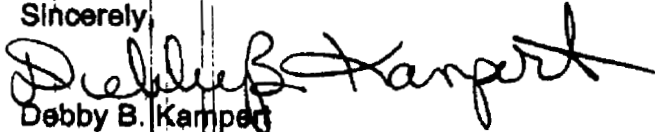
Re: Charlene Hogg

On May 26, an outgoing call was made to Congressman Billirakus which appeared on the security trap. This call was denied by Ms. Hogg.

Although all charges due are valid, as a goodwill gesture, Verizon will prevent disconnection of service until this case is closed by the Division of Consumer Affairs.

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

Sincerely,



Debby B. Kamper  
Specialist - Regulatory Affairs

DBK:aaf

Enclosure



Charlene Hogg (727) 372-0048

ECS charges include \$.11 detail page charge

\*Credits are compromise Verizon billing adjustments

Month	Balance Forward	(Local) Verizon Current Regulated Charges	Verizon ECS Charges	Interlata & Interstate Sprint Charges	Intralata Verizon Local Toll	Payment/ Credits	Total Due
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02/25/98	\$63.78	\$16.65	\$3.36	\$11.65	\$1.97	\$25.19	\$97.41
03/25/98	\$66.80	\$16.54	\$1.31	\$5.81	\$2.53	\$30.61	\$93.29
04/25/98	\$93.29	\$16.92	\$1.36	\$8.30	\$49	0.00	\$120.36
05/25/98	\$95.93	\$16.77	\$1.61	\$7.65	\$3.99	\$24.43	\$125.95
06/25/98	\$101.98	\$17.24	\$2.36	\$7.50	\$3.54	\$23.97	\$132.62
07/25/98	\$83.92	\$16.71	\$1.36	\$17.20	\$.68	\$48.70	\$119.87
08/25/98	\$119.87	\$17.90	\$7.11	\$27.32	\$7.55	0.00	\$179.75
09/25/98	\$89.69	\$35.00	\$2.11	\$14.53	\$3.86	\$90.06	\$145.19
10/25/98	\$5.29	\$16.18	\$.86	\$11.64	\$6.08	0.00	\$40.05
						*\$139.90	
11/25/98	<del>\$23.07</del>	\$16.12	<del>\$2.36</del>	\$13.56	\$3.53	\$37.72	\$12.50
						*\$25.40	
12/25/98	<del>\$8.10</del>	\$16.14	<del>\$5.11</del>	\$15.51	\$1.33	\$4.40	\$46.19
01/25/99	<del>\$46.19</del>	15.91	<del>\$1.11</del>	\$20.97	\$2.66	0.00	\$86.84
02/25/99	\$55.54	\$16.19	\$3.36	\$12.65	\$3.43	\$31.30	\$91.15
03/25/99	<del>\$62.55</del>	\$16.86	<del>\$3.36</del>	\$8.87	\$4.82	\$28.60	\$96.46
04/25/99	<del>\$73.67</del>	\$17.89	<del>\$2.61</del>	\$13.02	2.31	\$22.79	\$109.50
05/25/99	\$83.07	\$17.18	\$4.86	\$12.52	\$3.37	\$26.43	\$121.00
06/25/99	\$90.41	\$17.59	\$4.36	\$14.78	\$2.29	\$30.59	\$129.43
07/25/99	\$71.91	\$16.60	\$2.61	\$22.78	\$.57	\$29.81	\$114.47
						*\$27.71	
08/25/99	\$87.69	\$17.01	\$3.11	\$8.05	\$3.37	\$26.78	\$119.23
09/25/99	\$63.55	\$16.57	\$1.61	\$14.22	\$.79	\$55.68	\$96.74

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11/25/99	<del>\$106.33</del>	\$17.37	<del>\$2.61</del>	\$23.96	<del>\$4.28</del>	0.00	\$154.55
12/25/99	<del>\$85.44</del>	\$17.08	\$2.86	\$20.56	\$7.25	\$69.11	\$133.19
01/25/00	<del>\$133.19</del>	\$19.75	\$1.35	\$16.31	\$1.01	0.00	\$169.25
02/25/00	<del>\$131.33</del>	\$17.58	\$2.36	\$9.14	\$63	\$37.92	\$161.04
03/25/00	<del>\$134.46</del>	\$17.70	\$2.11	\$10.54	\$5.57	\$26.58	\$165.38
04/25/00	<del>\$142.36</del>	\$18.32	<del>\$7.61</del>	\$11.95	<del>\$4.18</del>	\$23.02	\$184.42
05/25/00	\$160.57	\$18.14	\$3.61	\$12.19	\$3.05	\$23.85	\$197.56
06/25/00	\$162.66	\$18.24	\$3.86	\$6.48	\$2.45	\$34.90	\$193.69
07/25/00	\$161.19	\$19.98	\$1.86	\$8.31	\$1.28	\$32.50	\$192.62
08/25/00	<del>\$142.96</del>	\$19.04	\$2.36	\$8.09	\$1.73	\$49.66	\$174.18
09/25/00	<del>\$174.18</del>	\$20.80	<del>\$5.11</del>	\$8.10	<del>\$2.37</del>	0.00	\$210.48
10/25/00	<del>\$183.02</del>	\$20.12	<del>\$5.11</del>	\$9.86	<del>\$7.22</del>	\$27.46	\$225.33
11/25/00	<del>\$198.44</del>	\$19.79	<del>\$3.36</del>	\$9.84	<del>\$4.49</del>	\$26.89	\$231.92
As of 12/15/00				(\$ 53.65)		\$33.45	\$144.82

\*\*\*END\*\*\*

**Shirley Stokes**

---

**From:** Shirley Stokes  
**Sent:** - Tuesday, December 05, 2000 2:27 PM  
**To:** John Plescow  
**Cc:** Shirley Stokes; Ellen Plendl; 'deborah.kampert@verizon.com'  
**Subject:** FW: Pavia, Case # 337547T

**Importance:** High

*File in Charlene Hoag's  
294613T*

Please contact Ms. Debby Kampert regarding this case. Thanks.

-----  
Debby,

At present, John is handling Pavia's case. (Please let me know approximately what time you will finish with the Charlene Hoag's information. Thanks.)

-----Original Message-----

**From:** Ellen Plendl  
**Sent:** Tuesday, December 05, 2000 1:29 PM  
**To:** Shirley Stokes  
**Cc:** John Plescow  
**Subject:** FW: Pavia, Case # 337547T

I received this regarding Mr. Pavia.

-----Original Message-----

**From:** deborah.kampert@verizon.com [mailto:deborah.kampert@verizon.com]  
**Sent:** Tuesday, December 05, 2000 1:27 PM  
**To:** sstokes@psc.state.fl.us  
**Subject:** Pavia, Case # 337547T

Shirley,

Please EMAIL to me the CATS file for Pavia, Case # 337547T

Debby B. Kampert  
Specialist - Regulatory (FL)  
813-483-2531 Voice  
813-227-9661 Fax  
deborah.kampert@verizon.com

**Tracking:**

**Recipient**

John Plescow  
Shirley Stokes  
Ellen Plendl  
'deborah.kampert@verizon.com'

**Read**

Read: 12/5/00 3:10 PM  
Read: 12/5/00 2:27 PM

## Shirley Stokes

---

**From:** Donna.Turay@mail.sprint.com  
**Sent:** Thursday, November 16, 2000 11:01 PM  
**To:** sstokes@psc.state.fl.us  
**Subject:** 1117622 response for Charlene Hoag - 294625T

Dear Shirley,

This e-mail is in response to the recent follow up complaint we received from your office on behalf of Charlene Hoag. It is my hope that this response will finalize this matter.

As a goodwill gesture and not an admission of guilt, I have issued a \$53.65 credit to her account for her long standing disputed charges. This amount was arrived from the \$79.05 requested amount minus the \$25.40 already issued equals the \$53.65 credit. ( $79.05 - 25.40 = 53.65$ ). This credit may take 30 to 45 days to appear (two invoices). Ms. Hoag's current billing appears to be correctly rated on all charges.

If you have additional questions, please feel free to contact me directly at 972-242-2073.

Donna Turay

Donna Turay  
Executive Services  
donna.turay@mail.sprint.com

**Shirley Stokes**

---

**From:** Donna.Turay@mail.sprint.com  
**Sent:** - Thursday, November 16, 2000 11:01 PM  
**To:** sstokes@psc.state.fl.us  
**Subject:** 1117622 response for Charlene Hoag - 294625T

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If you have additional questions, please feel free to contact me directly at 972-242-2073.

Donna Turay

Donna Turay  
Executive Services  
donna.turay@mail.sprint.com

*Pls see  
mail box  
11/16/00  
294625T*



Debby B. Kampert  
Specialist-Regulatory & Gov't Affairs

GTE Service Corporation

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

Ms. Carmen Pena  
Consumer Affairs Analyst  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Charlene Hogg  
Case Number 294613T

Dear Ms. Pena

The following information is provided in supplemental response to Charlene Hogg's FPSC complaint.

Attached you will find the very labor intensive investigation that was performed regarding Ms. Hogg's denied calls. Also included is a billing breakdown from November 1999 through June 2000.

We have determined there is no physical trouble on the line. In addition, the information attached reveals that Ms. Hogg does have a relationship with the majority of the called parties or had a purpose for the calls.

Considerable credit has been issued to Ms. Hogg's account due to denied calls. Based on the results of the attached investigation, no further credit will be provided.

Please advise GTE when the case is closed and normal collection activity can resume.

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

Sincerely,

*Debby B. Kampert*  
Debby B. Kampert

DBK:aaf

*11-14-00 I received this copy from  
John Pleasow, which proves that GTE did  
not the use to  
FPSC on July 10, 2000. [Signature]*



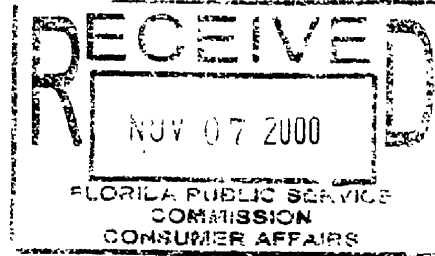
Debby B. Kampert  
Specialist-Regulatory & Gov't Affairs

GTE Service Corporation

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

JULY 10, 2000

Ms. Carmen Pena  
Consumer Affairs Analyst  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Re: Charlene Hogg  
Case Number 294613T

Dear Ms. Pena

The following information is provided in supplemental response to Charlene Hogg's FPSC complaint.

Attached you will find the very **labor intensive** investigation that was performed regarding Ms. Hogg's denied calls. Also included is a billing breakdown from November 1999 through June 2000.

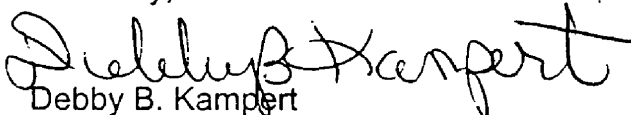
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Considerable credit has been issued to Ms. Hogg's account due to denied calls. Based on the results of the attached investigation, no further credit will be provided.

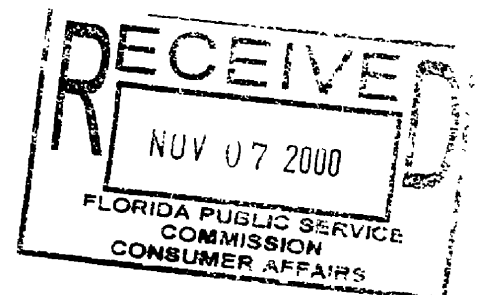
Please advise GTE when the case is closed and normal collection activity can resume.

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

Sincerely,

  
Debby B. Kampert

DBK:aaf



Charlene Hogg 727-372-0048

Bill Date	Bal Fwd	Curr Reg Charges	ECS Charges	Sprint Charges	GTELD	Payment	Total Due
Nov 99	106.33	17.37	2.61	23.96	4.28		154.55
Dec 99	154.55	17.08	2.86	20.56	7.25	69.11	133.19
Jan 00	133.19	17.38	1.36	16.31	1.01	0	169.25
Feb 00	169.25	17.58	2.36	9.14	.63	37.62	161.04
Mar 00	161.04	17.70	2.11	10.54	.57	26.58	165.38
Apr 00	165.38	18.32	7.61	11.95	4.18	23.02	184.42
May 00	184.42	18.14	3.61	12.19	3.05	23.85	197.56
June 00	197.56	20.69	3.86	6.48	34.90	00.00	193.69

ECS charges includes .11 detail page charge



TELEPHONE #	CALLED PARTIES NAME	ACKNOWLEDGES CALLER	AMOUNT
727-736-3442	Fritts RES	member of Church YES	.25
727-441-3721	Congressman Bilirakis	-	.25
727-535-9770	Westenberger Tree Svc	YES - Knows Shelly Loren Westenberger	CALLS FOR ENVIRONMENTAL REASONS
727-424-0253	Doesn't know cus	NO	.25
727-787-6057	Joan Kinoy	YES - member of Church	.25
727-824-8813	- Sierra Club (chart)	YES	.19
727-824-6936	- Sierra Club (chart)	YES	.18
727-893-2765	FL ST TA Bay Estuary		.18
912-924-5179	MOTHER	YES	
912-924-9856	SISTER	YES	
727-824-6936	Tone - Sierra Club	YES	
912-924-5179	MOTHER	YES	
727-516-3476	Ragenet of Tamp	-	.25
			.25
912-924-9856	Sister	YES	
727-787-8991	Senator JACK LATVALA	YES # on	Security TRACE
727-595-7314	Susan Glickman	YES # on	SECURITY TRACE
727-546-3791	Allergy + Asthma Ctr	-	

