



Public Service Commission

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DATE: March 19, 2001

TO: Division of Records and Reporting (Bayo)

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

RE: Docket No. 010210-TL - Initiation of show cause proceedings against BellSouth Telecommunications, Inc. for apparent violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.

This docket was opened prematurely. Upon further consideration, staff believes that a show cause action against BellSouth Telecommunications, Inc. is not warranted at this time. Therefore, this docket should be closed administratively.

cc: Division of Legal Services (Elliott)
Division of Consumer Affairs (Lowery)
Division of Competitive Services (M. Watts)

OK; see attached correspondence from BellSouth.

*Sm
3/29/01*

BellSouth Telecommunications, Inc. 850 222-1201
Suite 400 Fax 850 222-8640
150 South Monroe Street
Tallahassee, Florida 32301

Nancy H Sims
Director - Regulatory Relations

March 9, 2001

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Subject: Florida Docket No. 010210 (Show Cause – Responses to Complaints)

Dear Mr. Kennedy:

As discussed with you on Friday, March 2, 2001, BellSouth is providing the attached summary of the activity associated with each of the Florida Public Service Commission cases identified in Docket No. 010210. This information gives a brief overview of the specific details and resolutions of each case that was furnished to you in writing on March 2, 2001.

Also, BellSouth has implemented additional safeguards to reduce confusion and to allow for the Commission Staff and for BellSouth to be able to continue to satisfy the customer. These include:

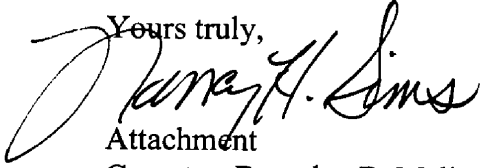
- Discussing the canceling or deleting of a case only with the appropriate Commission supervisor.
- Following up phone conversations concerning case deletions with an e-mail from BellSouth manager John Merlino to Paul Lowery.
- Monitoring more closely the weekly company activity report, with immediate reporting of any discrepancies.
- Monitoring more closely the Past Due Report, with immediate reporting of any discrepancies.

We would like to emphasize that BellSouth takes pride in providing excellent service to our customers, and we take very seriously any customer inquiry or complaint. We have and will continue to place high priority on responding to the customer and to the Commission in a timely manner. As discussed with you, we would appreciate your informing us, with specifics, as soon as possible if there appears to be a problem with our calling customers back on warm transfers.

Sims to Kennedy
March 8, 2001
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We look forward to continuing our good working relationship. If you have any questions or need any additional information, please give me a call.

Yours truly,

A handwritten signature in cursive script, appearing to read "Donald H. Sims". The signature is written in black ink and is positioned to the right of the typed name "Donald H. Sims".

Attachment

Copy to: Beverlee DeMello
Rick Moses
John Merlino
Nancy White

BellSouth Summary of FPSC Cases – Docket No. 010210
March 9, 2001

321824T (dated 6-22-00)

BST never received. This is a duplicate case of 321736T received by BST dated 6-21-00 w/ due date of 7-13-00. BST provided interim response on 7-1-00 and final on 7/14/00 via e-mail.

301343T (dated 1-19-00 w/ 2-03-00 due date)

BST received. Response sent via e-mail 1-19-00. BST Legal had sent a letter to customer 1/17/00. Verbal contact was made with B. DeMello by N. Sims 1-20-00 and case was sent to FPSC Legal. FPSC Legal sent ltr. to customer 3-1-00. Was to be closed by FPSC Legal Dept.

323348T (dated 7-7-00 w/ 7-28-00 due date)

BST did not receive. Case was received as a warm transfer on 07-07-00. Customer had five cases open and some were deleted and closed per 336235T which was opened 9-18-00 w/ due date of 10-9-00. BST responded on 10-3-00 with follow-ups on 10-18 & 10-19.

323744T (dated 7-12-00 w/ 8-2-00 due date)

BST received and closed 7-28-00 via e-mail response.

328885T (dated 8-4-00 w/ 8-25-00 due date)

BST did not receive formal complaint (formal complaint was opened because customer was not satisfied with the initial response by BST to the warm transfer). BST received as a warm transfer on 07-27-00 and was closed on 08-09-00 with the customer satisfied.

