



Public Service Commission

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

RECORDS AND REPORTING
MAR 15 PM 1:53
LEGEND-FPSC

DATE: March 12, 2001

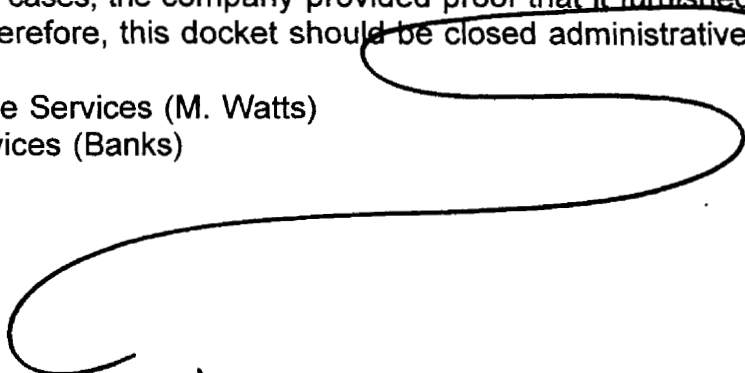
TO: Division of Records and Reporting (Bayo)

FROM: Division of Legal Services (Davis) *msd*
Division of Competitive Services (D'Haeseleer) *D*

RE: Docket No. 010208-TI - Initiation of show cause proceedings against Verizon Select Services Inc. for apparent violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.

This docket was opened based on erroneous information. Staff investigation revealed that some cases were duplicate cases and should not have been included in the show cause. In the other cases, the company provided proof that it furnished timely responses to the cases. Therefore, this docket should be closed administratively.

cc: Division of Competitive Services (M. Watts)
Division of Legal Services (Banks)



OK
SM
3/15/01

DOCUMENT NUMBER-DATE
03331 MAR 15 01
FPSC-RECORDS-REPORTING

HC

Joseph P. Caliro
Director-Quality Management

March 6, 2001

✓ Ray Kennedy
Division of Competitive Services

Beverlee DeMello, Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Dear Mr. Kennedy, Ms. DeMello,

Pur our conversation in Florida on Friday March 2, 2001, I am sending you this brief note summarizing the outcome of our meeting.

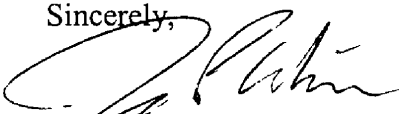
After a full investigation between Paul Lowery and myself, and presented to everyone in Friday's meeting, we agreed that all three cases listed on the Show Cause Docket for Verizon Select Services Inc. will be removed. The following represents what was found and presented:

- Cases 324856 Henry / Sally Barclay and 340834 Don Schweikert were both duplicate case numbers. Upon investigation, each of these cases was opened minutes apart from one another with the same notes in each case. Their duplicated case numbers, 324846 & 340829 were closed on time. It would appear that the two cases were open so close to one another due to some system malfunction at the PSC.
- Case 353333 Lillian Esposito was responded on time by VSSI and Paul could not determine how this case was placed on the Show Cause docket, because it did not appear on a late list and was responded on time.

Also worth noting, I have included the fax confirmation of our response to the late list that had both Barclay and Schweikert listed. During our investigation it was believed that the PSC never received our faxed response. Perhaps this is a good example of how sometimes faxes get lost. Going forward, when possible, e-mail is probably the best form of response.

Thank you for the great cooperation in the investigation of these cases. If I can answer any questions please don't hesitate to call. (972-465-5180)

Sincerely,



Joe Caliro
Director of Quality Management



Verizon Select Services Inc.
6665 N MacArthur Boulevard, HQK03D48
Irving, TX 75039

Phone 972.465.5180
Fax 972.465.5036
joe.caliro@verizon.com

2001 MAR -3 PM 0:20

COMPETITIVE SERVICES

TRANSACTION REPORT

Transmission
Transaction(s) completed

NO.	TX DATE/TIME	DESTINATION	DURATION	PGS.	RESULT	MODE
042	DEC. 4 16:47	FL-PSC	0' 01' 42"	007	OK	N ECM

Fax



Verizon Services Corp.
800 Hidden Ridge, HQEQ1012
Irving, Texas 76038

Specialist:
Linda Pannell
Phone 872/718-8988
Fax 872/718-1213

Compliance@list.tel.gta.com

To: Mr. Lowery FL PSC **From:** Linda Pannell

Fax: **Pages:** 6

Phone: **Date:** 12/4/00

Re: Past Due Responses **CC:**

- Urgent For Review Please Comment Please Reply Please Recycle

* Comments: Please find responses attached

Fax



Verizon Services Corp.
600 Hidden Ridge, HQE01G12
Irving, Texas 75038

Specialist
Linda Pannell
Phone 972/718-8998
Fax 972/718-1213

②
① Complaints@list.tel.gte.com

To: Mr. Lowery FL PSC **From:** Linda Pannell

Fax: **Pages:** 6

Phone: **Date:** 12/4/00

Re: Past Due Responses **CC:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

● **Comments:** Please find responses attached



December 4, 2000

Verizon Services Corp.
600 Hidden Ridge, HQE01G03
Irving, TX 75038

Complaints@list.tel.gte.com

Office of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Mr. Lowery:

Verizon Select Services, Inc (formally GTE Communications, Corp) is in receipt of the "Complaints past due" fax by your office on 11/30. All of the cases you sighted as past due were answered in the required time frame with the exception of two, which we did not receive. I have listed the Complainants name, case number and the date the response was sent below. I am also providing a duplicate copy of our response for each case. Please change your records accordingly.