576 9/17/00

1/28/2000 SPRINT

1-28-2000  
1/28/99 - 727-736-3442  
1/29/99 - 227-441-3721  
2/6/99 - 727-535-9770  
2/9/99 - 727-424-0253  
2/14/99 - 727-787-6057  
1/30/99 - 727-824-8813  
2/6/99 - 727-824-0936  
2/9/99 - 727-893-2765  
\$13  
\$17

.25 Feitts RES. member of Church  
.25 Congressman Biliarakus  
.25 Westenbecker Rec Svc  
.25 Loren Westenbecker Know Customer #16  
.25 - Doesn't know cus #17  
.25 Joan Kinoy member of Church  
1/9 - CHART  
1/8 - CHART  
1/8 FL ST TRM Bay Estuary  
156  
136

11/19/99 912-924-5179 - 2.25 mo  
11/26/99 912-924-5199 .60-min  
12/3/99 912-924-9856 .30-sis  
1.29  
1.50  
2/25/2000 = 5.84  
1/24/00 - 912-924-5179 - 1.15  
1/28/00 - 912-924-5179 - 1.95  
#6  
#7  
- .67  
- 1.50

2/25/2000

2.72

TONE  
SIERRA Club FL

1/30/00 - 727-824-0936 - .19  
1/30/00 - 727-824-0936 - .11  
1/30/00 - 727-824-0936 - .11  
1/30/00 - 727-824-0936 - .11

1.52

4.27

3/23/2000

2/27/00 727-516-3476  
2/27/00 727-516-3476  
#16  
#4  
3/3/00 912-924-9856  
3/5/00 912-924-9856  
3/6/00 912-924-9856  
#13  
#14

.25 } Pagenet  
.25 } OF TAMPA  
1.57  
1.36  
1.60 } SISTER \$78.65 - GTE  
1.10 } \$89.26 - SPRINT  
1.00 }  
1.73  
1.50

credits due to date  
6-13-00

6.36

5-25-00

5-9-00 727-787-8991  
5-24-00 727-595-7314  
4-29-00 813-546-3791  
5/25/00 #9

.25 - Senator Jack LATVALA - # on SECURITY TRACE  
.25 - Susan Glickman - # on SECURITY TRACE  
.11 - NA  
1.78

2.139

TELEPHONE #	CALLED PARTIES NAME	ACKNOWLEDGES CALLER	AMOUNT
912-924-9856	Francis Goggins - Sister	YES	
727-319-3199	Elaine Hunter	no	.19
↓	↓	↓	.19
727-521-4318	OKEY Assoc Ins Co	-	.19
727-595-3336	Friend Connie SAVAGE -	YES	.25
727-786-1082	STATE FARM INS	-	.25
727-784-8860	Donald Edwards	NA	.25
727-797-0400	Kelly State Farm - Wenford	-	.25
727-786-4600	Mutual of Omaha	-	.25
727-824-0936	Tone - Sierra Club	YES	.22
850-224-1275	Tone	-	.50
850-922-3100	Tone	-	2.25
727-463-5354	AT-T CELL # since 12-99	-	.25
813-996-4693	David Crauch	Hogg calls YES - his father	.25
912-924-0071	C. LAVENDER <sup>new</sup> customer	prev cus na not available	4.75
850-488-4661	Gov. mansion	-	.25
850-921-8118	no answer	-	.25
415-977-5765	Sierra Club HQ	YES	.10
415-977-5794	Tone - Sierra Club	YES	.50
404-712-3448	NA	-	.20
352-636-4243	NA	-	.50
352-686-9248	NA	-	?
202 - not legible		-	.50
303-221-0077	NA	-	.25
912-924-9364	FAX FOR CHAS HOGG	YES - FATHER	.75 + .75
352-796-7211	WATER MGMT District	-	.25

TELEPHONE #	CALLED PARTIES NAME	ACKNOWLEDGES CALLER	AMOUNT
727-327-0879	DR. Fernando LARACH	YES	.88
727-824-8813	SIERRA CLUB	YES	.19
912-555-1212	GEORGIA DA	—	1.10
912-924-9362	MA	—	.25
727-449-8810	TONE- DR. V. Subramanian	YES	.25
↓	↓	↓	.25
727-447-8803	DR. V. Subramanian	YES	.25
727-898-7297	Tampa Bay Devil Rays	—	.57
352-597-2600	Annis, Mitchel Carkey, Atty	—	.50
912-924-5179	Hogg's mother	YES	.25
404-562-9961	TONE	—	
850-488-7639	Epilepsy Mental Hosp	—	.25
850-416-1630	TONE	—	1.59
727-391-7801	not wkg #	—	.19
↓	↓		.19
727-345-2494	OSCAR KIESYLIS	NA	.11
727-824-6936	TONE- SIERRA CLUB	YES	.38
727-734-7661	TONE- Clec Acct	—	.25
727-733-9302	TORONTO BLUE JAYS	—	.25
727-781-0948	Ellsworth RES	NAME IS FAMILIAR	.25
727-734-8264	JANET CLARK	YES	.25
727-784-2958	BRADNO RES	NO	.25
727-787-6057	JOAN KINDY	member of church YES	.25
727-441-8628	Wallpaper Guide Dir	NAME SOUNDS FAM	.25
813-949-0321	JUDY WILLIAMS	YES	.25
727-539-6301	TONE FOR BUS BUREAU BETTER	—	.25

no erroneously charged to my account:

date	number	amount
1/14/99	727-327-0877	1.14
1/19/99	727-824-8813	1.19
2/2/99	727-327-0877	1.14
4/14/98	912-924-9304	.50
4/29/98	912-555-1212	1.10
12/29/98	912-924-0081	4.75
2/29/98	912-924-9362	1.25
4/1/99	912-924-5177	2.25
6/1/99	912-924-9304	.30
7/18		.85
2/29/98	727-449-8810	1.25
12/29/98	727-449-8810	1.25
3/1/99	727-447-8805	1.25
7/1/99	727-327-0877	1.25
7/1/99	727-824-8813	1.25
2/1/99	727-327-0877	1.14
1/17		.12
9/1/98	727-898-7297	1.57
2/5/98	#3	1.80
1/8/98	352-547-2600	1.50
5/1/98	#21422	3.80
2/5/98	#3	1.80
8/1/98	912-924-5179	2.60
1/99	912-924-5179	1.50
99	404-562-9961	1.25
99	850-488-7039	1.25
99	850-410-1630	1.25
1/99	#22423	1.59
1/99	727-391-7801	1.19
7/99	727-391-7801	1.19
1/99	727-345-2494	1.15
3/99	727-824-0932	1.38
5/99	#1	1.79
5/99	#15	1.37
5/99	#5436	1.40
1/99	727-734-7661	1.25
1/99	727-733-9302	1.25
9/99	727-781-0948	1.25
9/99	727-734-8264	1.25
9/99	727-734-2928	1.25
9/99	727-787-6057	1.25
99	727-441-8628	1.25
99	813-949-0321	1.25
1/99	727-539-6301	1.25

date	number	amount
6/17/99	912-924-9856	2.00
6/18/99	912-924-9303	.25
6/18/99	912-924-9303	.50
6/18/99	912-924-9303	.25
6/18/99	912-924-9856	1.16
6/19/99	912-924-9856	.10
6/19/99	912-924-9856	.30
7/8/99	912-924-5177	3.75
7/12/99	912-924-5177	3.25
7/25/99	#22423	1.50
7/27/99	927-449-8810	1.25
8/16/99	927-287-6057	.25
8/28/99	727-319-3199	.19
8/28/99	727-319-3199	.19
9/6/99	727-521-4318	.19
9/25/99	#4	1.49
9/31/99	727-595-3336	2.25
2/1/99	727-786-1082	.25
8/9/99	727-784-3260	1.25
8/9/99	727-797-0400	.25
8/10/99	727-786-4600	.25
8/15/99	727-824-8813	1.19
8/15/99	727-824-0936	1.22
8/25/99	#8	1.68
7/31/99	727-595-3336	.25
7/26/99	850-224-1275	1.50
8/3/99	850-922-3100	2.25
8/25/99	#9410	1.74
9/12/99	727-403-5354	.25
9/14/99	727-734-3264	.25
9/25/99	813-986-4693	.25
9/25/99	#5	.48
9/25/99	#9	1.36
2/25/99	850-224-1275	1.25
9/1/99	912-924-9304	1.50
9/25/99	#1847	2.13

32.27  
27.50  
59.77

SPRINT

\$59.77  
credit due

date	number	amount
<del>12/11/98</del>	<del>912-924-5179</del>	<del>1.50</del>
12/21/98	912-555-7212-2	1.10
12/24/98	912-924-0021	4.75 <small>new</small>
12/25/98	912-924-9362	.25
12/29/98	912-924-9362	.25
<del>1/6/99</del>	<del>912-924-9364</del>	<del>.50</del>
1/25/99	#18	.85
2/25/99	#6	3.00
<del>12/14/98</del>	<del>912-924-9364</del>	<del>.50</del>
12/29/98		
3/30/99	202-547-1141	.50
7/7/99	350-438-4661	.25
4/7/99	350-921-3118	.25
4/25/99	#20	.63
4/25/99	#21	.85
2/14/99	415-977-5765	.10
2/15/99	415-977-2784	.50
<del>2/15/99</del>	<del>912-924-9364</del>	<del>.50</del>
2/21/99	404-712-3412	.20
2/21/99	350-626-4243	.50
2/25/99	350-626-4245	
<del>2/27/99</del>	<del>912-924-5179</del>	<del>1.10</del>
3/3/99	202-547-1141	.50
3/11/99	303-221-0077	.25
3/25/99	#16	.85
4/19/99	912-954-9304	.75
<del>1/23/99</del>	<del>912-924-9364</del>	<del>.75</del>
1/23/99	912-924-2154	1.00
1/24/99	912-924-5179	.20
2/1/99	912-924-9364	.25
2/7/99	912-924-9364	.30
2/7/99	912-924-5179	1.70
2/7/99	912-924-9364	.10
2/25/99	#16	.85
2/27/99	912-924-5179	1.50
<del>2/27/99</del>	<del>912-924-9364</del>	<del>.25</del>
<del>2/27/99</del>	<del>912-924-9364</del>	<del>.20</del>

date	number	amount
<del>12-1-98</del>	<del>912-924-5179</del>	<del>1.50</del>
12-2-98	352-796-7211	WATER 2 S MONT DEBT
<del>12-8-98</del>	<del>912-924-9364</del>	<del>.70</del>
<del>12-12-98</del>	<del>912-924-5179</del>	<del>1.00</del>
12-25-98	#15	.85
<del>10-23-98</del>	<del>912-924-5179</del>	<del>1.00</del>
<del>11-3-98</del>	<del>912-924-5179</del>	<del>.20</del>
11/25/98	#15	.85
<del>1/14/99</del>	<del>912-924-9364</del>	<del>.10</del>
<del>5/21/99</del>	<del>912-924-5179</del>	<del>.10</del>
5/21/99	912-924-5179	.10
5/21/99	850-224-7275	.10
<del>5/9/99</del>	<del>912-924-9364</del>	<del>1.90</del>
<del>5/10/99</del>	<del>912-924-9364</del>	<del>.50</del>
5/25/99	#19	.61
5/25/99	#20	.25
<del>5/16/98</del>	<del>912-924-9364</del>	<del>.20</del>
7/21/98	352-567-4309	1.25
<del>8/21/98</del>	<del>912-924-9364</del>	<del>.10</del>
<del>8/21/98</del>	<del>912-924-9364</del>	<del>.10</del>
<del>8/21/98</del>	<del>912-924-9364</del>	<del>1.20</del>
<del>9/10/98</del>	<del>912-924-5179</del>	<del>2.00</del>
<del>9/7/98</del>	<del>912-924-9364</del>	<del>.10</del>
<del>9/12/98</del>	<del>912-924-9364</del>	<del>1.30</del>
<del>9/13/98</del>	<del>912-924-9364</del>	<del>.20</del>
9/25/98	#20	.85
<del>7/31/98</del>	<del>412-924-5771</del>	<del>.60</del>
10/5/98	442-924-5179	.25
	850-224-6939	.30
10/25/98	#15	.30

67¢

21.21  
 \$49.94  
 credit  
 due

## Shirley Stokes

---

**From:** Shirley Stokes  
**Sent:** - Monday, September 11, 2000 10:25 AM  
**To:** Bev DeMello  
**Cc:** Carmen Pena; Shirley Stokes  
**Subject:** Mr. Charlie Beck /Charlene Hoag

**Importance:** High

Please see the following notes regarding my call to both of them. Thanks.

09-11-2000 At 10:04 a.m., I called Mr. Beck. He says that Ms. Hoag stated that she wanted to sue the PSC for not granting an informal conference. I explained that her case is in a stack of informal conferences, but the PSC can write a rec to dismiss, if it appears no rules were violated in this case. Mr. Beck understands and asked me to give her a call. Shirley Stokes

09-11-2000 At 10:14 a.m., I left a message on Ms. Hoag's answering machine explaining that her case is in a stack of informal conference requests. We may not get to her case until November or December, and we may get to it before that time. However, we will follow up with her regarding the outcome. I asked her to give me a call at our toll-free telephone number.

Bev DeMello

(with ...)

727-372-0048

Charlene

Hague  
internal  
conference

10:04 recd

Carla Beck 10:14

Office of Public

...

-81-...)

9/11/00

I received this message from  
Ms. Carmen Peña to call the Public  
Council's office. Shelly



FAX

To: Bev DeMello  
Fax number 487-1716

From: Charlie Beck  
Office of Public Counsel

Date: August 14, 2000

Re: Complaint of Ms. Charlene Hoag

---

I am forwarding a fax I received from Ms. Charlene Hoag. She states that her service from GTE was improperly disconnected. In addition, she states that she requested an informal hearing from the PSC over three months ago about her long standing complaints, but she has received no satisfactory reply.