329088T (dated 8-7-00 w/ 8-28-00 due date)

BST did not receive, however Customer's complaint was taken care of on 08-08-00.

330585T (dated 8-15-00 w/ 9-06-00 due date)

BST received the case and closed on 8-31 via e-mail response.

331855T (dated 8-22-00 w/ 9-13-00 due date)

BST received the case and closed on 9-1 via e-mail response.

332537T (dated 8-25-00 w/ 9-18-00 due date)

BST received the case and closed on 9-1 via e-mail response. Resent response via FAX on 11-22-00.

333133T (dated 9-05-00 w/ 9-20-00 due date)

BST received the case and closed on 9-5 via same day e-mail response.

333724T (dated 9-01-00 w/ 9-25-00 due date)

BST received the case and FPSC called on 9-01 to say customer had called back and cancelled complaint. Did not note the name of the FPSC Staffer that called.

337078T (dated 9-21-00 w/ 10-12-00 due date)

BST received but was duplicate of 33570T (received 9-14 w/ 10-05-00 due date). 337078T was canceled as duplicate by Carmen. 335750T was responded to via e-mail on 10-05-00.

338124T (dated 9-28-00 w/ 12-08-00 due date –changed from 10-19-00)

BST did not receive until 11-16-2000, with a due date of 12-08-2000. Still open, interim responses sent on 12-2, 12-29, 1-29, 2-28. Will close when customer receives check from BST.

338584T (dated 10-02-00 w/ 10-23-00 due date)

Case sent by PSC on 10-02-00 at 08:35 not received by BellSouth. Customer trouble handled on 10-02-00 at 09:58.

338990T (dated 10-03-00 w/ 10-24-00 due date)

Not a BellSouth issue. Case involves AT&T billing directly to the customer. Was supposed to have been deleted per Ellen on 10-04-00.

345447T (dated 11-13-00 w/ 12-06-01 due date)

BST received the case and sent an interim response via e-mail on 11-22-00, with final response provided 12-06-00 via e-mail.

345715T (dated 11-14-00 w/ 12-07-00 due date)

BST received this case via e-mail and it was inadvertently overlooked. On 2-28-01 BST sent a response via e-mail to close the case.

346117T (dated 11-16-00 w/ 12-11-00 due date)

BST did not receive the case. Assume that BST handled via warm transfer as customer's service was turned back on 11-16-00 (same day case opened). On 2-28-01 BST sent a response via e-mail to close the case.

347003T (dated 11-27-00 w/ 12-18-00 due date)

BST received the case via e-mail and it was inadvertently overlooked. BST did handle the customer's problem by 12-13-00. A response was sent to close the case on 2-27-01 via e-mail.

347226T (dated 11- 27-00 w/ 12-18-00 due date)

BST never received the case. Customer's problem was handled by 12-9-00. A response was sent to close the case on 2-23-01.

348118T (dated 12-04-00 w/ 12-26-00 due date)

BST did not receive the case, however it was originally sent to AT&T. By the time the case was redirected to BellSouth, the customer no longer had the number in question and problem was resolved on 8/30-00. A response was sent to close the case on 2-21-01.

349021T (dated 12-07-00 w/ 12-29-00)

Case was also received as a Warm Transfer on 12-06-00. Case 349021T was to be deleted per Dick Durban.

351275T (dated 12-19-00 w/ 1-11-01 due date)

BST received case and responded via e-mail with an interim 1-09-01 w/ another interim on 2-15-01. Another report is due 3-15.

351615T (dated 12-20-00 w/ 1-12-01 due date)

BST received the case and sent an interim response 1-12-01. The final response was sent 2-05-01 via e-mail to close the case.

352646T (dated 12-28-00 w/ 1-22-01 due date)

BST did not receive this case, however BST did respond to case #344149T (dated 11-02-00) which was closed 12-08-00 and is the same complaint. Response was sent to customer on 12-08-00. FPSC Analyst, in the case notes, indicates that franchise fees (the subject of the complaint) "are not under our jurisdiction".