Complaints Past Due for Verizon Select Services (TX071)

<u>Case No.</u>	<u>Customer</u>	<u>Date of response letter</u>	<u>Analyst</u>
335705T	Grace Vliet	0/14/00	N. Santiago
341207T	Edmund Koztoski	(complaint never received)	N. Santiago

Complaints Past Due for GTE Communications Corp (TI355)

<u>Case No.</u>	<u>Customer</u>	<u>Date of response letter</u>	<u>Analyst</u>
✓ 324856T	Henry Barclay	8/8/00	R. Roland
326196T	Ned Shah	8/11/00	N. Cortijo-Simmonds
334162T	Edwin A. Caldwell	(complaint never received)	N. Santiago
335584T	Paul Stair	10/03/00	D. Flores
✓ 340834T	Don Schweikert	10/27/00 (same as 340829T)	T. Gordon

I had Ms. Santiago resend the two complaints marked as "never received" on Friday (12/1) and will have a response sent to the PSCREPLY@PSC.STATE.FL.US email address by Dec. 15, 2000.

Please let me know if I can be of further assistance in this matter.

Sincerely,

Cookie Fuller, Manager
Regulatory Business Planning
Verizon Services, Inc.
972/718-1572

To: smtp[pscreply@psc.state.fl.us]
From: Cameron Nance@BUSMKT.MKTSVC@TKIRV
Cc:
Subject: FL PSC - CATS: 340829T - Schweikert, Don Mr. ✓
Attachment: BEYOND.RTF
Date: 10/27/00 9:22 AM

Dear Ms. Santiago,

Thank you for referring Mr. Schweikert's complaint to my office for review. I appreciate Mr. Schweikert taking time to discuss this matter with Verizon Select Services, Inc. (Verizon Select), formerly GTE Communications Corporation. Mr. Schweikert expressed concern because he continued to receive billing after he canceled his service.

Our records show Verizon Select began providing local and long distance service to Mr. Schweikert October 14, 1999. On August 15, 2000, Mrs. Schweikert called our offices and stated she had canceled the service with Verizon Select and changed to another carrier. Verizon Select received the displacement notice with effective date of April 7, 2000, however, the order was inadvertently processed incorrectly and the account continued to bill.

Verizon Select issued credits totaling \$329.65, representing 100% reimbursement for monthly recurring charges billed after the displacement date of April 7, 2000. A Verizon Select representative tried to contact Mr. Schweikert to discuss his account, but left a message on his answering machine instead, providing the above information. Verizon Select apologizes for any inconvenience Mr. Schweikert experienced as a result of the above matter.

Please contact me at 972/718-1572 if there is anything else I can do to assist you or Mr. Schweikert.

Sincerely,
Cooke S. Fuller
Manager-Regulatory

Email: complaints@lst.tel.gte.com

To: smtp [<pscreply@psc.state.fl.us>]
From: <naomi.saenz@telops.gte.com>
Cc: smtp [<Complaints@list.tel.gte.com>]
Subject: , FL PSC - CATS NO. 324846T - SALLY BARCLAY ✓
Attachment: BEYOND.RTF
- Date: 8/8/00 1:25 PM

Dear Ms. Cortijo-Simmonds:

GTE Long Distance, now doing business as Verizon Select Service Inc. (Verizon Select) has investigated the complaint listed above and is providing information on the results of this investigation. Ms. Barclay complained her long distance service provider was changed without authorization.

Our records indicate Verizon Select began providing Ms. Barclay with local and long distance service on February 10, 2000 after receiving a Long Distance Provider Change Form (LOA)* from a Verizon Phone Mart. The signature of Henry Barclay, dated February 10, 2000, is shown on the LOA for the account above. On June 26, 2000, Verizon Select received a deactivation notice from Ms. Barclay's local exchange company and canceled the account.

A Verizon Select representative contacted Ms. Barclay to discuss the above complaint and faxed a copy of the LOA. No credits were issued to the account. Please contact me at 972/718-1572 if there is anything else I can do to assist you or Ms. Barclay.

Sincerely,

Cookie S. Fuller
Manager-Regulatory
email: complaints@list.tel.gte.com

*copy of LOA forthcoming via fax