8:15-00

Jay/Kate:  
How do you  
want to handle?  
Thanks,  
Bet

8/12/00

TO: Mr. Charles Beck  
 Office of Public Counsel  
 111 W. Madison St.  
 Fallahassee, Fl. 32399

FROM: Charlene Hoag  
 3145 Crenshaw Ct.  
 New Port Richey, Fl. 34655  
 chgreenhope@webtv.net

Mr. Beck,

For approximately six months, I have received a monthly notice from GTE that they would disconnect my phone if I did not pay the entire bill by a certain date. Each month I call to notify them that I made arrangements in May to place a hold on my account until November. I get the name and identification number of each person to whom I have spoken. Each time I am assured that everything is in order and there will be no disruption of my phone service. They claim the notice of disconnection is automatically sent each month and it cannot be corrected. On August 11 my phone was disconnected. This is the second time this has been done in the last year.

I requested an informal hearing concerning my long-standing complaints over 3 months ago. I have received no satisfactory reply from either GTE or the Public Service Commission. I have the following questions:

- ① Are there class-action lawsuits against GTE, Sprint +/or the Public Service Commission currently? I wish to file a claim.
- ② Is there an ombudsman or whistleblower who could give me assistance?
- ③ How can I make arrangements that my phone service will not be disconnected again? Is there a legal recourse?

Thank you once again for your assistance.

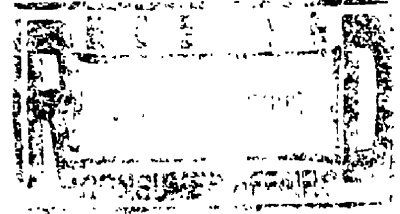
Charlene Hoag



JACK SHREVE  
PUBLIC COUNSEL

**STATE OF FLORIDA**  
**OFFICE OF THE PUBLIC COUNSEL**

c/o The Florida Legislature  
111 West Madison St.  
Room 812  
Tallahassee, Florida 32399-1400  
850-488-9330



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

TO: Bev DeMello  
Director of Consumer Affairs  
Florida Public Service Commission

FROM: Charlie Beck *JB*

DATE: July 28, 2000

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Bev, I've attached a letter we received yesterday from Ms. Charlene Hoag.

7-23-00

To: Mr Charles Beck  
Office of Public Council  
111 W Madison St,  
#812  
Tallahassee, FL 32399-1400

RECEIVED

JUL 27 2000

Office of  
Public Council

FROM: Charlene Hoag  
3143 Crenshaw Ct.  
New Port Richey, FL 34655  
727-372-0048  
chgreenhope@webtv.net

Mr. Beck,

over three months ago I requested an informal hearing of the Public Service Commission concerning my long-standing complaints against SBC, Sprint and the Public Service Commission. I have gotten no satisfactory response from them to date. I feel that my constitutional rights have been denied. I am asking that you please investigate this.

Sincerely,  
Charlene Hoag

6-20-2000

TO: Ms. Debbie Kampert  
GTE

FROM: Charlene Hoag  
3145 Crenshaw Ct,  
New Port Richey, FL 34655

Ms. Kampert -

The information that you recently sent me is incomplete. It only covers a 6 month period. My complaint covers 1 1/2 years. Enclosed you will find a list of charges that are disputed + incorrect. It has been over 4 years since my first complaint + the matter remains unresolved. If I do not get satisfaction soon, I intend to ask the Public Service Commission for an informal hearing.

Charlene Hoag

4/11/99	727-344-4020	.11	10/26/98	727-824-8813	1.90
4/16/99	813-794-6400	.19	10/29/98	727-695-3336	.25
4/23/99	#11	.60	11/13/98	727-441-3721	.25
4/25/99	#15	.66	10/29/98	727-595-3336	.25
4/25/99	#5	.95	11/13/98	727-441-3721	.25
4/21/99	727-441-3721	.25	10/26/98		.85
4/21/99	727-441-3721	.25	11/25/98	#15	.40
4/21/99	727-787-8991	.25	9/25/98	#7	.40
4/12/99	813-996-4075	.25	8/31/98	727-462-7500	.25
4/12/99	813-996-5522	.25	9/11/98	727-784-4202	.25
4/20/99	727-234-8264	.25	9/13/98	727-797-6241	.25
4/11/99			9/18/98	727-449-8810	.25
3/17/99	727-825-3250	.19	9/19/98	727-595-1129	.25
3/25/99	#5	.40	9/23/98	813-949-3204	.25
3/25/99	#9	.38	8/31/98	813-974-2011	.95
3/25/99	#16	6.83	9/21/98	727-327-0879	1.14
3/21/99	727-789-9004	.25	9/5/98	727-391-6211	.44
3/19/99	727-789-9004	.25	9/11/98	813-221-6823	.19
3/10/99	727-789-9004	.25	9/25/98	#7	.45
3/17/99	727-789-9004	.25	9/25/98	#7	.40
8/23/99	727-725-5822	.25	9/29/98	813-996-6143	.25
3/24/99	727-733-9382	.25	10/9/98	727-824-0936	.38
3/24/99	727-736-3442	.25			4.20
2/21/99	813-249-1233	.11			
2/17/99	727-804-345-2484	.19			
2/25/99	#11	.22			\$26.90
1/26/99	727-787-7221	.25			
1/27/99	727-784-7211	.25			
1/27/99	727-784-7211	.25			
2/5/99	727-595-3336	.25			
2/19/99	727-524-6007	.25			
2/19/99	727-447-8805	.25			
2/2/99	813-249-1233	.11			
2/17/99	727-345-2484	.19			4.82
2/25/99	#11	.22			
12/11/98	912-924-5179	1.50			
12/2/98	852-796-7211	.25			
12/8/98	912-924-9356	.70			
12/12/98	912-924-5179	1.00			
12/25/98	#16	.95			
12/1/98	727-447-8805	.25			
12/0/98	727-734-6934	.25			
12/11/98	727-734-6934	.25			
12/4/98	727-734-6934	.25			
12/11/98	727-449-8810	.25			
12/16/98	727-595-3336	.25			
12/13/98	727-447-8805	.25			
12/18/99	727-447-8805	.25			
12/8/98	813-228-7777	.38			6.90

credit issued on 3/25/96 - \$94.17  
 credit issued on 10/25/98 - \$139.90

calls erroneously charged  
to my account

Sprint

727-372-0048

<u>date</u>	<u>number</u>	<u>amount</u>
12/14/98	912-924-5179	.60
12/29/98	912-555-722	1.10
12/29/98	912-924-0081	4.75
12/29/98	912-924-9362	.25
12/29/98	912-924-9362	.25
1/6/99	912-924-9304	.30
1/25/99	#18	.85
2/26/99	#6	8.00
12/14/98	912-924-9304	.50
12/29/98		
3/30/99	202-547-1141	.60
4/9/99	850-488-4661	.25
4/9/99	850-921-8118	.25
4/26/99	#20	.63
4/26/99	#21	.85
2/14/99	415-977-5765	.10
2/15/99	415-977-5794	.60
2/19/99	912-924-9304	.60
2/21/99	404-712-3498	.20
2/21/99	352-686-9248	.50
2/25/99	360-686-9248	
3/7/99	912-924-5179	1.40
3/8/99	202-547-1141	.60
3/11/99	303-221-0077	.25
3/23/99	#16	.85
1/19/99	912-924-9304	.75
1/22/99	912-924-9304	.75
1/23/99	912-924-2154	1.00
1/24/99	912-924-5179	.20
2/3/99	912-924-9304	.25
2/7/99	912-924-9304	.30
2/7/99	912-924-5179	1.70
2/7/99	912-924-9856	.10
2/25/99	#16	.85
12/1/98	912-924-5179	1.50
12/2/98	352-796-7211	.25
12/3/98	912-924-9856	.70
12/12/98	912-924-5179	1.00

<u>date</u>	<u>number</u>	<u>amount</u>
12-1-98	912-924-5179	1.50
12-2-98	352-796-7211	.25
12-8-98	912-924-9856	.70
12-12-98	912-924-5179	1.00
12-25-98	#15	.85
10-28-98	912-924-5179	1.50
11-3-98	912-924-5179	.80
11-25/98	#15	.85
4/14/99	912-924-9856	.10
5/2/99	912-924-5179	.10
5/2/99	912-924-5179	.10
5/8/99	850-224-1275	.10
5/9/99	912-924-9856	1.90
5/10/99	912-924-9304	.50
5/26/99	#19	.61
5/25/99	#20	.85
2/16/98	912-924-9856	.20
8/21/98	352-567-9809	1.25
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	.10
8/21/98	912-924-9856	1.20
9/6/98	912-924-5179	2.00
9/7/98	912-924-9856	.10
9/12/98	912-924-9856	1.30
9/13/98	912-924-9856	.70
9/25/98	#20	.85
9/21/98	912-924-5179	.60
10/5/98	912-924-5179 850-224-6829	.25
10/25/98	#15	.85

Sprint

21.21  
 \$49.94  
 + 12.86 12/2/94  
 62.80  
 + 6.04 11/5/00  
 68.84  
 + 5.94 11/28/00  
 74.78  
 4127-2/25

GTE 10-25-99

727-824-8813	.11
727-824-0936	.19
#19	.53

11/25/99

10/26 727-446-0058	.25
11/9 727-736-3442	.25
11/19 727-787-8991	.25
11/30 727-734-8264	.25
11/5 727-367-3592	1.21
11/20 727-821-4343	.19
11/25 #3	1.02
11/25 #7	.36

12/25/99

11/28/99 727-736-3442	.25
11/29/99 727-441-3731	.25
12/6/99 727-535-9770	.25
12/9/99 724-424-0253	.25
12/14/99 727-787-6057	.25
11/30/99 727-824-8813	.19
12/9/99 727-893-2765	.28
12/25/99 #13	.56

SPRINT

10-25-99

912-924-5179	2.50
912-924-9304	.30
912-924-5179	.75
352-377-5250	.25
352-375-8036	.20
352-378-0461	.10
#24	.96
#25	.96
	1.50

11/25/99

10/16/99 12-624-9856	.10
10/19/99 912-924-9304	.15
10/19/99 912-924-5179	.75
10/25/99 950-488-4392	.50
10/28/99 912-924-9304	.15
11/11/99 912-555-7212	1.40
11/11/99 912-924-2465	.75
11/25 #23	1.00
11/25 #24	1.50

12-25-99

11/19/99 912-924-5179	2.25
11/26/99 912-924-5179	.60
12/3/99 912-924-9856	.40
12/25/99 #16817	2.79



GTE

1-28-2000  
 11/28/99 - 727-736-3442 .25  
 11/29/99 - 727-441-3721 .25  
 12/6/99 - 727-535-9770 .25  
 12/9/99 - 727-424-0263 .25  
 12/14/99 - 727-787-6057 .25  
 11/30/99 - 727-824-8713 .19  
 12/6/99 - 727-824-0936 .18  
 12/9/99 - 727-893-2765 .18  
 #15 .56  
 #17 .36

2/25/2000

2.72

1/30/00 - 727-824-0936 -.19  
 1/30/00 - 727-824-0936 -.11  
 1/30/00 - 727-824-0936 -.11  
 1/30/00 - 727-824-0936 -.11

1.52

3/23/2000

2/27/00 727-516-3476 .25  
 2/27/00 727-516-3476 .25  
 #16 1.57  
 #4 .36  
 3/3/00 912-924-9856 .60  
 3/3/00 912-924-9856 .10  
 3/6/00 912-924-9856 1.00  
 #13 .73  
 #14 1.50

5-25-00

6.36

5-9-00 727-787-8991 .25  
 5-24-00 727-595-7314 .25  
 4-29-00 813-546-3791 .11  
 5/25/00 #9 1.78

2.139

1/28/2000 SPRINT

11/19/99 912-924-5179 -2.25  
 11/26/99 912-924-5179 .60  
 12/3/99 912-924-9856 .30  
 #16 1.29  
 #17 1.50

5.84

2/25/2000

1/24/00 - 912-924-5179 -.15  
 1/23/00 - 912-924-5179 -1.95  
 #6 -.67  
 #7 -1.50

4.27

\$78.65 - GTE

#89.26 - SPRINT

credits due to date

6-13-00

also erroneously charged to my account:

	<u>number</u>	<u>amount</u>
1/19/99	727-327-0879	.38
1/19/99	727-824-3813	.19
1/22/99	727-327-0879	1.14
12/14/98	912-924-9304	.50
12/29/98	912-555-1212	1.10
12/29/98	912-924-0081	4.75
12/29/98	912-924-9362	.25
1/4/99	912-924-5179	2.25
1/6/99	912-924-9304	.30
#18		.85
2/29/98	727-449-8810	.25
2/29/98	727-449-8810	.25
1/6/99	727-447-8805	.25
1/19/99	727-327-0879	.25
1/19/99	727-824-3813	.25
1/22/99	727-327-0879	1.14
#17		.12
7/9/98	727-898-7297	.67
7/25/98	#3	.80
5/13/98	352-597-2600	.50
7/25/98	#21 + #22	3.80
7/25/98	#3	.80
7/28/98	912-924-5179	2.60
1/2/99	912-924-5179	1.50
13/99	404-562-9961	.25
13/99	850-428-7039	.25
13/99	850-410-1636	.25
125/99	#22 + #23	1.59
127/99	727-391-7801	.19
127/99	727-391-7804	.19
127/99	727-595-2444	.11
128/99	727-824-0936	.38
125/99	#1	.79
125/99	#15	.38
125/99	#5 + #6	.40
126/99	727-734-7661	.25
126/99	727-733-9302	.25
5/29/99	727-781-8998	.25
5/29/99	727-734-8264	.25
5/29/99	727-734-2968	.25
5/29/99	727-787-6857	.25
1/7/99	727-444-8628	.25
1/7/99	810-949-0321	.25
6/9/99	727-531-6801	.25
6/22/99	727-725-9416	.20

<u>date</u>	<u>number</u>	<u>amount</u>
6/17/99	912-924-9354	2.00
6/18/99	912-924-9303	.25
6/18/99	912-924-9303	.50
6/18/99	912-924-9303	.25
6/18/99	912-924-9354	1.16
6/19/99	912-924-9354	.10
6/19/99	912-924-9366	.30
7/3/99	912-924-5179	3.76
7/12/99	912-924-5179	2.25
7/26/99	#22 + #23	1.17
7/14/99	727-449-8810	1.50
7/16/99	727-787-6057	.25
6/23/99	727-319-3199	.19
6/23/99	727-319-3199	.19
9/6/99	727-521-4318	.19
7/25/99	#4	.49
7/31/99	727-595-3330	.25
8/9/99	727-786-1082	.25
8/9/99	727-784-8860	.25
8/9/99	727-797-0400	.25
7/10/99	727-786-4600	.25
8/5/99	727-824-8813	.19
8/5/99	727-824-0936	.22
8/25/99	#8	.68
7/31/99	727-595-3336	.25
7/26/99	850-224-1275	.50
8/3/99	850-922-3100	2.28
8/25/99	#9 + #10	1.74
9/2/99	727-403-5354	.25
9/14/99	727-734-8264	.25
9/25/99	810-926-4693	.25
9/25/99	#5	.48
9/25/99	#9	.48
8/26/99	850-224-1275	.25
9/1/99	912-924-9304	.25
9/25/99	#12 + #17	2.13

614

1-28-2000  
 6466  
 2.72  
 6958 2/25/00  
 1.72  
 69 A.O

32.27  
 27.50  
 59.77  
 41.61 12/31/99  
 64.38  
 + 2.23 1/1/00  
 64.66

(51.77)

27.50



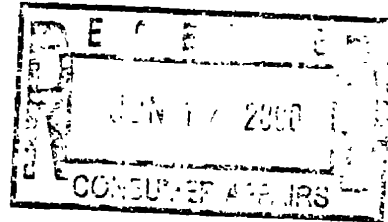
Debby B. Kampert  
Specialist-Regulatory & Govt Affairs

00 JUN 14 2000  
GTE Telephone Operations

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

June 12, 2000

Ms. Charlene Hogg  
3145 Crenshaw Court  
New Port Richey, FL 34655



Dear Ms. Hogg:

This is in regards to your Florida Public Service Commission complaint of December 7, 1999, Case Number 294613T.

Attached are copies of the November 1999 through May 25, 2000 GTE bills. Please mark each specific Extended Calling Service and long distance calls that you are disputing (deny knowledge of call) and return to GTE by June 26, 2000. If not received by June 26, GTE will assume that no calls are in dispute and full payment on the past due balance on your account is expected.

The information can be mailed to:

GTE Florida Attn: D. Kampert  
P. O. Box 110 MC FLTC 0616  
Tampa, FL 33601-0110

Sincerely,

Debby B. Kampert

DBK:aaf

Billstar Browse Page= 00001 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
F531053223720048941130NOV 25 1999727372-00480628287852 00001FLSBCSR1 LCF5322  
727 372-0048 LC/5322 CHARLENE HOGG PAGE: 1 OF 7

NOV 25 1999 MSD/19941130 3145 CRENSHAW CT  
CBSS 0628287852 ID 00001 NEW PRT RICHY, FL 34655-2108  
CHARLENE HOGG PNT

ACCOUNT SUMMARY

PREVIOUS CHARGES

AMOUNT OF LAST BILL 106.33

NO PAYMENT RECEIVED. .00

AMOUNT PAST DUE 106.33

30 38.13 60 33.19 90 35.01 INTERPIC= 00333  
INTRAPIC=

CURRENT CHARGES

GTE REGULATED SERVICES 24.26

SPRINT REGULATED SERVICES 23.96

TOTAL CURRENT CHARGES 48.22

TOTAL AMOUNT DUE 154.55

DUE DATE FOR CURRENT CHARGES ONLY DEC 19, 1999

TN-NA,SS-254661059

CBR 727/595-3336,PSC COMPLAINT,09/22/98,UPDT 9/

Billstar Browse Page= 00001 GTF 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
98

PPC/0/						TEI N	TOL/2.40		RISK L
NOB/	TD/FL1010	SAL/XXX				SOR/980807	BC TU	ACL	9999999S
CCDB	IT	VC	TD	S	SD	CA	J F M A M J J	A S O N D	POS
9				00				9 9 9 9	01
							727 372-0048		
								154.55	
								DEC 19, 1999	

CHARLENE HOGG PN  
 3145 CRENSHAW CT  
 NEW PRT RICHY, FL 34655-2108  
 15 5322 0628287852 01 00000010633 00000015455 02  
 727 372-0048 LC/5322  
 NOV 25 1999 MSD/19941130

PAGE: 2 OF 7

YOUR BILL AT A GLANCE	
GTE REGULATED SERVICE	14.45
GTE LOCAL CALLS	2.61
GTE REGULATED LONG DISTANCE CALLS	4.28
MISCELLANEOUS CHARGES AND CREDITS	1.02
GTE REGULATED SERVICE TAXES AND SURCHARGES	1.90

Billstar Browse Page= 00002 GTFL 727 3720048 991125 Active  
Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
GTE REGULATED SERVICES 24.26  
SPRINT REGULATED SERVICES 23.96  
TOTAL CURRENT CHARGES 48.22

GTE REGULATED SERVICE (NOV 25 TO DEC 25)  
GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 GTE-  
6855 1 800 483-6855

DESCRIPTION	QTY	UNIT RATE	
TELE/ACCESS ACT CHARGE	1	.09	.09 F
RESIDENCE LINE	1	10.86	10.86 7V
SUBTOTAL			10.95
FCC ACCESS CHARGE	1	3.50	3.50 FV
TOTAL			14.45
TAXABLE	14.45 F	14.36 R3	

GTE LOCAL CALLS

BILLING FOR 727 372-0048

EXTENDED CALLING SERVICE SUMMARY

CALL AREA	# OF CALLS	RATE	CHARGE
TAMPA N/	1	.25000	.25
CLEARWAT	9	.25000	2.25

Billstar Browse Page= 00002 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----

SUBTOTAL	\$ 2.50
LOCAL CALL DETAIL PER PAGE CHARGE	.11 FV
TOTAL	2.61

LOCAL CALL DETAIL FOR 372-0048

DATE	TO NO.	TIME	MINUTES	CLS	SI	RF	CI
OCT 26	727 446-0058	1020A	.540	1	00	G	1
OCT 28	727 446-0058	1133A	2.230	1	00	G	1
	15 5322 0628287852	01	00000010633	000000015455	02		

727 372-0048 LC/5322

PAGE: 3 OF 7

NOV 25 1999 MSD/19941130

NOV 3	727 595-3336	1018A	20.250	1	00	G	1
NOV 9	727 736-3442	353P	5.150	1	00	G	1
NOV 9	727 535-9770	718P	.440	1	00	H	1
NOV 19	727 787-8991	950A	.410	1	00	G	1
NOV 19	727 787-8991	323P	1.240	1	00	G	1
NOV 20	727 734-8264	511P	5.070	1	00	H	1
NOV 21	727 449-8810	711P	.310	1	00	H	1
NOV 23	813 926-6364	937A	1.560	1	00	D	1

TOTAL LOCAL CALLS \$ 2.61

GTE REGULATED REGIONAL CALLS

Billstar Browse Page= 00003 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

CALLS BILLED TO 727 372-0048

DIRECT DIALED CALLS

DATECALL	TOHR	MINPA	TELNO	MIN	PL	CPTSL	FROM	REF		
1105	STPEFL	19287273673592	11			43141		<0A	1.21	FV
1109	STPEFL	19137275287220	1			43141		<0A	.11	FV
1109	STPEFL	19207273673592	1			43141		<0A	.11	FV
1109	STPEFL	19327278214343	2			43141		<0A	.22	FV
1110	STPEFL	19327275287220	14			43141		<0A	1.54	FV
1114	STPEFL	15457278240936	1			43141		<0A	.11	FV
1119	STPEFL	09307278248813	1			41141		<0A	.19	FV
1119	STPEFL	15257278248813	1			41141		<0A	.19	FV
1119	STPEFL	17297278240936	1			41141		<0A	.19	FV
1120	STPEFL	09347278248813	1			43141		<0A	.11	FV
1120	STPEFL	17387278214343	1			43141		<0A	.11	FV
1122	STPEFL	18587278214343	1			41141		<0A	.19	FV
TOTAL				36					4.28	
TOTAL REGULATED REGIONAL CHARGES									4.28	
MISCELLANEOUS CHARGES AND CREDITS										
LATE PAYMENT CHARGE ON \$68.20 AT 1.50%								1.02		F
TOTAL									1.02	



Billstar Browse Page= 00003 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

REGULATED SERVICE TAXES AND SURCHARGES

ACCOUNT SUBJECT TO STATE TAX

F 3.00% FEDERAL EXCISE TAX (3.00% OF \$23.15) .69

15 5322 0628287852 01 00000010633 00000015455 02

727 372-0048 LC/5322

PAGE: 4 OF 7

NOV 25 1999 MSD/19941130

R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2 .56% OF \$21.50) .55

COUNTY 911 FUNDING FEE .30

SVC PROVIDER NUMBER PORTABILITY FEE .36

TOTAL 1.90

GTE REGULATED SERVICE CHARGES 24.26

TOTAL GTE CHARGES 24.26

15 5322 0628287852 01 00000010633 00000015455 02

727 372-0048 LC/5322

PAGE: 5 OF 7

NOV 25 1999 MSD/19941130

-00333-(800 877-4646) BILLING FOR SPRINT

COMMUNICATIONS SERVICES

BILLING FOR SPRINT

CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 11059081

Billstar Browse Page= 00005 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
SPRINT DIAL-1 CALLS

DATE	TIME	PLACE	CALLED	NUMBER	CALLED	PERIOD	MIN	AMOUNT
1016	1838	TITU	FL	407 267	1202	NIGHT		1.50
CALLED FROM							15.0	
1016	1854	MINN	MN	612 624	9856	NIGHT	1.0	.10
1016	1855	AMER	GA	912 924	9856	NIGHT	2.0	.20
1019	1854	AMER	GA	912 924	9304	DAY	1.0	.25
1019	1855	AMER	GA	912 924	5179	DAY		1.85
CALLED FROM							11.0	
1022	1609	TALL	FL	850 922	5378	DAY	2.0	.50
1024	1654	AMER	GA	912 924	5179	NIGHT		1.30
CALLED FROM							13.0	
1024	1736	WASH	DC	202 225	4085	NIGHT	1.0	.10
1025	1429	TALL	FL	850 488	4892	DAY	2.0	.50
1026	0924	PENS	FL	850 433	6040	DAY	1.0	.25
1027	1320	WASH	DC	202 225	4085	DAY	1.0	.25
1027	1328	WASH	DC	202 224	2237	DAY	1.0	.25
1028	1821	AMER	GA	912 924	9304	DAY	1.0	.25
1028	2006	AMER	GA	912 924	5179	NIGHT	8.0	.80
1029	1902	BEVE	FL	352 527	1289	NIGHT	1.0	.10

Billstar Browse Page= 00005 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

1029	1906	BEVE	FL 352 527 1436	NIGHT	2.0	.20
1029	1908	BEVE	FL 352 746 9195	NIGHT	2.0	.20
1029	1912	BEVE	FL 352 527 4498	NIGHT	2.0	.20
1029	1915	BEVE	FL 352 746 5622	NIGHT	2.0	.20
1029	1917	BEVE	FL 352 527 8050	NIGHT	1.0	.10
1029	1919	CRYS	FL 352 564 8484	NIGHT	3.0	.30
1031	1344	BEVE	FL 352 746 5121	NIGHT	1.0	.10
1031	1345	BEVE	FL 352 746 1465	NIGHT	1.0	.10
1031	1347	BEVE	FL 352 746 6618	NIGHT	2.0	.20

15 5322 0628287852 01 00000010633 00000015455 02

727 372-0048 LC/5322

PAGE: 6 OF 7

NOV 25 1999 MSD/19941130

1031	1350	BEVE	FL 352 746 1111	NIGHT	2.0	.20
1031	1353	BEVE	FL 352 746 7653	NIGHT	1.0	.10
1031	1354	BEVE	FL 352 527 9743	NIGHT	1.0	.10
1031	1356	CRYS	FL 352 564 4888	NIGHT	2.0	.20
1031	1400	BEVE	FL 352 746 9263	NIGHT	2.0	.20
1031	1402	HOMO	FL 352 628 4595	NIGHT	2.0	.20
1031	1405	HOMO	FL 352 382 5125	NIGHT	1.0	.10
1031	1406	HOMO	FL 352 382 5122	NIGHT	1.0	.10

Billstar Browse Page= 00006 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

1031	1407	INVE	FL	352	860	1301	NIGHT	1.0	.10
1031	1409	CRYS	FL	352	795	9198	NIGHT	1.0	.10
1031	1411	INVE	FL	352	341	3169	NIGHT	2.0	.20
1031	1413	HOMO	FL	352	382	3807	NIGHT	2.0	.20
1031	1417	CRYS	FL	352	563	2750	NIGHT	2.0	.20
1031	1419	CRYS	FL	352	795	2081	NIGHT	2.0	.20
1031	1421	BEVE	FL	352	527	8582	NIGHT	2.0	.20
1031	1423	BEVE	FL	352	527	9760	NIGHT	2.0	.20
1031	1425	CRYS	FL	352	795	4340	NIGHT	2.0	.20
1031	1427	CRYS	FL	352	795	3048	NIGHT	1.0	.10
1031	1429	BEVE	FL	352	746	0649	NIGHT	2.0	.20
1031	1431	BEVE	FL	352	746	9607	NIGHT	2.0	.20
1031	1433	BEVE	FL	352	746	1786	NIGHT	1.0	.10
1031	1434	INVE	FL	352	637	8138	NIGHT	1.0	.10
1031	1435	INVE	FL	352	860	5175	NIGHT	1.0	.10
1031	1436	BEVE	FL	352	527	2018	NIGHT	3.0	.30
1031	1440	HOMO	FL	352	628	2058	NIGHT	1.0	.10
1103	1734	AMER	GA	912	924	5179	DAY		2.50
CALLED FROM								10.0	
1105	1908	AMER	GA	912	924	9856	NIGHT	1.0	.10

Billstar Browse Page= 00006 GTFL 727 3720048 991125 Active  
Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
1106 1632 AMER GA 912 924 5179 NIGHT 9.0 .90  
1111 1551 DIR GA 912 555 1212 DAY 1.0 1.40  
1111 1552 AMER GA 912 924 2465 DAY 3.0 .75  
TOTAL 19.45

SUMMARY OF SPRINT USAGE

15 5322 0628287852 01 00000010633 00000015455 02  
727 372-0048 LC/5322  
NOV 25 1999 MSD/19941130  
DOMESTIC DIAL-1 USAGE 19.45  
TOTAL CALL USAGE 19.45  
OTHER CHARGES  
CARRIER UNIVERSAL SERVICE CHARGE 1.00  
PRESUBSCRIBED LINE CHARGE 1.50  
TOTAL 2.50  
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES  
FEDERAL EXCISE TAX .71  
STATE AND LOCAL TAX .70  
STATE AND LOCAL SURCHARGE .60  
TOTAL 2.01  
TOTAL FOR THIS INVOICE 23.96

PAGE: 7 OF 7

Billstar Browse Page= 00007 GTFL 727 3720048 991125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
\*\*\*SPRINT SENSE PRODUCT SUMMARY\*\*\*

LONG DISTANCE CHARGES THIS MONTH	20.95
CASH BACK THIS MONTH	2.10
PREVIOUS CASH BACK BALANCE	22.25
CURRENT CASH BACK BALANCE	24.35
TOTAL FOR SPRINT	23.96

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YOU  
MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WHILE  
STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPANY

15 5322 0628287852 01 00000010633 00000015455 02

Billstar Browse Page= 00006 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
STATE AND LOCAL SURCHARGE .46  
TOTAL 1.37  
TOTAL FOR THIS INVOICE 20.56  
\*\*\*SPRINT SENSE PRODUCT SUMMARY\*\*\*  
LONG DISTANCE CHARGES THIS MONTH 17.90  
CASH BACK THIS MONTH 1.79  
PREVIOUS CASH BACK BALANCE 24.35  
CURRENT CASH BACK BALANCE 26.14  
TOTAL FOR SPRINT 20.56

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YOU  
MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WHILE  
STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPANY  
15 5322 0628287852 01 00000008544 00000013319 05

Billstar Browse Page= 00001 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
F531053223720048941130DEC 25 1999727372-00480628287852 00001FLSBCSR1 LCF5322  
727 372-0048 LC/5322 CHARLENE HOGG PAGE: 1 OF 6  
DEC 25 1999 MSD/19941130 3145 CRENSHAW CT  
CBSS 0628287852 ID 00001 NEW PRT RICHY, FL 34655-2108  
CHARLENE HOGG PNT

ACCOUNT SUMMARY

PREVIOUS CHARGES

AMOUNT OF LAST BILL

154.55

PAYMENT(S) RECEIVED. THANK YOU.

69.11-

AMOUNT PAST DUE

85.44

30 48.22 60 37.22 90 .00 INTERPIC= 00333  
INTRAPIC=

CURRENT CHARGES

GTE REGULATED SERVICES

27.19

SPRINT REGULATED SERVICES

20.56

TOTAL CURRENT CHARGES

47.75

TOTAL AMOUNT DUE

133.19

DUE DATE FOR CURRENT CHARGES ONLY

JAN 18, 2000

TN-NA,SS-254661059

CBR 727/595-3336,PSC COMPLAINT,09/22/98,UPDT 9/



Billstar Browse Page= 00001 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----

98  
PPC/0/ TEI N TOL/4.69 RISK L  
NOB/ TD/FL1010 SAL/XXX SOR/980807 BC TU ACL 9999999S  
CCDB IT VC TD S SD CA J F M A M J J A S O N D POS  
9 00 9 9 9 9 9 01  
727 372-0048  
133.19  
JAN 18, 2000

CHARLENE HOGG PN  
3145 CRENSHAW CT  
NEW PRT RICHY, FL 34655-2108  
15 5322 0628287852 01 00000008544 00000013319 05  
727 372-0048 LC/5322  
DEC 25 1999 MSD/19941130

PAGE: 2 OF 6

PAYMENTS  
1127 2965 PAYMENT OF \$ 30.74 RECEIVED ON NOV 27.  
1208 1664 PAYMENT OF \$ 38.37 RECEIVED ON DEC 8.  
TOTAL PAYMENT(S) OF \$ 69.11 RECEIVED.  
YOUR BILL AT A GLANCE  
GTE REGULATED SERVICE

14.45

Billstar Browse Page= 00002 GTF 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
GTE LOCAL CALLS 2.86  
GTE REGULATED LONG DISTANCE CALLS 7.25  
MISCELLANEOUS CHARGES AND CREDITS .56  
GTE REGULATED SERVICE TAXES AND SURCHARGES 2.07  
GTE REGULATED SERVICES 27.19  
SPRINT REGULATED SERVICES 20.56  
TOTAL CURRENT CHARGES 47.75  
GTE REGULATED SERVICE (DEC 25 TO JAN 25)  
GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483-6855

DESCRIPTION	QTY	UNIT RATE	
TELE/ACCESS ACT CHARGE	1	.09	.09 F
RESIDENCE LINE	1	10.86	10.86 7V
SUBTOTAL			10.95
FCC ACCESS CHARGE	1	3.50	3.50 FV
TOTAL			14.45

TAXABLE 14.45 F 14.36 R3

GTE LOCAL CALLS

BILLING FOR 727 372-0048

EXTENDED CALLING SERVICE SUMMARY

Billstar Browse Page= 00002 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

CALL AREA	# OF CALLS	RATE	CHARGE	
TAMPA N/	3	.25000	.75	
CLEARWAT	8	.25000	2.00	
SUBTOTAL				\$ 2.75
LOCAL CALL DETAIL PER PAGE CHARGE				.11 FV
TOTAL				2.86

15 5322 0628287852 01 00000008544 00000013319 05

727 372-0048 LC/5322

PAGE: 3 OF 6

DEC 25 1999 MSD/19941130

LOCAL CALL DETAIL FOR 372-0048

DATE	TO NO.	TIME	MINUTES	CLS	SI	RF	CI
NOV 28	727 736-3442	650P	6.370	1	00	H	1
NOV 29	727 441-3721	322P	.470	1	00	G	1
DEC 2	727 595-3336	300P	3.040	1	00	G	1
DEC 5	727 535-9770	701P	.350	1	00	H	1
DEC 6	727 535-9770	737P	.530	1	00	H	1
DEC 9	727 424-0253	235P	.250	1	00	G	1
DEC 10	727 538-7277	336P	6.500	1	00	G	1
DEC 13	813 996-4693	531P	.350	1	00	D	1

Billstar Browse Page= 00003 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
DEC 14 727 787-6057 802P .260 1 00 H 1  
DEC 15 813 973-7181 705P 3.200 1 00 E 1  
DEC 15 813 996-5575 709P 14.470 1 00 E 1

TOTAL LOCAL CALLS \$ 2.86

GTE REGULATED REGIONAL CALLS

CALLS BILLED TO 727 372-0048

DIRECT DIALED CALLS

DATE	CALL	TO	HR	MIN	PA	TELNO	MIN	PL	CPTSL	FROM	REF	
1127	STPEFL	1008	727	824	8813	2	43141			<0A	.22	FV
1129	TAMPFL	0955	813	272	3473	2	41141			<0A	.38	FV
1130	STPEFL	0851	727	893	2765	8	41141			<0A	1.52	FV
1130	STPEFL	0909	727	824	8813	1	41141			<0A	.19	FV
1130	STPEFL	0959	727	824	8813	1	41141			<0A	.19	FV
1130	STPEFL	1541	727	824	8813	6	41141			<0A	1.14	FV
1130	STPEFL	1551	727	824	0936	3	41141			<0A	.57	FV
1206	STPEFL	1718	727	824	0936	2	41141			<0A	.38	FV
1209	STPEFL	0952	727	893	2765	2	41141			<0A	.38	FV
1211	TAMPFL	1309	813	987	6771	1	43141			<0A	.11	FV
1213	TAMPFL	1907	813	727	5336	18	43181			<0A	1.98	FV
1214	STPEFL	1004	727	824	8813	1	41141			<0A	.19	FV

Billstar Browse Page= 00003 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
TOTAL 47 7.25

TOTAL REGULATED REGIONAL CHARGES 7.25

MISCELLANEOUS CHARGES AND CREDITS

15 5322 0628287852 01 00000008544 00000013319 05

727 372-0048 LC/5322

PAGE: 4 OF 6

DEC 25 1999 MSD/19941130

LATE PAYMENT CHARGE ON \$37.22 AT 1.50% .56

F

TOTAL .56

REGULATED SERVICE TAXES AND SURCHARGES

ACCOUNT SUBJECT TO STATE TAX

F 3.00% FEDERAL EXCISE TAX (3.00% OF \$25.99) .78

R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2  
.56% OF \$24.72) .63

COUNTY 911 FUNDING FEE .30

SVC PROVIDER NUMBER PORTABILITY FEE .36

TOTAL 2.07

GTE REGULATED SERVICE CHARGES 27.19

TOTAL GTE CHARGES 27.19

15 5322 0628287852 01 00000008544 00000013319 05

727 372-0048 LC/5322

PAGE: 5 OF 6

Billstar Browse Page= 00005 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
DEC 25 1999 MSD/19941130

-00333-(800 877-4646) BILLING FOR SPRINT

COMMUNICATIONS SERVICES

BILLING FOR SPRINT

CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 12045575

SPRINT DIAL-1 CALLS

DATE TIME	PLACE CALLED	NUMBER CALLED	PERIOD	MIN	AMOUNT
1114 1546	AMER	GA 912 924 2154	NIGHT		1.00
CALLED FROM				10.0	
1114 1556	BIRM	AL 205 939 3717	NIGHT	1.0	.10
1119 0932	BIRM	AL 205 324 7896	DAY	2.0	.50
1119 1009	TALL	FL 850 487 4177	DAY	2.0	.50
1119 1024	TALL	FL 850 487 4177	DAY	2.0	.50
1119 1840	AMER	GA 912 924 5179	DAY		3.75
CALLED FROM				15.0	
1119 2013	BIRM	AL 205 324 7896	NIGHT	1.0	.10
1126 1817	AMER	GA 912 924 5179	DAY	4.0	1.00
1203 1858	AMER	GA 912 924 9856	DAY		2.40
CALLED FROM				21.0	
1205 1933	AMER	GA 912 924 9856	NIGHT	7.0	.70

Billstar Browse Page= 00005 GTFL 727 3720048 991225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

1205 1942	AMER	GA 912 924 5179	NIGHT	1.10
CALLED FROM				11.0
1206 1607	TALL	FL 850 488 9853	DAY	2.0 .50
1207 1326	TALL	FL 850 488 9853	DAY	4.0 1.00
1210 1644	AMER	GA 912 924 5179	DAY	3.25
CALLED FROM				13.0
TOTAL				16.40
SUMMARY OF SPRINT USAGE				
DOMESTIC DIAL-1 USAGE				16.40
TOTAL CALL USAGE				16.40
OTHER CHARGES				
CARRIER UNIVERSAL SERVICE CHARGE				1.29
PRESUBSCRIBED LINE CHARGE				1.50
TOTAL				2.79

15 5322 0628287852 01 00000008544 00000013319 05

727 372-0048 LC/5322

PAGE: 6 OF 6

DEC 25 1999 MSD/19941130

TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES

FEDERAL EXCISE TAX .60

STATE AND LOCAL TAX .31

Billstar Browse Page= 00001 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

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F531053223720048941130JAN 25 2000727372-00480628287852 00001FLSBCSR1 LCF5322  
727 372-0048 LC/5322 CHARLENE HOGG PAGE: 1 OF 5  
JAN 25 2000 MSD/19941130 3145 CRENSHAW CT  
CBSS 0628287852 ID 00001 NEW PRT RICHY, FL 34655-2108  
CHARLENE HOGG PNT

ACCOUNT SUMMARY

PREVIOUS CHARGES

AMOUNT OF LAST BILL 133.19

NO PAYMENT RECEIVED. .00

AMOUNT PAST DUE 133.19

30 47.75 60 48.22 90 37.22 INTERPIC= 00333  
INTRAPIC=

CURRENT CHARGES

GTE REGULATED SERVICES 19.75

SPRINT REGULATED SERVICES 16.31

TOTAL CURRENT CHARGES 36.06

TOTAL AMOUNT DUE 169.25

DUE DATE FOR CURRENT CHARGES ONLY FEB 18, 2000

TN-NA,SS-254661059

CBR 727/595-3336,PSC COMPLAINT,09/22/98,UPDT 9/



Billstar Browse Page= 00001 GTFL 727 3720048 000125 Active  
Messages==>  
PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

98  
PPC/0/ TEI N TOL/4.31 RISK L  
NOB/ TD/FL1010 SAL/XXX SOR/000126 BC TU ACL 9999999S  
CCDB IT VC TD S SD CA J F M A M J J A S O N D POS  
9 00 9 9 9 9 9 9 01  
727 372-0048  
169.25  
FEB 18, 2000

CHARLENE HOGG PN  
3145 CRENSHAW CT  
NEW PRT RICHY, FL 34655-2108  
15 5322 0628287852 01 00000013319 00000016925 09  
727 372-0048 LC/5322  
JAN 25 2000 MSD/19941130

YOUR BILL AT A GLANCE  
GTE REGULATED SERVICE 14.45  
GTE LOCAL CALLS 1.36  
GTE REGULATED LONG DISTANCE CALLS 1.01  
MISCELLANEOUS CHARGES AND CREDITS 1.28  
GTE REGULATED SERVICE TAXES AND SURCHARGES 1.65

Billstar Browse Page= 00002 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
GTE REGULATED SERVICES 19.75  
SPRINT REGULATED SERVICES 16.31  
TOTAL CURRENT CHARGES 36.06

GTE REGULATED SERVICE (JAN 25 TO FEB 25)

GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483-6855

DESCRIPTION	QTY	UNIT RATE	
TELE/ACCESS ACT CHARGE	1	.09	.09 F
RESIDENCE LINE	1	10.86	10.86 7V
SUBTOTAL			10.95
FCC ACCESS CHARGE	1	3.50	3.50 FV
TOTAL			14.45

TAXABLE 14.45 F 14.36 R3

GTE LOCAL CALLS

BILLING FOR 727 372-0048

EXTENDED CALLING SERVICE SUMMARY

CALL AREA	# OF CALLS	RATE	CHARGE
-----------	------------	------	--------

CLEARWAT	5	.25000	1.25
----------	---	--------	------

SUBTOTAL \$ 1.25

Billstar Browse Page= 00002 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
LOCAL CALL DETAIL PER PAGE CHARGE .11 FV  
TOTAL 1.36

LOCAL CALL DETAIL FOR 372-0048

DATE	TO NO.	TIME	MINUTES	CLS	SI	RF	CI
JAN 3	727 449-8810	852A	.340	1	00	G	1
JAN 4	727 733-4662	524P	.440	1	00	G	1
JAN 13	727 449-8810	815P	.320	1	00	H	1
15	5322 0628287852	01	00000013319	000000016925	09		
727	372-0048 LC/5322						

PAGE: 3 OF 5

JAN 25 2000 MSD/19941130

JAN 17 727 796-5158 210P 4.410 1 00 G 1

JAN 17 727 797-1775 216P .120 1 00 G 1

TOTAL LOCAL CALLS \$ 1.36

GTE REGULATED REGIONAL CALLS

CALLS BILLED TO 727 372-0048

DIRECT DIALED CALLS

DATE	CALL	TO	HR	MIN	PA	TELNO	MIN	PL	CPTSL	FROM	REF	
0104	STPEFL	1013	727	7824	8813	3	41141				<0A	.57 FV
0109	TAMPFL	1634	8132	5903	57	2	43141				<0A	.22 FV
0116	STPEFL	1741	727	8240	936	2	43141				<0A	.22 FV

Billstar Browse Page= 00003 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
TOTAL 7 1.01  
TOTAL REGULATED REGIONAL CHARGES 1.01  
MISCELLANEOUS CHARGES AND CREDITS  
LATE PAYMENT CHARGE ON \$85.44 AT 1.50% 1.28 F  
TOTAL 1.28  
REGULATED SERVICE TAXES AND SURCHARGES  
ACCOUNT SUBJECT TO STATE TAX  
F 3.00% FEDERAL EXCISE TAX (3.00% OF \$18.78) .56  
R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2  
.56% OF \$16.98) .43  
COUNTY 911 FUNDING FEE .30  
SVC PROVIDER NUMBER PORTABILITY FEE .36  
TOTAL 1.65  
GTE REGULATED SERVICE CHARGES 19.75  
TOTAL GTE CHARGES 19.75

15 5322 0628287852 01 00000013319 00000016925 09

727 372-0048 LC/5322

JAN 25 2000 MSD/19941130

-00333-(800 877-4646) BILLING FOR SPRINT  
COMMUNICATIONS SERVICES

PAGE: 4 OF 5

Billstar Browse Page= 00004 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
BILLING FOR SPRINT

CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 01044859

SPRINT DIAL-1 CALLS

DATE	TIME	PLACE	CALLED	NUMBER	CALLED	PERIOD	MIN	AMOUNT
1214	2020	AMER	GA	912 924	9856	NIGHT	1.0	.10
1214	2021	AMER	GA	912 924	5179	NIGHT	3.0	.30
1215	1725	AMER	GA	912 924	9856	DAY		2.75
CALLED FROM							11.0	
1217	1447	TALL	FL	850 488	4491	DAY	2.0	.50
1218	1307	AMER	GA	912 924	5179	NIGHT	2.0	.20
1231	1736	AMER	GA	912 924	5179	NIGHT		1.40
CALLED FROM							14.0	
0104	1716	AMER	GA	912 924	2154	DAY	5.0	1.25
0107	1612	AMER	GA	912 924	9303	DAY		2.75
CALLED FROM							11.0	
0107	1955	AMER	GA	912 924	5179	NIGHT	7.0	.70
0108	1456	LEES	FL	352 326	2766	NIGHT	2.0	.20
0111	1823	AMER	GA	912 924	5179	DAY		2.50
CALLED FROM							10.0	
TOTAL								12.65

Billstar Browse Page= 00004 GTFL 727 3720048 000125 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
SUMMARY OF SPRINT USAGE

DOMESTIC DIAL-1 USAGE	12.65
TOTAL CALL USAGE	12.65
OTHER CHARGES	
CARRIER UNIVERSAL SERVICE CHARGE	1.15
PRESUBSCRIBED LINE CHARGE	1.50
TOTAL	2.65
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES	
FEDERAL EXCISE TAX	.47
STATE AND LOCAL TAX	.17
STATE AND LOCAL SURCHARGE	.37

15 5322 0628287852 01 00000013319 00000016925 09

727 372-0048 LC/5322

PAGE: 5 OF 5

JAN 25 2000 MSD/19941130

TOTAL	1.01
-------	------

TOTAL FOR THIS INVOICE	16.31
------------------------	-------

\*\*\*SPRINT SENSE PRODUCT SUMMARY\*\*\*

LONG DISTANCE CHARGES THIS MONTH	14.15
----------------------------------	-------

CASH BACK THIS MONTH	1.42
----------------------	------

PREVIOUS CASH BACK BALANCE	26.14
----------------------------	-------

Billstar Browse Page= 00005 GTFL 727 3720048 000125 Active

Messages===>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
CURRENT CASH BACK BALANCE 27.56

TOTAL FOR SPRINT 16.31

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YO

U MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WH

ILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPAN

15 5322 0628287852 01 00000013319 00000016925 09

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00001/00011		
MSD 19941130 LC F5322		SRCH			
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO		
CS/R1 LC/F5322 MSD/19941130	BD/APR 25 2000	TN/727 372-0048	*		
CHARLENE HOGG	EPD NT				
EB/N NGB ACCT#/ 3145 CRENSHAW CT		PAY#/155322062828785201	A		
NEW PRT RICHY, FL 34655-2108 S			B		
ACCOUNT SUMMARY			C		
PREVIOUS CHARGES			D		
-----			E		
AMOUNT OF LAST BILL		165.38	F		
PAYMENT(S) RECEIVED. THANK YOU.		23.02-	G		
-----			H		
AMOUNT PAST DUE		142.36	I		
30	30.92 60	29.71 90	81.73	INTERPIC= 00333	J
				INTRAPIC= 05448	K
					L
					M

N= 7 T= 4 F= 1

S=



NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00002/0001  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT

CURRENT CHARGES

-----		
GTE REGULATED SERVICES	30.11	A
SPRINT REGULATED SERVICES	11.95	B
-----		C
TOTAL CURRENT CHARGES	42.06	D
TOTAL AMOUNT DUE	184.42	E
DUE DATE FOR CURRENT CHARGES ONLY	MAY 19, 2000	F
		G
		H
		I

N= 7 T= 4 F= 1

S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00004/0001.  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
PAYMENTS  
0329 3875 PAYMENT OF \$ 23.02 RECEIVED ON MAR 29. A  
TOTAL PAYMENT(S) OF \$ 23.02 RECEIVED. B  
C  
D  
YOUR BILL AT A GLANCE E  
GTE REGULATED SERVICE 14.45 F  
GTE LOCAL CALLS 7.61 G  
GTE REGULATED LONG DISTANCE CALLS 4.18 H  
MISCELLANEOUS CHARGES AND CREDITS 1.67 I  
GTE REGULATED SERVICE TAXES AND SURCHARGES 2.20 J  
GTE REGULATED SERVICES 30.11 K  
SPRINT REGULATED SERVICES 11.95 L  
TOTAL CURRENT CHARGES 42.06 M  
GTE REGULATED SERVICE (APR 25 TO MAY 25) N  
GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483- O  
6855 P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00005/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
DESCRIPTION	QTY	UNIT RATE	A
TELE/ACCESS ACT CHARGE	1	.09	.09 F B
RESIDENCE LINE	1	10.86	10.86 7V C
SUBTOTAL			10.95 D
FCC ACCESS CHARGE	1	3.50	3.50 FV E
TOTAL			14.45 F
TAXABLE 14.45 F	14.36 R3		G
GTE LOCAL CALLS			H
BILLING FOR 727 372-0048			I
EXTENDED CALLING SERVICE SUMMARY			J
CALL # OF CALLS RATE		CHARGE	K
AREA			L
TAMPA N/ 1	.25000	.25	M
CLEARWAT 29	.25000	7.25	N
SUBTOTAL			\$ 7.50 O
LOCAL CALL DETAIL PER PAGE CHARGE			.11 FV P
N= 7 T= 4 F= 1	S=		

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00006/0001:  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
TOTAL 7.61 A

LOCAL CALL DETAIL FOR 372-0048

DATE	TO NO.	TIME	MINUTES	CLS	SI	RF	CI	
MAR 27	813 996-5575	846P	22.430	1	00	E	1	B
MAR 28	727 447-8805	143P	3.080	1	00	G	1	C
MAR 28	727 724-0702	210P	12.010	1	00	G	1	D
MAR 31	727 447-8805	142P	.480	1	00	G	1	E
APR 3	727 724-0702	229P	1.230	1	00	G	1	F
APR 3	727 447-8805	232P	.470	1	00	G	1	G
APR 5	727 447-8805	402P	6.570	1	00	G	1	H
APR 7	727 447-8805	951A	1.420	1	00	G	1	I
APR 7	727 446-9352	322P	3.310	1	00	G	1	J
APR 9	727 447-8805	515P	.520	1	00	H	1	K
APR 10	727 786-7227	951A	4.230	1	00	G	1	L
APR 10	727 447-8805	956A	3.090	1	00	G	1	M

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00007/0001  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT

APR 10	727	446-9352	1001A	1.030	1	00	G	1	A
APR 10	727	733-4662	852P	1.060	1	00	H	1	B
APR 12	727	447-8805	456P	.190	1	00	G	1	C
APR 13	727	447-8805	929A	.100	1	00	G	1	D
APR 13	727	447-8805	1008A	.080	1	00	G	1	E
APR 14	727	447-8805	955A	.570	1	00	G	1	F
APR 14	727	449-8810	1048A	.430	1	00	G	1	G
APR 14	727	724-0702	116P	1.540	1	00	G	1	H
APR 14	727	787-8991	256P	2.580	1	00	G	1	I
APR 16	727	733-4662	545P	.350	1	00	H	1	J
APR 17	727	787-8991	520P	3.460	1	00	G	1	K
APR 18	727	538-7277	941A	1.590	1	00	G	1	L
APR 18	727	725-5121	422P	1.520	1	00	G	1	M
APR 18	727	581-1121	425P	.110	1	00	G	1	N
APR 19	727	581-1121	913A	2.370	1	00	G	1	O
APR 23	727	733-4662	544P	1.010	1	00	H	1	P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00008/0001  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
APR 25 727 787-8991 141P .050 1 00 G 1 A  
APR 25 727 787-8991 337P 2.110 1 00 G 1 B  
TOTAL LOCAL CALLS \$ 7.61 C  
GTE REGULATED REGIONAL CALLS D

N= 7 T= 4 F= 1

S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00009/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
CALLS BILLED TO 727 372-0048			A
DIRECT DIALED CALLS			B
DATECALLTOHRMINPA TELNO MIN PL CPTSL FROM REF			C
0328TAMPFL10568137446163 4 41141 <0A .76 FV			D
0328TAMPFL11018137446100 8 41141 <0A 1.52 FV			E
0417STPEFL09377278248813 6 41141 <0A 1.14 FV			F
0425STPEFL10217278248813 4 41141 <0A .76 FV			G
TOTAL 22 4.18			H
TOTAL REGULATED REGIONAL CHARGES 4.18			I
MISCELLANEOUS CHARGES AND CREDITS			J
LATE PAYMENT CHARGE ON \$111.44 AT 1.50% 1.67 F			K
TOTAL 1.67			L
REGULATED SERVICE TAXES AND SURCHARGES			M
ACCOUNT SUBJECT TO STATE TAX			N
F 3.00% FEDERAL EXCISE TAX (3.00% OF \$28.83) .86			O
R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2			P
N= 7 T= 4 F= 1 S=			

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00010/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130	BD/APR 25 2000	TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
.56% OF \$26.40)		.68	A
COUNTY 911 FUNDING FEE		.30	B
SVC PROVIDER NUMBER PORTABILITY FEE		.36	C
TOTAL		2.20	D
GTE REGULATED SERVICE CHARGES		30.11	E
TOTAL GTE CHARGES		30.11	F
-00333-(800 877-4646) BILLING FOR SPRINT			G
COMMUNICATIONS SERVICES			H
BILLING FOR SPRINT			I
CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 04018005			J
SPRINT DIAL-1 CALLS			K
DATE TIME PLACE CALLED NUMBER CALLED		PERIOD MIN AMOUNT	L
0321 1900 AMER GA 912 924 5179		NIGHT 1.70	M
		17.0	N
0328 0917 TALL FL 850 488 3370		DAY 2.0 .50	O
0330 2113 AMER GA 912 924 9304		NIGHT 3.0 .30	P
N= 7 T= 4 F= 1		S=	



NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00011/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/APR 25 2000		TN/727 372-0048	*
CHARLENE HOGG		EPD NT	
0331 1859 AMER GA 912 924 5179		DAY 5.0 .65	A
0401 1756 AMER GA 912 924 9856		NIGHT 11.0 1.10	B
			C
0404 1741 AMER GA 912 924 5179		DAY 14.0 3.50	D
			E
0406 1316 TALL FL 850 921 9763		DAY 2.0 .50	F
0409 1901 AMER GA 912 924 5179		NIGHT 1.0 .10	G
0410 1320 TALL FL 850 921 9763		DAY 2.0 .50	H
TOTAL		8.85	I
SUMMARY OF SPRINT USAGE			J
DOMESTIC DIAL-1 USAGE		8.85	K
TOTAL CALL USAGE		8.85	L
OTHER CHARGES			M
CARRIER UNIVERSAL SERVICE CHARGE		.74	N
PRESUBSCRIBED LINE CHARGE		1.50	O
TOTAL		2.24	P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00012/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130	BD/APR 25 2000	TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES			A
FEDERAL EXCISE TAX		.36	B
STATE AND LOCAL TAX		.24	C
STATE AND LOCAL SURCHARGE		.26	D
TOTAL		.86	E
TOTAL FOR THIS INVOICE		11.95	F
***SPRINT SENSE PRODUCT SUMMARY***			G
LONG DISTANCE CHARGES THIS MONTH		10.35	H
CASH BACK THIS MONTH		1.04	I
PREVIOUS CASH BACK BALANCE		29.26	J
CURRENT CASH BACK BALANCE		30.30	K
			L
			M
			N
			O
			P
TOTAL FOR SPRINT		11.95	
N= 7 T= 4 F= 1	S=		

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00001/00012
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
EB/N NGB ACCT#/ 3145 CRENSHAW CT		PAY#/155322062828785201	A
NEW PRT RICHY, FL 34655-2108 S			B
ACCOUNT SUMMARY			C
PREVIOUS CHARGES			D
-----			
AMOUNT OF LAST BILL		184.42	E
PAYMENT(S) RECEIVED. THANK YOU.		23.85-	F
-----			
AMOUNT PAST DUE		160.57	G
30 42.06 60 30.92 90 87.59		INTERPIC= 00333	H
		INTRAPIC= 05448	I
			J
			K
			L
			M

N= 7 T= 4 F= 1

S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00002/0001:  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT

CURRENT CHARGES

-----		
GTE REGULATED SERVICES	24.80	A
SPRINT REGULATED SERVICES	12.19	B
-----		C
TOTAL CURRENT CHARGES	36.99	D
TOTAL AMOUNT DUE	197.56	E
DUE DATE FOR CURRENT CHARGES ONLY	JUN 18, 2000	F
		G
		H
		I

N= 7 T= 4 F= 1

S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00004/00012  
 MSD 19941130 LC F5322. SRCH  
 CN WITHOUT CONTACT ACCT 0628287852. ID 00001 RPG TO  
 CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
 CHARLENE HOGG EPD NT  
 PAYMENTS A  
 0501 4608 PAYMENT OF \$ 23.85 RECEIVED ON MAY 1. B  
 TOTAL PAYMENT(S) OF \$ 23.85 RECEIVED. C

YOUR BILL AT A GLANCE  
 MONTHLY SERVICE - REGULATED 14.45 F  
 LOCAL CALLS 3.61 G  
 GTE REGULATED LONG DISTANCE CALLS 3.05 H  
 MISCELLANEOUS CHARGES AND CREDITS 1.78 I  
 GTE REGULATED SERVICE TAXES AND SURCHARGES 1.91 J  
 GTE REGULATED SERVICES 24.80 K  
 SPRINT REGULATED SERVICES 12.19 L  
 TOTAL CURRENT CHARGES 36.99 M  
 MONTHLY SERVICE - REGULATED (MAY 25 TO JUN 25) N  
 GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483- O  
 6855 P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00005/00012
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
DESCRIPTION	QTY	UNIT RATE	A
TELE/ACCESS ACT CHARGE	1	.09	F B
RESIDENCE LINE	1	10.86	7V C
SUBTOTAL		10.95	D
FCC ACCESS CHARGE	1	3.50	FV E
TOTAL		14.45	F
TAXABLE 14.45 F	14.36 R3		G
LOCAL CALLS			H
BILLING FOR 727 372-0048			I
EXTENDED CALLING SERVICE SUMMARY			J
CALL # OF CALLS RATE		CHARGE	K
AREA			L
CLEARWAT 14	.25000	3.50	M
SUBTOTAL		\$ 3.50	N
LOCAL CALL DETAIL PER PAGE CHARGE		.11 FV	O
TOTAL		3.61	P
N= 7 T= 4 F= 1	S=		

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00006/00012  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT

LOCAL CALL DETAIL FOR 372-0048

DATE	TO NO.	TIME	MINUTES	CLS	SI	RF	CI
APR 26	727 595-3336	823P	3.520	1	00	H	1
APR 27	727 733-4662	737P	1.400	1	00	H	1
APR 30	727 733-4662	747P	1.230	1	00	H	1
MAY 1	727 726-9382	249P	.450	1	00	G	1
MAY 1	727 725-5417	251P	.480	1	00	G	1
MAY 5	727 595-3336	336P	3.360	1	00	G	1
MAY 9	727 787-8991	146P	3.050	1	00	G	1
MAY 12	727 298-1699	1144A	1.280	1	00	G	1
MAY 14	727 733-4662	755P	1.230	1	00	H	1
MAY 17	727 725-6111	227P	7.560	1	00	G	1
MAY 19	727 298-1699	1023A	1.410	1	00	G	1
MAY 24	727 595-7314	948A	.270	1	00	G	1
MAY 24	727 733-4662	826P	.350	1	00	H	1

N= 7 T= 4 F= 1 S=

A  
B  
C  
D  
E  
F  
G  
H  
I  
J  
K  
L  
M  
N  
O  
P

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00007/00011  
MSD 19941130 LC F5322 SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
MAY 25 727 787-8991 857A 6.240 1 00 G 1 A  
TOTAL LOCAL CALLS \$ 3.61 B  
REGIONAL CALLS C

N= 7 T= 4 F= 1

S=



NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00008/00012  
MSD 19941130 LC F5322. SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
CALLS BILLED TO 727 372-0048 A  
DIRECT DIALED CALLS B  
DATECALLTOHRMINPA TELNO MIN PL CPTSL FROM REF C  
0429TAMPFL17438135463791 1 43141 <0A .11 FV D  
0511STPEFL09167278237732 2 41141 <0A .38 FV E  
0511TAMPFL09238136574530 5 41141 <0A .95 FV F  
0511TAMPFL09288138855437 3 41141 <0A .57 FV G  
0519STPEFL10217278240936 1 41141 <0A .19 FV H  
0520TAMPFL11568136227299 5 43141 <0A .55 FV I  
0521STPEFL19527278214343 1 43141 <0A .11 FV J  
0525STPEFL09257278248813 1 41141 <0A .19 FV K  
TOTAL 19 3.05 L  
TOTAL REGULATED REGIONAL CHARGES 3.05 M  
MISCELLANEOUS CHARGES AND CREDITS N  
LATE PAYMENT CHARGE ON \$118.51 AT 1.50% 1.78 F O  
TOTAL 1.78 P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00009/00012  
MSD 19941130 LC F5322. SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT  
REGULATED SERVICE TAXES AND SURCHARGES A  
ACCOUNT SUBJECT TO STATE TAX B  
F 3.00% FEDERAL EXCISE TAX (3.00% OF \$23.68) .71 C  
R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2 D  
.56% OF \$21.27) .54 E  
COUNTY 911 FUNDING FEE .30 F  
SVC PROVIDER NUMBER PORTABILITY FEE .36 G  
TOTAL 1.91 H  
GTE REGULATED SERVICE CHARGES 24.80 I  
TOTAL GTE CHARGES 24.80 J  
-00333-(888-361-8794) BILLING FOR SPRINT K  
COMMUNICATIONS SERVICES L  
BILLING FOR SPRINT M  
CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 05017918 N  
SPRINT DIAL-1 CALLS O  
DATE TIME PLACE CALLED NUMBER CALLED PERIOD MIN AMOUNT P  
N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00010/0001
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
0421 1611 FTWA	FL 850 585 7821	DAY 3.0 .75	A
0421 1614 WASH	DC 202 265 7337	DAY 6.0 1.50	B
0422 1150 AMER	GA 912 924 5179	NIGHT 6.0 .60	C
0423 1732 AMER	GA 912 924 2154	NIGHT 1.10	D
		11.0	E
0425 1327 TALL	FL 850 921 9763	DAY 2.0 .50	F
0425 1330 TALL	FL 850 921 9911	DAY 8.0 2.00	G
0425 1337 TALL	FL 850 487 3299	DAY 2.0 .50	H
0426 1415 TALL	FL 850 487 3299	DAY 3.0 .75	I
0510 1909 AMER	GA 912 924 5179	NIGHT 1.40	J
		14.0	K
TOTAL		9.10	L
SUMMARY OF SPRINT USAGE			M
DOMESTIC DIAL-1 USAGE		9.10	N
TOTAL CALL USAGE		9.10	O
OTHER CHARGES			P

N= 7 T= 4 F= 1

S=

NPA 727 TN 372 0048 PG	ACTN	LAC E F A LINES	PG 00011/00011
MSD 19941130 LC F5322		SRCH	
CN WITHOUT CONTACT		ACCT 0628287852 ID 00001 RPG	TO
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000		TN/727 372-0048	*
CHARLENE HOGG	EPD NT		
CARRIER UNIVERSAL SERVICE CHARGE		.52	A
PRESUBSCRIBED LINE CHARGE		1.50	B
TOTAL		2.02	C
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES			D
FEDERAL EXCISE TAX		.35	E
STATE AND LOCAL TAX		.44	F
STATE AND LOCAL SURCHARGE		.28	G
TOTAL		1.07	H
TOTAL FOR THIS INVOICE		12.19	I
***SPRINT SENSE PRODUCT SUMMARY***			J
LONG DISTANCE CHARGES THIS MONTH		10.60	K
CASH BACK THIS MONTH		1.06	L
PREVIOUS CASH BACK BALANCE		30.30	M
CURRENT CASH BACK BALANCE		31.36	N
			O
			P

N= 7 T= 4 F= 1 S=

NPA 727 TN 372 0048 PG ACTN LAC E F A LINES PG 00012/0001:  
MSD 19941130 LC F5322. SRCH  
CN WITHOUT CONTACT ACCT 0628287852 ID 00001 RPG TO  
CS/R1 LC/F5322 MSD/19941130 BD/MAY 25 2000 TN/727 372-0048 \*  
CHARLENE HOGG EPD NT

TOTAL FOR SPRINT 12.19 A  
THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YO B  
U MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WH C  
ILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPAN D  
E  
F

N= 7 T= 4 F= 1

S=

Billstar Browse Page= 00001 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

F531053223720048941130FEB 25 2000727372-00480628287852 00001FLSBCSR1 LCF5322  
727 372-0048 LC/5322 CHARLENE HOGG PAGE: 1 OF 6

FEB 25 2000 MSD/19941130 3145 CRENSHAW CT  
CBSS 0628287852 ID 00001 NEW PRT RICHY, FL 34655-2108  
CHARLENE HOGG PNT

ACCOUNT SUMMARY

PREVIOUS CHARGES

AMOUNT OF LAST BILL

169.25

PAYMENT(S) RECEIVED. THANK YOU.

37.92-

AMOUNT PAST DUE

131.33

30 36.06 60 47.75 90 47.52 INTERPIC= 00333  
INTRAPIC=

CURRENT CHARGES

GTE REGULATED SERVICES

20.57

SPRINT REGULATED SERVICES

9.14

TOTAL CURRENT CHARGES

29.71

TOTAL AMOUNT DUE

161.04

DUE DATE FOR CURRENT CHARGES ONLY

MAR 20, 2000

TN-NA,SS-254661059

CBR 727/595-3336,PSC COMPLAINT,09/22/98,UPDT 9/

Billstar Browse Page= 00001 GTF 727 3720048 000225 Active  
Messages==>  
PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

98  
PPC/0/ TEI N TOL/3.23 RISK L  
NOB/ TD/FL1010 SAL/XXX SOR/000126 BC TU ACL 9999999S  
CCDB IT VC TD S SD CA J F M A M J J A S O N D POS  
9 00 9 9 9 9 9 9 9 01  
727 372-0048  
161.04  
MAR 20, 2000

CHARLENE HOGG PN  
3145 CRENSHAW CT  
NEW PRT RICHY, FL 34655-2108  
15 5322 0628287852 01 00000013133 00000016104 04  
727 372-0048 LC/5322  
FEB 25 2000 MSD/19941130

PAGE: 2 OF 5

PAYMENTS  
0202 4802 PAYMENT OF \$ 37.92 RECEIVED ON FEB 2.  
TOTAL PAYMENT(S) OF \$ 37.92 RECEIVED.  
YOUR BILL AT A GLANCE  
GTE REGULATED SERVICE 14.45  
GTE LOCAL CALLS 2.36

Billstar Browse Page= 00002 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
GTE REGULATED LONG DISTANCE CALLS .63  
MISCELLANEOUS CHARGES AND CREDITS 1.43  
GTE REGULATED SERVICE TAXES AND SURCHARGES 1.70  
GTE REGULATED SERVICES 20.57  
SPRINT REGULATED SERVICES 9.14  
TOTAL CURRENT CHARGES 29.71  
GTE REGULATED SERVICE (FEB 25 TO MAR 25)  
GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483-6855

DESCRIPTION	QTY	UNIT RATE	
TELE/ACCESS ACT CHARGE	1	.09	.09 F
RESIDENCE LINE	1	10.86	10.86 7V
SUBTOTAL			10.95
FCC ACCESS CHARGE	1	3.50	3.50 FV
TOTAL			14.45
TAXABLE	14.45 F	14.36 R3	

GTE LOCAL CALLS  
BILLING FOR 727 372-0048  
EXTENDED CALLING SERVICE SUMMARY  
CALL # OF CALLS RATE CHARGE



Billstar Browse Page= 00002 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
AREA

CLEARWAT 9 .25000 2.25  
SUBTOTAL \$ 2.25  
LOCAL CALL DETAIL PER PAGE CHARGE .11 FV  
TOTAL 2.36

LOCAL CALL DETAIL FOR 372-0048

DATE TO NO. TIME MINUTES CLS SI RF CI  
15 5322 0628287852 01 00000013133 00000016104 04

727 372-0048 LC/5322

PAGE: 3 OF 6

FEB 25 2000 MSD/19941130  
JAN 26 727 796-5158 920A 3.050 1 00 G 1  
JAN 26 727 595-3336 1054A 22.080 1 00 G 1  
JAN 27 727 445-4185 231P .350 1 00 G 1  
JAN 27 727 796-5158 258P 3.210 1 00 G 1  
JAN 31 727 595-3336 700P 4.560 1 00 H 1  
FEB 13 727 535-9770 730P .320 1 00 H 1  
FEB 15 727 535-9770 658P .040 1 00 G 1  
FEB 20 727 535-9770 758P .030 1 00 H 1  
FEB 21 727 535-9770 514P 4.410 1 00 G 1

TOTAL LOCAL CALLS \$ 2.36

Billstar Browse Page= 00003 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
GTE REGULATED REGIONAL CALLS

CALLS BILLED TO 727 372-0048

DIRECT DIALED CALLS

DATECALL	TOHRMINPA	TELNO	MIN	PL	CPTSL	FROM	REF	
0127STPEFL14547278248813			1		41141		<0A	.19 FV
0130STPEFL18007278240936			1		43141		<0A	.11 FV
0130STPEFL18017278240936			1		43141		<0A	.11 FV
0130STPEFL18037278240936			1		43141		<0A	.11 FV
0130STPEFL18067278240936			1		43141		<0A	.11 FV

TOTAL 5 .63

TOTAL REGULATED REGIONAL CHARGES .63

MISCELLANEOUS CHARGES AND CREDITS

LATE PAYMENT CHARGE ON \$95.27 AT 1.50% 1.43 F

TOTAL 1.43

REGULATED SERVICE TAXES AND SURCHARGES

ACCOUNT SUBJECT TO STATE TAX

F 3.00% FEDERAL EXCISE TAX (3.00% OF \$19.56) .59

R3 2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2  
.56% OF \$17.60) .45

COUNTY 911 FUNDING FEE .30

Billstar Browse Page= 00005 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
CALLED FROM 13.0  
0206 1742 AMER GA 912 924 9856 NIGHT 9.0 .90  
TOTAL 6.40  
SUMMARY OF SPRINT USAGE  
DOMESTIC DIAL-1 USAGE 6.40  
TOTAL CALL USAGE 6.40  
OTHER CHARGES  
CARRIER UNIVERSAL SERVICE CHARGE .67  
PRESUBSCRIBED LINE CHARGE 1.50  
TOTAL 2.17  
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES  
FEDERAL EXCISE TAX .26  
STATE AND LOCAL TAX .12  
STATE AND LOCAL SURCHARGE .19  
TOTAL .57  
TOTAL FOR THIS INVOICE 9.14  
\*\*\*SPRINT SENSE PRODUCT SUMMARY\*\*\*  
LONG DISTANCE CHARGES THIS MONTH 7.90  
CASH BACK THIS MONTH .79  
PREVIOUS CASH BACK BALANCE 27.56

Billstar Browse Page= 00005 GTFL 727 3720048 000225 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
CURRENT CASH BACK BALANCE

28.35

TOTAL FOR SPRINT

9.14

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YO

15 5322 0628287852 01 00000013133 00000016104 04

727 372-0048 LC/5322

PAGE: 6 OF 6

FEB 25 2000 MSD/19941130

U MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WH  
ILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPAN

15 5322 0628287852 01 00000013133 00000016104 04

Billstar Browse Page= 00001 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

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F531053223720048941130MAR 25 2000727372-00480628287852 00001FLSBCSR1 LCF5322  
727 372-0048 LC/5322 CHARLENE HOGG PAGE: 1 OF 5  
MAR 25 2000 MSD/19941130 3145 CRENSHAW CT  
CBSS 0628287852 ID 00001 NEW PRT RICHY, FL 34655-2108  
CHARLENE HOGG PNT

ACCOUNT SUMMARY

PREVIOUS CHARGES

AMOUNT OF LAST BILL 161.04

PAYMENT(S) RECEIVED. THANK YOU. 26.58-

AMOUNT PAST DUE 134.46

30	29.71	60	36.06	90	68.69	INTERPIC= 00333
						INTRAPIC= 05448

CURRENT CHARGES

GTE REGULATED SERVICES 20.38

SPRINT REGULATED SERVICES 10.54

TOTAL CURRENT CHARGES 30.92

TOTAL AMOUNT DUE 165.38

DUE DATE FOR CURRENT CHARGES ONLY APR 18, 2000

TN-NA,SS-254661059

CBR 727/595-3336,PSC COMPLAINT,09/22/98,UPDT 9/

Billstar Browse Page= 00001 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
98

PPC/0/

TEI N TOL/0.87

RISK L

NOB/ TD/FL1010 SAL/XXX

SOR/000126 BC TU ACL 9999999S

CCDB IT VC TD S SD

CA J F M A M J J A S O N D POS

9 00

9 9 9 9 9 01

727 372-0048

165.38

APR 18, 2000

CHARLENE HOGG

PN

3145 CRENSHAW CT

NEW PRT RICHY, FL 34655-2108

15 5322 0628287852 01 00000013446 00000016538 06

727 372-0048 LC/5322

PAGE: 2 OF 5

MAR 25 2000 MSD/19941130

PAYMENTS

0228 7398 PAYMENT OF \$ 26.58 RECEIVED ON FEB 28.

TOTAL PAYMENT(S) OF \$ 26.58 RECEIVED.

YOUR BILL AT A GLANCE

GTE REGULATED SERVICE

14.45

GTE LOCAL CALLS

2.11

Billstar Browse Page= 00002 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

```

-----
GTE REGULATED LONG DISTANCE CALLS                .57
MISCELLANEOUS CHARGES AND CREDITS                1.57
GTE REGULATED SERVICE TAXES AND SURCHARGES        1.68
          GTE REGULATED SERVICES                  20.38
SPRINT REGULATED SERVICES                          10.54
          TOTAL CURRENT CHARGES                    30.92
GTE REGULATED SERVICE (MAR 25 TO APR 25)
GTE SMARTCALL PRODUCTS AND SERVICES AUTOMATED HELPLINE 1 800 483-
6855
  
```

DESCRIPTION	QTY	UNIT RATE	
TELE/ACCESS ACT CHARGE	1	.09	.09 F
RESIDENCE LINE	1	10.86	10.86 7V
SUBTOTAL			10.95
FCC ACCESS CHARGE	1	3.50	3.50 FV
TOTAL			14.45
TAXABLE	14.45 F	14.36 R3	

GTE LOCAL CALLS

BILLING FOR 727 372-0048

EXTENDED CALLING SERVICE SUMMARY

CALL	# OF CALLS	RATE	CHARGE
------	------------	------	--------

Billstar Browse Page= 00003 GTFL 727 3720048 000325 Active  
Messages===>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
CALLS BILLED TO 727 372-0048

DIRECT DIALED CALLS

DATECALL	TOHRMINPA	TELNO	MIN	PL	CPTSL	FROM	REF		
0228	STPEFL14077278248813		1		41141		<0A	.19 FV	
0229	STPEFL12567278240936		2		41141		<0A	.38 FV	
TOTAL			3					.57	
TOTAL REGULATED REGIONAL CHARGES								.57	
MISCELLANEOUS CHARGES AND CREDITS									
LATE PAYMENT CHARGE ON \$104.75 AT 1.50%							1.57	F	
TOTAL								1.57	
REGULATED SERVICE TAXES AND SURCHARGES									
ACCOUNT SUBJECT TO STATE TAX									
F	3.00% FEDERAL EXCISE TAX (3.00% OF \$19.38)								.58
R3	2.56% FLORIDA INTRASTATE GROSS RECEIPTS TAX (2.56% OF \$17.29)								.44
COUNTY 911 FUNDING FEE								.30	
SVC PROVIDER NUMBER PORTABILITY FEE								.36	
TOTAL								1.68	
GTE REGULATED SERVICE CHARGES								20.38	
TOTAL GTE CHARGES								20.38	



Billstar Browse Page= 00003 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
15 5322 0628287852 01 00000013446 00000016538 06

727 372-0048 LC/5322

PAGE: 4 OF 5

MAR 25 2000 MSD/19941130

-00333-(800 877-4646) BILLING FOR SPRINT

COMMUNICATIONS SERVICES

BILLING FOR SPRINT

CHARGES FOR ACCOUNT ID: 0185922575 INVOICE# 03026552

SPRINT DIAL-1 CALLS

DATE	TIME	PLACE	CALLED	NUMBER	CALLED	PERIOD	MIN	AMOUNT
0219	0947	AMER	GA	912 924	9304	NIGHT	2.0	.20
0220	1859	AMER	GA	912 924	5179	NIGHT		2.00
0221	1343	TALL	FL	850 488	4491	DAY	1.0	.25
0228	2000	WASH	DC	202 401	1740	NIGHT	1.0	.10
0229	1917	AMER	GA	912 924	5179	NIGHT	8.0	.80
0301	2019	AMER	GA	912 924	5179	NIGHT		1.00
0303	2142	AMER	GA	912 924	9856	NIGHT	6.0	.60
0305	0957	AMER	GA	912 924	9856	NIGHT	1.0	.10
0306	2034	AMER	GA	912 924	9856	NIGHT		1.00
0308	0941	TALL	FL	850 488	4491	DAY	1.0	.25
0313	1904	AMER	GA	912 924	5179	NIGHT		1.30

Billstar Browse Page= 00004 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

-----  
TOTAL 7.60  
SUMMARY OF SPRINT USAGE  
DOMESTIC DIAL-1 USAGE 7.60  
TOTAL CALL USAGE 7.60  
OTHER CHARGES  
CARRIER UNIVERSAL SERVICE CHARGE .73  
PRESUBSCRIBED LINE CHARGE 1.50  
TOTAL 2.23  
TAXES AND FEES ON SPRINT LONG DISTANCE SERVICES  
FEDERAL EXCISE TAX .30  
STATE AND LOCAL TAX .16  
STATE AND LOCAL SURCHARGE .25  
TOTAL .71  
TOTAL FOR THIS INVOICE 10.54  
\*\*\*SPRINT SENSE PRODUCT SUMMARY\*\*\*  
LONG DISTANCE CHARGES THIS MONTH 9.10  
15 5322 0628287852 01 00000013446 00000016538 06  
727 372-0048 LC/5322  
MAR 25 2000 MSD/19941130  
CASH BACK THIS MONTH .91

PAGE: 5 OF 5

Billstar Browse Page= 00005 GTFL 727 3720048 000325 Active

Messages==>

PF7=Up PF8=Down PF9=Top PF10=Last Pg PF5=Acct Select PF6=Bill History PF3=Exit

---

PREVIOUS CASH BACK BALANCE	28.35
CURRENT CASH BACK BALANCE	29.26
TOTAL FOR SPRINT	10.54

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO SPRINT. YOU  
MAY CHOOSE ANOTHER COMPANY FOR LONG DISTANCE TELEPHONE CALLS WHILE  
STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM THIS COMPANY  
15 5322 0628287852 01 00000013446 00000016538 06

FAX NAME:  
FAX NUMBER:

DATE: 19-APR-00  
TIME: 14:03

<u>DATE</u>	<u>TIME</u>	<u>REMOTE FAX NAME AND NUMBER</u>	<u>DURATION</u>	<u>PG</u>	<u>RESULT</u>	<u>DIAGNOSTIC</u>
19-APR	14:01 S	218504137168	0:01:52	3	OK	6A3840100192

\*\*\*\*\*  
S=FAX SENT  
I=POLL IN(FAX RECEIVED)  
O=POLLED OUT(FAX SENT)

TO PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.  
TO PRINT MANUALLY, PRESS THE REPORT/SPACE BUTTON, THEN PRESS ENTER.